


MCA CONSULTING EXCELLENCE

DECLARATION 2018





“Consulting Excellence is a great initiative and provides a framework for the highest standards of ethical behaviour, client service, and professionalism.

We have actively used the MCA’s standards to inform our own values and behaviours, which underpin everything we do as a company.

In this declaration, you will see how we at Vendigital have implemented the nine principles of Consulting Excellence across our business.”

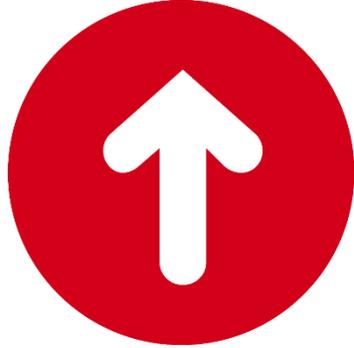
Roy Williams, Managing Director



We have strong values and high standards.

Our teams have the ability and agility to work at pace, and across sectors.

Our staff are high performers, who are focussed on delivering results and who thrive in a meritocracy.



We always
deliver



We do the
right thing



We are bold in
our thinking



We love
what we do

- Our values were developed by our staff, with input from all employees. This has ensured buy-in from across the business.
- They were designed to closely follow and mirror the MCA Consulting Excellence principles



- Over the coming pages we demonstrate our commitment to the nine principles, and how our own values reflect them
- We continue to support Consulting Excellence by:
 - Incorporating material about the Principles in staff induction programmes
 - Sharing copies of the Principles amongst all staff
 - Incorporating information about the framework in client-facing marketing materials
 - We will demonstrate and publish evidence of our commitment on our new website (under development)
- This is part of an ongoing process



ETHICAL BEHAVIOUR





Commitment to Consulting Excellence and how that translates to our values



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.



We do the right thing



We love what we do

We are responsible and good citizens



- We always strive to act in a professional manner and recognise our responsibility to our staff, to our clients and to our industry.
- We proactively encourage diversity throughout the organisation, and have a zero-tolerance policy on discrimination. Our range of nationalities and gender-balance profile has greatly improved throughout the organisation.
- Our own Values and associated behaviours are the focus of our activity throughout the business from our recruitment processes to how we behave with our clients, teams and all stakeholders. These Values are published on our website and are shared amongst all our staff.
- We have a commitment to Social Responsibility, supporting various charities and initiatives.

We conduct our business ethically, and foster an ethical culture



- Our Values incorporate ethical behaviour, and we are committed to success by working with integrity and empathy for others.
- We are transparent in all company transactions and operations, and always conduct business ethically, in observance of all laws and regulations.
- We treat clients, competitors and all stakeholders with utmost respect. We protect our client's interests with high levels of security and confidentiality.
- We aim to create a corporate culture where our staff are nurtured, and where an ethical and moral code is upheld within the business. In everything we do we act with integrity.
- Our Values and Behaviours, which are promoted throughout the organisation, stress our commitment to working ethically.



CLIENT SERVICE AND VALUE





Commitment to Consulting Excellence and how that translates to our values



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.



We are bold in our thinking



We always deliver



We love what we do

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



- We work closely with our clients to determine project outcomes, and then deliver consulting services that meet or exceed their expectations.
- With deep sector knowledge and our experienced, motivated team, we aim to deliver tangible and sustainable results to our clients.
- We have developed a detailed development framework and skills matrix covering every aspect of client interaction. All staff have training against this skills matrix to ensure service excellence.
- Our Values stress both our commitment to strive for excellence and go the extra mile for clients and colleagues, and our passion for helping our clients to transform their business.

We are transparent with clients and respond to their concerns



- Our clients are served by our team of skilled consultants, each of whom are experts in their specific sector.
- With an inclusive and personal way of working, our consultants become trusted advisors, working collaboratively with our clients throughout our engagement.
- We respond quickly and positively to client demands, maintaining clear, open and accessible channels of communication with them.

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



- We value and seek to promote innovation, actively encouraging breakthrough thinking that helps transform our client's business.
- We have invested in technology solutions that add value and enable new ways of working.
- We see our consultancy projects as an opportunity to learn and contribute to future improvements.
- Our consultants form sector-wide networks and participate in industry associations, continuously driving our understanding of the sectors we serve and enabling us to offer relevant, tailored and best-in-class services.



PROFESSIONAL SERVICES





Commitment to Consulting Excellence and how that translates to our values



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



We always deliver



We do the right thing



We love what we do

We undertake training and professional development planning each year



- We aim to attract high performing talent, and offer a stimulating work environment where consultants can develop their careers.
- We listen to our staff, and regularly invite feedback from our employees on the company's strategy, performance and culture via a staff engagement survey
- Management undertake “listening lunches” around the business to garner further feedback, which has been developed into a set of improvement plans and communicated to everyone in the business. This has become a new way of working.
- All staff undertake quarterly performance reviews with their line managers, and development plans are formulated which encompass training, learning and professional development.

We promote strong capabilities & specialisms in our consultants & teams



- We aim to attract high performing talent, and offer a stimulating work environment where consultants can develop their careers.
- We listen to our staff, and regularly invite feedback from our employees on the company's strategy, performance and culture.
- All staff undertake quarterly performance reviews with their line managers, and development plans are formulated which encompass training, learning and professional development.
- We have undertaken a knowledge management programme to record and share best practice and learning throughout our team

We support employees' career progression, professional development and welfare



- Our staff are our most important asset and we take a long-term approach to career development.
- We support professional development via training programmes and external courses, and encourage staff to be active members of professional or industry networks (including the MCA and Young MCA).
- All staff undertake quarterly performance reviews with their line managers, and development plans are formulated which encompass training, learning and professional development.
- All staff have a personal development plan, and have access to an experienced Coach to talk through any areas in confidence and for extra support if needed.
- We also strongly believe in work/life balance, and respect that our staff have commitments outside of their working life.



Hollie,
Principal
Consultant



‘You really feel like you have the ability to influence the direction and growth of the business’

‘I joined Vendigital from a Big 4 consultancy. What makes this company special is the people. The leadership really welcome new ideas’

Martin,
Consultant



‘Every day brings new challenges, identifying and solving our client’s complex business problems’

‘I joined from the automotive industry, and didn’t have a management consultancy background. I’ve enjoyed developing my skills within Vendigital’s inspiring culture’

Katie,
Analyst
Consultant



‘The best part is being in a dynamic young team, with opportunities to add value to client projects from day one.’

‘I joined as a graduate, having worked here as an intern. It’s a great place to grow and build a career, surrounded by enthusiastic and passionate people’