



**Consulting Excellence**  
Annual Declaration to the MCA



*February 2018*

# AGENDA



**WHO WE ARE AND OUR VALUES**



**CONSULTING EXCELLENCE SCHEME's EVIDENCES**

# A. WHO WE ARE AND OUR VALUES



- **AT NFQ, we want to reinvent the way consulting works**
- **The values of the firm underpin the way we work and act with clients, partners, colleagues and other stakeholders**
- **Our values are fully aligned with MCA code of practice as we always aim to be and remain**
  - Ethical
  - Committed and dedicated to our clients
  - Focussed on developing talents
- **NFQ is totally committed to deliver Consulting Excellence in every activity and to uphold the three pillars of the MCAs Consulting Excellence initiative to ensure good practice across our business**
- **NFQ is pleased to confirm its commitment to the nine Consulting Excellence principles outlined by the Management Consultancy Association (MCA)**

# B. CONSULTING EXCELLENCE SCHEME'S EVIDENCES



The table below provides a summary of the evidences to support our commitment toward the 9 principles

Pillars	Principles	NFQ Evidence
<b>Ethical Behaviour</b>	<ul style="list-style-type: none"> <li>We are responsible and good citizens.</li> <li>We conduct our business ethically.</li> <li>We foster an ethical culture</li> </ul>	<ul style="list-style-type: none"> <li>NFQ Global and UK Foundations</li> <li>Encourage teleconferencing and minimise travelling</li> <li>Continuous review of practises and procedures to minimise the impact of our activities</li> <li>We don't use contractors, but in-house and fully trained experts</li> <li>Equality, diversity and sustainability policies and procedures in place</li> <li>Preserve any confidential information or documents</li> </ul>
<b>Client Service and Value</b>	<ul style="list-style-type: none"> <li>We provide excellent consulting services which deliver the outcomes clients seek and need</li> <li>We are transparent with clients and respond to their concerns</li> <li>We always strive to improve the value we can deliver to our clients</li> </ul>	<ul style="list-style-type: none"> <li>"less is more": We specialise in the sector we know better: Financial services</li> <li>Our professionals are one of the drivers of our success, and we nurture our people</li> <li>We embrace working with clients as if we were part of their teams.</li> <li>We believe in innovation driven by an in-depth knowledge of the business we operate in. We research, collaborate and work with institutions and partners to add value to our clients</li> <li>We always propose the best solution to our clients for their long-term benefit</li> <li>We appoint dedicated account managers for the whole client relationship, and they will act as a single point of contact for our clients.</li> <li>We ensure that we perform to the best of our knowledge and complete the project in a professional manner and only undertake work within our capability and capacity</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>We undertake training and professional development planning each year</li> <li>We promote strong core consulting capabilities and specialisms in our consultants and teams</li> <li>We support our employees' career progression, professional development and welfare</li> </ul>	<ul style="list-style-type: none"> <li>We offer personalised training plans &amp; promote specialisms through tailored growth plans</li> <li>We provide buddies to settle and coaches</li> <li>We offer a specific soft skills training tailored to each</li> <li>We only accept assignment for which we have the right experience and allocate people with the right expertise</li> <li>We organise regular events and parties (we call them "Last" as they regularly happen every last Thursdays of the month)</li> <li>We offer rewarding benefits packages and bonus tailored to individual and company performances</li> <li>Our recruitment process is rigorous and honest at any time</li> <li>We provide with a biannual performance review process in place</li> </ul>

## Contact us

For more information about NFQ's commitment to the Consulting Excellence framework, please contact



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