



MCA Consulting Excellence Declaration

March 2023

Sysdoc is proud to reaffirm its commitment to the MCA's Consulting Excellence Scheme for 2023.

Our commitment has remained strong since the original signing in 2016. We pride ourselves on rigorously applying the principles each year, to every aspect of our organisation, especially in how we interact with our clients and engage and develop our people.

As our relationship with the MCA continues and strengthens, we are proud to continue applying these crucial principles to our work, acting as a kitemark of quality to our customers.

Over the past 12 months, Sysdoc has worked to ensure we have a relentless commitment to the principles of Consulting Excellence, which include:

- Employee Engagement and rapid action from monthly pulse surveys
- Delivery of continuous improvement, reacting to quarterly client surveys
- Commercial and delivery transparency with our clients through trusted partnership
- Commitment to Quality, Innovation and Agility through our FlightPath delivery model

Sysdoc's Employee Engagement Programme seeks to build upon the excellent foundations that made us who we are at Sysdoc. We strive to be a place where people love their work and do the best work of their careers, and our programme identifies development pathways for all employees in support of this. Sysdoc is an employer where people are supported, listened to, and given great opportunities while encouraging them to live whole and healthy lives inside and outside work.

Sysdoc empowers staff to make their own decisions on work style and location. We call this Sysdoc WorkStyle. Everyone creates their own lifestyle. For most of us, it is part routine and part adapting to what life throws at us. We trust our people to do the same at work. Sysdoc people create their own WorkStyle from the moment they join us. If it works for the customer, the manager/the team, and the individual, we trust our people to decide where, when, and how they work. We will never demand our staff to be in the office 2-3-4-5 days a week just so we can monitor their work.

Our Delivery Quality and Innovation initiative ensures the highest possible quality standards are achieved, in all we do, for our clients. Robust monitoring and measurement are in place, twinned with quarterly transparent client reviews. Sysdoc's FlightPath delivery methodology ensures that when working with our clients, we have regular and transparent checkpoints at different phases of a programme and that lessons are learned and fed into future steps and work. In addition to our FlightPath approach, we have a programme to drive innovation across all we do, which ensures we deliver innovative services and support our clients to be prepared for the future of work.

Our Employee Lifecycle programme outlines what an employee can expect as a member of the Sysdoc community. This will be a clear path from the moment they are introduced to us, through the recruitment and onboarding process, and as they develop and evolve with us as an employee. This

pathway for each employee will focus on their professional development, ensuring they are encouraged and supported to create, both in informal and formal training events, learning from industry experts and from those around them. We encourage all consultants to get involved with the MCA, whether Young Consultants, emerging or mature, through the different communities on offer.

We encourage Diversity and Inclusion at Sysdoc. It is never a target to fill a quota but more so that we recognise and celebrate talent. Our values represent inclusion, and we are proud to have a diverse and talented organisation. We commit to using data to ensure we are constantly applying best practices and, working with peer companies in the MCA, to ensure that as an industry we are seen as an inclusive industry that provides equal opportunity for all.

As an SME consultancy, these work programmes are a significant investment of time and cost for Sysdoc, so we must ensure clear outcomes. We recognise the essential role such initiatives play in ensuring a motivated, empowered, and successful consulting team and maintaining strong client relationships.

At Sysdoc, we want to inspire our people and those we work with and establish a sustainable, growing business. We are actively committed to advancing the principles of the Consulting Excellence scheme through our close working relationship with the MCA and other member firms. The Consulting Excellence scheme can help clients identify and differentiate consulting firms committed to the highest levels of transparency, collaboration, and the delivery of outstanding results and help member firms recruit and retain the best people.

This reaffirmation of our commitment to Consulting Excellence demonstrates the work we are doing to ensure our team embody these principles. We are applying them to the work we offer our clients, reflecting the principles internally to support and develop our people and deliver excellence in our client service and value.

Excellence in our client service and value

Communicating Consulting Excellence to our clients

Defining Consulting Excellence for our clients and emphasising how we are working to achieve this in the solutions we deliver to them is essential. As part of this, we continually engage with clients and our wider audience through our marketing communications, website, and social media channels and the relationships our consultants build with our client contacts.

We have engaged our clients when able to visit them on-site, which is an important way to raise awareness of the scheme and our commitment towards it. We provide excellent and transparent consulting services which deliver outcomes clients seek and need.

