

Our commitment to Consulting Excellence.

2018 declaration.



February 2018.



OEE Consulting

Become Better.

About us.

Leading the way to better customer journeys.

“

We redesign businesses around the customer. This transforms customer experience: building loyalty, reducing costs, and creating sustainable success.

”

Our values.

The way we work makes us the company we are.

Bringing people with us.

We work *with* people, engaging them, adding to their expertise and knowledge and building new skills that will help them to be more effective and more valuable.

Understanding the real issues.

We take the time to listen and understand organisations and individuals. We get to know the real issues they are facing, their way of working, their strengths and weaknesses and the changes they need to make.

Creative energy.

We have a dogged determination to find the right answer for our clients. We are creative and flexible in our approach, innovating when we need to, delivering solutions that are appropriate for each client.

Focused on outcomes.

We do what is needed, always operating with the clients' best interest at heart. We keep things clear, simple and appropriate. We have integrity. We are scrupulously honest. We know that the clients' trust relies on delivering every time.

Getting stuck in.

We are team players. We work with people and with organisations to make change happen. We are pragmatists. We make practical and effective change.

About Consulting Excellence.

Available only to MCA members, Consulting Excellence is the new badge of quality in consulting. It will help clients make better buying decisions. It will promote collaboration between clients and consultants to achieve great outcomes. And it will help MCA firms recruit and retain the best people.

Consulting Excellence is not regulation or self-regulation. Nor is it a lowest-common denominator. Instead, MCA firms strive to uphold the highest standards. They will share and promote the best in UK consulting practice. They will learn from each other. They will use Consulting Excellence as a framework to promote consulting as a great career and to collaborate with their clients.

Consulting Excellence will be kept under constant review by MCA members. It will develop over time in response to external feedback as well as to changes and innovation in the industry and wider economy. The MCA will conduct two major annual surveys to support Consulting Excellence: one of consultants and a second of clients.



Consulting Excellence | Our Declaration.

We are proud supporters of Consulting Excellence. It aligns to our values and working practices, and we uphold the commitments it makes in the spirit of improving the industry as a whole. Over the last year, Consulting Excellence has featured as central to our brand:

The logo features and will continue to feature on :

- All of our bid, pitch, and presentation templates
- Our website
- Our corporate brochure
- A wall plaque in our headquarters

Consulting Excellence has and will be communicated through:

- Internal all-company meetings and calls
- Employee induction presentations
- Client bid and pitch presentations
- Our website
- Client communications - social media and email newsletter

This document provides an overview of our commitment to Consulting Excellence and where relevant also includes updates.

2018 Update: Throughout 2017 we made strides in several areas. We used the MCA's Year of Diversity to catalyse an internal diversity programme, making and delivering several pledges to our team. We also launched our CSR programme, seeing an improved work experience scheme in conjunction with Oxford Spires Academy, and broadened pro/bono and reduced rate work across several clients, including Mencap. Finally, we undertook a major piece of qualitative research to understand exactly how we can build on our success to deliver even more value to our clients, both now and in the future. This uncovered extremely high client advocacy, and has led to our own business transformation: A new proposition, new roles and an increased focus on strategic engagement and digital integration. *Our work has seen us shortlisted for three MCA Awards.*

Ethical behaviour.

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

In 2017 we have formalised our CSR agenda, which enables the organisation and our people to contribute to wider society through a number of mechanisms:

- Time: *all employees are able to request time to deliver pro-bono consulting work to Mencap, our chosen recipient for pro-bono consulting, or alternatively can request an alternative cause*
- Funding: *The business will fund various employee and client-led initiatives such as Le Cure 2018 charity cycle ride in the Alps*
- Administrative support: *Employees can request support from central functions - e.g. marketing or finance*
- Our corporate charity for donations is Muscular Dystrophy

We always conduct business ethically. Our sales process and policies prohibit anyone in the business from selling work which we do not have the capacity or capability to undertake, or may represent a conflict of interest. We will also decline work with clients if we feel there is misalignment in expectation/values.

Leadership set values from the top. 96% of our team agreed that OEE Consulting is run on strong moral principles in Best Companies survey.

We pride ourselves on our transparent but professional culture. Both permanent employees and associates undergo extensive pre-employment screening, and we address business ethics in both our recruitment and our induction process.

We have been named in the Sunday Times top 100 small companies to work for, for the second year running - with 'extraordinary' levels of engagement cited by Best Companies. We are the only MCA member firm to feature in The Sunday Times Best Small Companies to work for.

Client service and value.

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

OEE Consulting's vision is to put the customer at the heart of every business. We believe that it is possible to be more effective and more competitive by creating better customer experiences. Using extensive client feedback, we continually make improvements to client service and value. The results are as follows:

- In 2017 we grew by 40% year-on-year, building on a compound annual growth rate of 20% since 2008, which is fuelled almost exclusively by client referral
- Since we started measuring NPS in 2012, it has increased by a total of 42 points
- 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
- We are constantly developing the value we can add to our clients. This has led to a new proposition, new roles and an increased focus on strategic engagement and digital integration.
- We were listed in the Financial Times top management consultancies 2017, as well as being shortlisted for three MCA awards, including client service and value.

We have the following approach to ensure quality:

- We are ISO 9001 audited, proving our ability to consistently provide products and services that meet the needs of our customers
- We always agree objectives with clients at proposal stage
- Challenges are raised immediately and a resolution plan put in place
- Our projects are supported by regular audits by our senior team
- We appoint account managers, responsible for the whole client relationship (commercial, project and people). This ensures accountability, and a dedicated single point of contact for clients.

Professional development.

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

Upon entry, all employees are assessed for technical and consulting capability, and a development plan put in place. Every consultant is given a career mentor, to help guide them through this process.

Employees have access to all of our training programmes, including courses accredited by the ILM (Institute of Leadership and Management), LCS (Lean Competency System) as well as our unique Design of Service Operations programme, developed in conjunction with Loughborough University.

We also encourage and support specific professional development; in our consulting services team, there are two higher education qualifications currently being undertaken, and one of our consultants is studying service design at The Parsons School of Design.

Our proprietary Consultant Development Programme (ConDev) caters for all levels of consultant and features both hard - technical skills -training to softer consulting skills. In 2017 we introduced 'foundation week' - an intensive development week designed to mirror a challenging client engagement. 2018 will see us undertake a thorough review and improvement across ConDev.

Pastoral care is fundamental to our business, and our commitment in this area is reflected by our recent success in the Sunday Times 100 best small companies to work for, for the second year running. We have used feedback from this processes to drive internal improvement programmes around mentoring and wellbeing. These include greater access to pastoral care and a programme to support resilience.

t: +44 (0) 1865 593911
info@oeiconsulting.com
oeiconsulting.com

OEE Consulting
8100 Alec Issigonis Way,
Oxford OX4 2HU

