



MCA Awards 2018 Winner

Consulting Excellence Award for Client Service & Value OEE Consulting

Delivering extraordinary client service and value has always been at the core of OEE Consulting's approach, resulting in 2017 business growth of 40% fuelled almost exclusively by client referrals.

We welcome the Consulting Excellence framework which is particularly aligned with our values. Instead of sales targets we monitor our performance through customer advocacy scores and the long term growth of our business. We think the results speak for themselves

- Our Net Promoter Score has increased year-on-year since 2013, by a total of 42 points
- 100% of our employees would recommend us as an employer, and we are the only MCA member in the Sunday Times 100 Best Small Companies To Work For list
- All our work is supported by our Certainty of Outcome guarantee, meaning we will always deliver agreed objectives - working at our own cost if necessary

In 2017 we commissioned extensive client research which revealed "the highest levels of client advocacy that we have ever uncovered for a management consulting firm."

We are now building on these foundations by developing our proposition and people based on direct client requirements. This will allow us to provide increased strategic engagement and technology integration to our clients, providing a platform for mutual success in 2018 and beyond.