

Consulting Excellence

Declaration

 **m²** managementors

MCA
A POSITIVE FORCE
FOR THE ECONOMY

 MCA
CONSULTING
EXCELLENCE

Managers are proud members of the Management Consultancies Association.

Being members demonstrates that we are recognised as able to meet stringent criteria and adhere to the MCA code of practice, meaning our customers can be assured we provide nothing less than top tier services.

As members we are actively involved in the opportunities available to us; participating in debates, events, reports and much more.

It is a great honour to be involved with other members, as well as contributing to the UK consulting industry as a whole.



With the new Consulting Excellence Framework established by the MCA, we have adopted the principles of Ethical Behaviour, Professional Development and Client Service and Value, which are integral to how we operate as a business.

Ethical Behaviour

We are responsible and good citizens.

We regularly carry out charity events and have organised activities near to the office supporting the local community. We recycle where possible and encourage sustainable travel.

We conduct our business ethically and act with integrity at all times seeking feedback from clients after every project.



Client Service and Value

We provide excellent consulting services which deliver the outcomes clients seek and need.

We have recently restructured to ensure we deliver greater value to the client to ensure identifiable responsibility for end to end delivery of results. Working closely with clients our Practice Directors ensure that projects are designed and delivered to meet agreed targets.

Each project begins with a clear discovery phase which involves both parties in understanding the issues to be addressed, agreeing the activities that will be undertaken and providing clarity on the benefits which will be achieved. This framework for project governance is then reviewed weekly with the client to ensure that we are delivering to their expectations.

Following every project, we survey all levels of the client community to understand how the project affected them and whether or not it met their expectations. This information then feeds into informing further engagements to ensure that they give clients the value they expect.

We review suppliers regularly to ensure that they are delivering as expected to us and that we are acting in a mutually beneficial partnership with them.



Professional Development

Through a clear development programme underpinned by bi-annual performance reviews we work towards developing our staff and ensure that they progress at the appropriate speed into a variety of roles. Currently over half of our consultants have progressed through our graduate training scheme which takes them through all aspects of consulting and supports them throughout their career.

All new starters are assigned a mentor who will support them and provide guidance through the early stages of their career.

We have supported members of staff through degrees and coaching courses whilst encouraging active participation in MCA events to broaden their skills.



We implement
change and
performance
solutions that
deliver real
business
advantage for
our clients.



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