



# MCA Consulting Excellence declaration

FEBRUARY 2020

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Sysdoc is pleased to reaffirm its commitment to the MCA's Consulting Excellence scheme for 2020. This is our fourth year of commitment to the scheme, and we are as committed to it in 2020 as we were in 2016. If anything, as our relationship with the MCA grows, we become increasingly aware of the importance of the different pillars that underpin the scheme.

Over the past twelve months, Sysdoc has made several key interventions to ensure an absolute commitment to the principles of Consulting Excellence, including:

- Employee Engagement programme
- Delivery Quality and Innovation
- Employee Lifecycle initiative

Sysdoc's **Employee Engagement programme** seeks to build upon the great foundations that made us who we are at Sysdoc. We strive to be a place where people love their work, where they are supported and listened to, and are given great opportunities whilst also encouraging them to live full and healthy lives inside and outside work. The programme will ensure everybody knows what it means to be a 'Sysdoc'er' and the cultural norms and values they need to sign up to, in order to get the most out of their role.

Our **Delivery Quality and Innovation** initiative will ensure the highest possible quality standards are achieved in all we do for our clients, with robust monitoring and measurement in place. Sysdoc's FlightPath delivery methodology ensures that, working with our clients, we have regular and transparent checkpoints at different phases of a programme, and that lessons are learned and fed into future phases and work. In addition to our FlightPath approach, we have a programme of innovation across all we do, which ensures we are delivering cutting edge services to our clients, which add value in supporting them to be prepared for the future of work.

Our **Employee Lifecycle** programme outlines what an employee can expect as a member of the Sysdoc family. This will be a clear path from the moment they are introduced to us, through the recruitment and onboarding process, and as they develop with us as a consultant. This pathway for each employee will focus on their professional development, ensuring they are encouraged and supported to develop, both in informal and formal training events, learning from industry experts and from those around them. We have also signed up to the MCA Chartered Management Consultant award scheme, which will help us to align development pathways to the trajectory of the wider consulting industry.

These programmes of work are a major investment of time and cost for Sysdoc, and as an SME consultancy it is important that we ensure there are clear outcomes. We recognise the essential role such initiatives play in ensuring we have a motivated, empowered and successful consulting team, and in how we maintain strong relationships with our clients.

At Sysdoc, our purpose is to enable people and organisations to work in a simpler, smarter way. We want to inspire our people and those we work with, and we want to establish a sustainable, growing business. We are actively committed to advancing the principles of the Consulting Excellence scheme through our close working relationship with the MCA, and with other member firms. Sysdoc's Head of Delivery, Guy Sorrill, is the chair of the MCA SME Council, the MCA community which represents and seeks to advance the role of SMEs in the UK consulting industry and is also on the board of the MCA. We are also heavily involved in the Young MCA and offer a council role to one of our younger consultants, on a twelve-month rotating basis. We are deeply involved in several other MCA communities, attending events and contributing to the future direction of the organisation. Through these communities, we share in the responsibility to advance and build business trust in the consulting profession.

The Consulting Excellence scheme has the power to help clients identify and differentiate consulting firms committed to the highest levels of transparency, collaboration and the delivery of great results, and to help member firms recruit and retain the best people. This reaffirmation of our commitment to the scheme demonstrates how we are working hard to ensure our team embody the principles of Consulting Excellence, how we are applying them to the work we are offering our clients and how we are reflecting the principles internally in supporting and developing our people and delivering excellence in our client service and value.

## **Excellence in our client service and value**

### **Communicating Consulting Excellence to our clients:**

It is important to define Consulting Excellence for our clients and emphasise how we are working to achieve this in the solutions we deliver to them. As part of this, we continually engage with clients and our wider audience through our marketing communications, website and social media channels, and through the relationships our consultants build with our client contacts. We have engaged our clients when visiting them on site; an important way to raise awareness of the scheme itself, and our commitment towards it. We provide excellent and transparent consulting services which deliver outcomes clients seek and need.

### **We provide excellent and transparent consulting services which deliver outcomes clients seek and need:**

The work we provide for our clients is always driven by our team of consultants asking two questions:

1. How can we help our clients work in a simpler, smarter way?
2. How can we improve the value our clients receive from Sysdoc?

