



Driving high performance



Accredited members of the Management Consultancies Association (MCA)



COMMITMENT TO CONSULTING EXCELLENCE

Consulting Excellence is a welcome initiative for the consulting industry and for MCA member firms. As one of approximately thirty SME firms within the MCA, Greengrass is proud to be part of the collective dialogue around the principles of what determines excellence in consulting today and in the future.

This hallmark of quality confirms our commitment to practice these important principles, and so helps underpin our ongoing relationships with our clients, associates and employees.

The nine principles of Consulting Excellence, and Greengrass' commitment to them

ETHICAL BEHAVIOUR

Responsible good citizens

- We minimise our carbon-foot print by being a virtual organisation
- We champion gender equality, diversity and inclusion. Through our work on organisational culture, we help our clients identify their goals in this important area

Conduct our business ethically

- We are open and transparent about our professional relationships
- We provide professional, objective advice which serves our clients' interests
- We treat competitors and others with respect
- We only use confidential client information for agreed purposes

Foster an ethical culture

- We do not require people to work in conflict with their own ethical beliefs and values
- We encourage and enable associates and others to raise ethical concerns confidentially



CLIENT SERVICE AND VALUE

Provide excellent consulting services which deliver the outcomes clients seek and need

- We discuss and agree what clients expect and need from us, before work begins, or as part of a mutually understood, discovery process
- We listen carefully to clients, in order to understand fully their ways of working, and so determine how Greengrass will create long term value for them
- We deliver the agreed consulting services and aim to meet or exceed on our clients' expectations
- We challenge clients, where necessary, and deliver difficult messages, backed by evidence
- We suggest alternative approaches and solutions, where appropriate
- We transfer knowledge, skills and experience to our clients, we do not believe in creating dependency

Transparent with clients and respond to their concerns

- We are open about the capabilities and competence of Greengrass, our consultants and experience
- We ensure clients are served by skilled and expert individuals and teams
- We avoid changing project scope or length without clients' full understanding and agreement
- We protect client confidentiality, data and IP
- We communicate in clear, unambiguous language

Strive to improve the value we can deliver to our clients

- We are a learning organisation, capturing the lessons from assignments as a basis for future improvement
- We monitor our performance on projects regularly to improve
- We welcome feedback, negative and positive, and structure working relationships to ensure clients have opportunities to provide it
- We participate in professional networks and industry bodies, to strengthen our own knowledge, and to contribute to the business sectors we work within

PROFESSIONAL DEVELOPMENT

Undertaking training and personal development each year

- We undertake ongoing professional development
- We ensure we all reflect honestly on our own and each other's performances, and capabilities, to further individual development
- We share our views on our own culture and performance, and respond to suggestions for improvement

Promote strong core consulting capabilities and specialisms in our consultants and teams

- We foster a culture that emphasises team-working
- We equip ourselves with the skills to work in high-performing teams

Support career progression, professional development and welfare

- We treat individuals fairly and without bias
- We encourage individuals to participate in relevant professional networks
- We actively practice flexible working