

Consulting Excellence

Able and How's commitment to
quality, value and best practice

Our declaration

Able and How is committed to providing the highest standards and maximum value to our clients, as well as ample opportunities for development to our people.

We continue to ensure our **values, behaviours and actions** are in-line with what is expected from a top consulting firm. We are dedicated to upholding the three pillars of the MCA's Consulting Excellence initiative to ensure good practice across our business. As a founding signee and active members of the MCA we believe in delivering Consulting Excellence.

The three pillars form a guide by which **we hold ourselves to account, strive to improve and set a minimal benchmark.**



How we commit to quality, value and best practice against the three pillars

Ethical Behaviour	Client Service and Value	Professional Development
<p>1. We are responsible and good citizens</p> <ul style="list-style-type: none"> We encourage employees to support local charities and hold an annual team charity day to help in local communities We recycle office waste including paper, cardboard, plastic and toner cartridges We utilise technology wherever possible to minimise our carbon footprint and reduce CO2 emissions generated from our activities. 	<p>4. We provide excellent consulting services which deliver the outcomes clients seek and need</p> <ul style="list-style-type: none"> We apply a quality assurance role to each account to ensure excellence and a high standard We operate charters with clients to manage outcome expectations We are flexible to client needs and tailor our support to their requirements regardless of how it might negatively affect fees 	<p>7. We undertake training and professional development planning each year</p> <ul style="list-style-type: none"> Our biannual team away days focus on areas we can improve as a team and as individuals We operate a clear performance management and personal development process and are always working towards 'best practice' We hold regular "lunch and learn" and upskilling sessions for all our staff
<p>2. We conduct our business ethically</p> <ul style="list-style-type: none"> We believe ethics is crucial to sustainable business and don't sacrifice our integrity 'to get the job done' We are committed to being fair and just in our decision-making and treatment of others We pay associates and suppliers on time regardless of payments received from clients 	<p>5. We are transparent with clients and respond to their concerns</p> <ul style="list-style-type: none"> We are transparent and upfront about consulting costs and ensure our rates are based on value, not profit We keep clients informed in a timely fashion about the work being undertaken and how it is being billed throughout the project lifespan We are honest in all of our interactions and encourage a candid relationship with clients 	<p>8. We promote strong core consulting capabilities and specialisms in our consultants and teams</p> <ul style="list-style-type: none"> We encourage staff to participate in continuous professional learning We engage with industry leaders, professional institutes and thought leaders to remain at the forefront of best practice through attendance at events, webinars and conferences Our recruitment process is rigorous to ensure we only hire employees and associates who are capable, confident and always striving to better themselves
<p>3. We foster an ethical culture</p> <ul style="list-style-type: none"> We nurture a work environment that values decisions made on principles and standards of ethics We actively encourage feedback and ideas from all levels of the business even if it is a critique We actively promote a work environment where people feel respected and diversity is recognised and valued We expect staff to record time honestly and review timesheets weekly to manage hours and flag areas of concern 	<p>6. We always strive to improve the value we can deliver to our clients</p> <ul style="list-style-type: none"> Continuous learning and feedback loops are an important part of our service We practice a culture of acknowledging and accepting personal accountability for decisions and consequences We strive for excellence in everything we do and formally review our processes and performance twice a year 	<p>9. We support our employees' career progression, professional development and welfares</p> <ul style="list-style-type: none"> We provide buddies to new employees to help settle in We encourage team bonding at our regular team lunches, fun nights out and away days We support flexible working to support a happy work-life balance

Able and How

Organisational:
Change Initiation | Change Management | Change Capability

About us

As specialists in change management, we enable our clients to realise the full value of their organisational transformation programmes by helping people adopt change. By doing so, we maximise the benefits captured from a programme while at the same time, minimising costs and impacts to the business.

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