Our culture of collaboration means that we work towards appropriate solutions together, drawing on the large knowledge pool of Sysdoc professionals. An honest and transparent working model with our clients is paramount too; we ensure our clients clearly understand the path of their business change, who is delivering it, and how it will be delivered. We do not hesitate in re-evaluating our work to ensure it meets our quality standards, and the needs of our clients. Our Quality Champion network ensures quality is at the heart of all we do, internally and with our clients – recruitment, development, commercials and delivery through to project close and transition back to the client. For our clients, we have carefully selected Quality Champions

at each site, who conduct frequent peer reviews. Quality is more frequently becoming part of formal discussions at client projects and remains a key differentiator for Sysdoc.

### **We always strive to improve the value we can deliver to clients.**

Some recent initiatives that have enhanced the value we can deliver to our clients include:

- **Sysdoc FlightPath methodology** – a structured approach that leverages our aviation heritage in a consulting context to ensure lessons are learned throughout the lifecycle of a project or programme, that there is a culture of openness and honesty at all times, and that clients always have a clear ‘destination’ (outcome) when initiating a piece of work.
- **Sysdoc FlightPath tool** – an online and interactive tool which builds upon on existing Sysdoc skills, knowledge, capability and tools, to deliver an integrated way of managing complex change for our clients. The tool supports both Sysdoc consultants and client leads to make informed decisions and manage risk for their business.
- **Employee Value Proposition (EVP)** – Sysdoc supports clients in delivering cultural and behavioural change by delivering EVP services to our clients. Storytelling, video, tone of voice and bespoke card games are just some of the tools we use to embed culture change for our clients.
- **Onshore learning excellence** – a new Sysdoc initiative which delivers UK-based, optimised value programmes of learning, whilst still maintaining the highest possible level of quality.
- **Operational Excellence tools** – a suite of tools which seek to support our clients in achieving greater performance, collaboration and control across their organisation.
- **Robotics Process Automation (RPA)** – exciting process and change management solutions designed to ensure appropriate business decisions are made when automating standard business processes.

## **Excellence in professional development**

### **We undertake training and professional development planning each year:**

We undertake training and professional development planning each year: Our desire to improve, grow and learn is uncompromised. We provide consultants at all levels in our organisation the opportunity to learn new skills and progress in their careers. Drawing on Sysdoc’s aviation heritage, which underpins how we work, we have run a training programme for all employees on the topic of ‘Human Factors (in the cockpit)’ which seeks to help our team understand what has led to aviation being the safest industry in the world. We encourage our consultants to consider how to apply these principles to the projects they work on, and ensure they are delivered in the safest possible manner and deliver upon the outcomes established at the outset.

We continue to hold regular ‘Lunch and Learn’ sessions, where a colleague leads a discussion on a specific topic. We’ve had topics as diverse as mental health, women in consulting, quality standards, robotics, people development and wellbeing. We have made strides in ensuring we maintain a strong focus on wellbeing for our hard-working consultants. We have implemented a series of initiatives including a flexible working and a centrally paid travel scheme. We also build standard clauses into our commercial documents which seek to ensure there is a healthy discussion with our clients on how we maintain a beneficial work-life balance on what can often be challenging and tiring programmes of work.

**We promote strong core consulting capabilities and specialisms:**

Each of our consultants is aligned to one of our practices (centres of excellence) ensuring they receive specialist training, personal development and career opportunities from the capability lead. This means that we can provide clients with experienced consultants that have specialised skills to tackle organisational challenges more effectively.

## Excellence through ethical behaviour

**We conduct our business ethically, and foster an ethical culture:**

Our values were relaunched in 2016, in collaboration with our sister business in New Zealand, with a strong focus on ethical working. The realignment of our values is something which has cascaded throughout the entire organisation and they continue to be a core part of who we are and drive each decision we make as a business and as individuals. Our values continue to resonate with our clients: *High Energy, Awesome Together, Relentless Commitment, Absolute Integrity and Celebrate Simplicity*.

Our HR and anti-discrimination policies demonstrate clear evidence of our commitment to ethical behaviour. For example, we are fully behind an approach towards engaging with the UN Sustainable Development Goals as a SME.

**We are responsible and good citizens:**

We are always conscious that our client engagements should have a positive impact on society and the environment. Among the organisations we support, we are particularly proud to be founding supporters of the 'It's a Penalty' campaign. The campaign partners with major sporting events to raise awareness of child trafficking and exploitation. Campaigns have reached more than 100 million people across sporting events such as the Super Bowl, the Olympics and the Football World Cup.

## Excellence in our documents

Within all our commercial documentation there is a commitment to the Consulting Excellence scheme. This is present within bids, all our company policies and continues to be distributed regularly through internal communications as part of our Consulting Excellence scheme awareness.

*For more information about Sysdoc, please visit our website – [www.sysdoc.com](http://www.sysdoc.com)*