

Quality Management Policy

At Marchment Hill Consulting, we pride ourselves on the quality of the engagements we deliver to our clients. This quality is ensured through the application of our robust engagement management methodology, which is applied in all our engagements.

A comprehensive Project Management Plan is developed for each engagement, detailing the specific quality management requirements for that engagement. All team members and subcontractors are inducted into the plan to ensure all parties are aware of their required outcomes, creating a cohesive unit that is geared to providing the best possible service and results.

Our quality management approach is based on three key steps:

1. Engagement initiation

- Confirm deliverables, milestones and responsibilities of both the client and consulting team
- Ensure that all team members understand their roles, tasks, and scope for the project.

2. Engagement delivery

- Conduct weekly meetings to review progress, provide feedback on deliverables and work-in-progress, and address and escalate any issues or risks
- This meeting also serves to ensure all team members are aware of all activities and enables the sharing of knowledge across all streams of the engagement.

3. Engagement close-out

- Receive feedback from the client to identify improvement opportunities
- Provide a performance evaluation to each consultant on the engagement to identify improvement opportunities, and provide training and development support.