



MDN Consulting Pty Ltd

Contact MDN Address 6/18 Torbey Street Sunnybank Qld 4109 Australia
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MDN'S QUALITY AND CUSTOMER COMMUNICATION AND RELATIONSHIP MANAGEMENT, POLICIES AND PROCEDURES

INTRODUCTION

Both alone and in concert with our alliance partners, MDN has established a high reputation for facilitating an extensive range of Recruitment, Management and HR Consulting services.

OUR VISION

We exist to be a reputable, reliable and sustainable provider of Recruitment and Consulting capability to Business, Government and Community Organisations.

OUR MISSION

We do this by:

- ❖ providing clients with high quality professional Consulting services that are highly satisfying to all stakeholders.
- ❖ providing creative and sustainable solutions.
- ❖ providing services that add value to the client.
- ❖ providing methodologies which demonstrate rigour, validity and professionalism.
- ❖ identifying closely with client needs.
- ❖ providing exceptional value for money.
- ❖ providing access to a wide range of contacts and networks through our strategic alliances which adds significant value to our processes and client engagements.
- ❖ engendering in clients, attributes of loyalty in terms of repeat business and advocacy in promoting new business.

OUR VALUES

We underpin our service with:

- ❖ Integrity.
- ❖ Professionalism.
- ❖ Client interests being considered first and foremost.
- ❖ Innovation, Flexibility and Resourcefulness.
- ❖ Leadership and Teamwork.
- ❖ Thoroughness and completeness of Solutions.
- ❖ Quality communication.
- ❖ Knowledge sharing.
- ❖ Value for money.

We offer our services to the widest possible market and seek opportunities to continue to work with a wide and interesting range of organisations. The foundation of this outlook is of course, derived from the long and distinguished career of the Company's Managing Director, Mark Nicol.





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COMMITMENT TO QUALITY

Given our strong dedication to encouraging best practice in management and organisational systems and procedures, MDN equally has a strong commitment to pursuing quality in its own services.

The following procedures are established to ensure that from the beginning to the end of any assignment the production of quality in both content and practice is a central consideration in both the setting and execution of assignment methodology.



QUALITY & CUSTOMER RELATIONSHIP MANAGEMENT PROCEDURE

The following procedure continues to be adopted as a standard practice for MDN entering upon any assignment for its valued clients.

CLARITY OF PURPOSE

Certainty as to the assignment brief and the client's expectations are paramount to successful service delivery. Therefore, we will establish with clarity at the commencement of the recruitment assignment, the specific outcomes and deliverables required by the client by means of a project establishment meeting with the client representative, to avoid any confusion at a later stage of the project as to what was requested.

Appropriate to the scale and complexity of the assignment, we will agree with the client in written documentation, the terms and scope of the assignment, any specification as to deliverables and any special conditions applying to the assignment and our engagement.

RISK MANAGEMENT

The establishment meeting will also be utilised to identify any risks associated with the assignment that might prejudice the desired outcomes with a view to putting in place control or mitigation actions and strategies to manage those risks.

ASSIGNMENT MANAGEMENT

We will prepare an agreed assignment proposal outlining the plan and tasks schedule detailing the work for the assignment for the approval of the client and prepare regular progress reports reflecting progress against those plans and schedules. Tasks, timeframes and accountabilities will be specified in accordance with good project management practice.



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COMMUNICATION & RELATIONSHIP MANAGEMENT

From the beginning, we will establish clear lines of communication and accountability by identifying the client representative(s) to whom the recruitment or consulting project will report.

We will maintain regular and clear communication with the client's representative(s) in relation to progress being made on the assignment together with regular status reports on outcomes being achieved.

We will agree with the client at the outset on an appropriate procedure to be followed should any conflict or grievance arise between the client and MDN during the course of the assignment. This procedure will be focused on early intervention to resolve any matters of conflict and re-establish constructive collaboration in achieving objectives.

STAKEHOLDER ENGAGEMENT

We shall adopt a highly consultative approach to enquiries, analysis and forming conclusions so that key stakeholders are engaged and involved in the recruitment or consulting solutions.

We will adopt a practice of validating all findings with the client's representative(s) before proceeding to prepare final reports and recommendations.

PEER REVIEW

Where appropriate and subject to confidentiality, we will submit draft reports to our Associates/Alliance network for peer review as our commitment of professional discipline towards Quality Assurance.

REPORTING STANDARDS

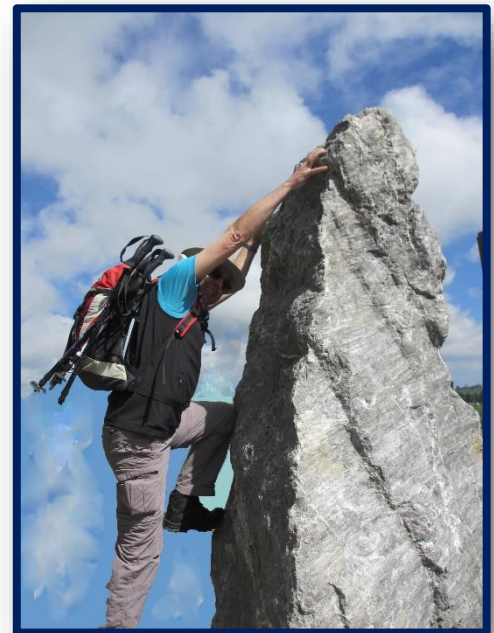
We will adopt general industry standards in the compilation of our reports to ensure clarity of communication and understanding of our methodology, short lists or findings and recommendations, as relevant.

We will adopt high-quality approaches to the production of our documents, verbal presentations and other presentations.

CONTINUOUS IMPROVEMENT

We are committed to continuous improvement of our service quality and will always seek to find better ways to deliver quality outcomes for our clients.

We will eagerly seek feedback from our clients as to their satisfaction with our services. In particular, at the conclusion of each assignment, we will request the client to participate in either a client satisfaction survey or other suitable feedback discussion, so that we may continue to improve our service, based on client needs.





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FORMALITY OF QUALITY SYSTEMS

Although our Quality Systems are not third-party accredited, it is considered that the procedures outlined above are more than adequate (and are in any case, substantially compliant with third party accreditation standards), to provide assurance to our clients as to the high quality of outcomes they might expect from MDN Consulting.

Mark D Nicol
Managing Director
MDN Consulting Pty Ltd

Associates Network for Peer Review
TCB Solutions Pty Ltd
Reinforcements Pty Ltd

