

CAPITA

Capita Transformation is proud to be a founder member of the Management Consultancies Association (MCA) Consulting Excellence framework.

What is Consulting Excellence?

Consulting Excellence is a groundbreaking scheme for the UK's leading management consulting firms. Capita Transformation's ongoing commitment to the framework is a clear, public indication of our dedication to providing outstanding value to our clients, as well as to living and breathing the highest standards of ethical behaviour, client service, and professionalism.

We apply the three pillars and nine principles of Consulting Excellence on a daily basis; they are embodied in the Capita Values and are supported by our management practices, bid assurance, and client delivery assurance processes.

ETHICAL BEHAVIOUR

Consulting Excellence firms work with clients, partners, employees and other stakeholders in an ethical way. This means:



1. We are responsible and good citizens.
2. We conduct our business ethically.
3. We foster an ethical culture.

CLIENT SERVICE AND VALUE

Consulting Excellence firms promote the highest standards of client service and value. This means:



4. We provide excellent consulting services which deliver the outcomes clients seek and need.
5. We are transparent with clients and respond to their concerns.
6. We always strive to improve the value we can deliver to our clients.

PROFESSIONAL DEVELOPMENT

Consulting Excellence firms develop the capabilities of their consultants, provide career development opportunities and support the welfare of all their employees. This means:



7. We undertake training and professional development planning each year.
8. We promote strong core consulting capabilities and specialisms in our consultants and teams.
9. We support our employees' career progression, professional development and welfare

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What does Consulting Excellence mean for me?

For our clients: our clients can be assured that we work collaboratively, openly, transparently, and to the highest ethical and professional standards. We share and actively promote best practice in order to provide great results which meet client needs.

For our staff: this means that consulting is recognised as a great career. Professional career development is supported by robust planning and appropriate training and development opportunities, enabling our staff to progress in a way and at a pace that suits them.

For our business partners: Consulting Excellence means that we are committed to working with our partners on an ethical, collaborative, transparent, and professional basis. And this is a reciprocal arrangement: we expect the same commitment from our partners in order to provide excellent service to our clients.

For the communities we work in: we strive to give back to local organisations through charitable work both personally and collectively. It is our explicit intention to improve the lives and life chances of those who are impacted by the services we provide, in their local communities.

“Capita Transformation remains firmly committed to the MCA Consulting Excellence framework. Over the last 12 months, we have invested in particular in client and people engagement, to further strengthen that commitment, and to ensure that Capita Transformation is a great place to work, and delivers great results for Capita and for our clients.”

Damian Riley, Chief Operating Officer, 28 February 2018

Where do I find out more?

For more information about Capita Transformation’s commitment to the Consulting Excellence framework, please contact Juliet Osborne (juliet.osborne@capita.co.uk) or Gill Walker (gill.walker@capita.co.uk) in the first instance.

For a ‘view from the top’ of the importance of Consulting Excellence to Capita Transformation, please see the article below, originally published by the MCA in December 2016:

<https://www.mca.org.uk/news/updates/view-from-the-top-ben-eggleston-capita-transformation>

More information about the Consulting Excellence framework can be found here:

<https://www.mca.org.uk/reports/reports-data/introducing-consulting-excellence/>

<https://www.mca.org.uk/news/press-releases/consulting-excellence-marks-step-change-for-world-leading-consulting-industry/>