



## Consulting Excellence Declaration

February 2018

### *Overview*

Decision Technology is a proud member of the Management Consultancies Association (MCA) and is committed to upholding its nine principles of Consulting Excellence. The directors have publically stated our support for the Consulting Excellence scheme, both externally – to clients – and internally to our staff. We have embedded the principles into our processes and culture and will continue to do so as we grow and evolve as a business. This declaration provides exemplars of ways in which we adhere to each of the nine principles.

### *Ethical Behaviour*

#### **1. We are responsible and good citizens.**

As a firm, we strive to be good corporate citizens and to go above and beyond legal minimum requirements in the way we conduct our business. An annual survey offers staff the opportunity to suggest initiatives for the year ahead, such as ways to be more environmentally-friendly or charitable work.

#### **2. We conduct our business ethically.**

Our staff are required to adhere to policies related to ethical conduct, such as our anti-bribery and data security policies. Where relevant, we are members of professional bodies and follow their standards, such as the Market Research Society Code of Conduct.

#### **3. We foster an ethical culture.**

Ethical behaviour is ingrained in our business, from our staff induction program through to our ways of working with clients. Through commitment to schemes such as Consulting Excellence, we signal to staff, suppliers and clients the importance that we place on ethical behaviour.

## *Client Service and Value*

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

Our success and growth is dependent upon delivering consultancy and advice that is actionable and has genuine impact upon our clients' businesses. We operate a system of continuous improvement, based around regular client feedback surveys and internal project reviews.

**5. We are transparent with clients and respond to their concerns.**

All of our client engagements involve regular update meetings with stakeholders and a pre-agreed governance process to manage and respond to any concerns that arise. We operate on a "fixed price, fixed deliverables" basis, removing the possibility for scope or cost creep.

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

In addition to our continuous improvement program, we invest significantly in research and development to innovate new services and improve those we already offer. All our staff are encouraged to participate in this work and we also fund external research in collaboration with academic institutions.

## *Professional Development*

**7. We undertake training and professional development planning each year.**

We recognize the importance of individually-tailored training and professional development, so our staff review process is built around an annual capabilities assessment and quarterly progress meetings. The directors meet regularly to discuss our training and development plans.

**8. We promote strong core consulting capabilities and specialisms in our consultants and teams.**

Our annual capabilities review is built around a set of 18 core skills that a well-rounded consultant should possess, and individual training and development programmes are designed to help staff to develop on all fronts, as well as to develop specialist technical skills or knowledge.

**9. We support our employees' career progression, professional development and welfare.**

Our employees' career progression is linked to their professional development through clear sign-posting of job titles and the skills required to progress to a more senior role. We invest significantly in staff development and provide financial support and study leave to staff studying for additional qualifications.