The work we provide for our clients is always driven by our team, asking two questions:

- How can we help our clients work in a simpler, smarter way?
- How can we improve the value our clients receive from Sysdoc?

Our culture of collaboration means that we work towards appropriate solutions together, drawing on the large knowledge pool of Sysdoc professionals. An honest and transparent working model with our clients is paramount, too; we ensure our clients clearly understand the path of their business change, who is delivering it, and how it will be provided. We do not hesitate to re-evaluate our work to ensure it meets our quality standards and the needs of our clients. Our Quality Champion network ensures quality is at the heart of all we do, internally and with our clients – recruitment, development, commercials, and delivery through to project close and transition back to the client.

We have carefully selected Quality Champions at each site for our clients, who conduct frequent reviews. Quality Assurance is more frequently becoming part of formal discussions at client projects and remains a key differentiator for Sysdoc.

We continually strive to improve the value we can deliver to clients.

Some recent initiatives that have enhanced the value we can deliver to our clients include:

- Sysdoc FlightPath methodology – a structured approach that leverages our aviation heritage in a consulting context to ensure lessons are learned throughout the lifecycle of a project or programme, that there is a culture of openness at all times, and that clients always have a clear ‘destination’ (outcome) when initiating a piece of work.
- Sysdoc Insight tool – an online and interactive product which builds upon existing Sysdoc skills, knowledge, capability, and tools to deliver an integrated way of managing complex change for our clients. The tool supports Sysdoc consultants and clients to make informed decisions and manage risk for their business change programmes.
- Employee Value Proposition (EVP) – we support clients in delivering cultural and behavioural change by providing cultural change services to our clients. Storytelling, video, tone of voice and bespoke card games are tools we use to embed this change.
- Operational Excellence tools – a suite of tools which seek to support our clients in achieving greater performance, collaboration, and control across their organisation.

Excellence in professional development

We undertake training and professional development planning each year. Our desire to improve, grow and learn is uncompromised. We provide consultants at all levels in our organisation the opportunity to learn new skills and progress in their careers.

Drawing on Sysdoc’s aviation heritage, which underpins how we work, we have run a training programme for all employees on the topic of ‘Human Factors (in the cockpit)’ which seeks to help our team understand what has led to aviation being the safest industry in the world. We encourage our consultants to consider how to apply these principles to the projects they work on and ensure they are delivered in the safest possible manner and deliver upon the outcomes established at the outset.

We hold regular Lunch and Learn sessions where a colleague discusses a specific topic. We’ve had themes as diverse as mental health, women in consulting, quality standards, robotics, people development and well-being. We have made strides in maintaining a solid well-being focus for our hard-working consultants. We also seek to ensure a healthy discussion with our clients on how to maintain a beneficial work-life balance on what can often be challenging and tiring work programmes.

We promote strong core consulting capabilities and specialisms:

Each of our consultants is aligned to one of our capabilities (centres of excellence), ensuring they receive specialist training, personal development, and career opportunities from the capability lead. This means we can provide clients with experienced consultants with specialised skills to tackle organisational challenges more effectively.

Excellence through ethical behaviour

We conduct our business ethically and foster a diverse and inclusive culture.

Our global values were relaunched in 2016, in collaboration with our sister business in New Zealand, with a strong focus on ethical working. The realignment of our values has cascaded throughout the

entire organisation. They continue to be a core part of who we are and drive each decision we make as a business and individuals.

Our values continue to resonate with our clients:

- High Energy
- Awesome Together
- Relentless Commitment
- Absolute Integrity
- and Celebrate Simplicity.

We are always conscious that our client engagements should positively impact society and the environment. Among the organisations we support, we are particularly proud to be founding supporters of the 'It's a Penalty' campaign. The campaign partners with major sporting events to raise awareness of child trafficking and exploitation. We are also partnering with a local central London state school close to our office to support the development of their student community (90% of which live in social housing).

Excellence in our documents

Within all our commercial documentation, there is a commitment to the Consulting Excellence scheme. This is present within bids and all our company policies and continues to be distributed regularly through internal communications as part of our Consulting Excellence scheme awareness.

We proudly represent crucial elements that make our consultancy ethical, diverse, inclusive, innovative, driven, and forward-thinking.

Please see our [website](#) and [social media channels](#) for more information.