



Creative Services Limited (CSL)
Consultancy Assignment Management Policy
(Version-1, Effective from January 01, 2024)

1. Introduction

Creative Services Limited (CSL) is committed to delivering high-quality consultancy services that meet or exceed client expectations. The Consultancy Assignment Management Policy establishes guidelines for effectively managing consultancy assignments, promoting uniformity, responsibility, and achievement across all engagements. Through adhering to this policy, CSL strives for successful consultancy assignment management, delivering top-notch services that align with client requirements and enhance the company's reputation for excellence and professionalism.

2. Purpose

The purpose of this policy is to:

- Establish a structured approach for managing consultancy assignments.
- Ensure that all assignments are completed on time, within budget, and to the highest quality standards.
- Promote effective communication and collaboration with clients.
- Mitigate risks and address challenges proactively.

3. Scope

This policy applies to all employees, suppliers, and stakeholders involved in consultancy assignments at CSL. It covers all phases of the consultancy process, from initial engagement to project completion and review.

4. Principles

4.1 Professionalism

- Conduct all consultancy assignments with the highest level of professionalism and integrity.
- Adhere to company standards and best practices.

4.2 Client Focus

- Prioritize client needs and ensure that services are tailored to meet their specific requirements.
- Maintain open and transparent communication with clients throughout the assignment.

4.3 Quality

- Deliver high-quality consultancy services that provide value and meet or exceed client expectations.
- Implement quality assurance processes to monitor and enhance service delivery.

4.4 Accountability

- Clearly define roles and responsibilities for all parties involved in consultancy assignments.
- Hold individuals accountable for their contributions and performance.

5. Consultancy Assignment Process

5.1 Initial Engagement

- Conduct a preliminary assessment to understand the client's needs, objectives, and scope of the assignment.
- Develop a proposal outlining the approach, deliverables, timeline, and cost estimates.
- Ensure that the proposal is reviewed and approved by relevant stakeholders before submission to the client.

5.2 Contract and Agreement

- Negotiate and finalize the terms of the consultancy agreement with the client.
- Ensure that the agreement includes clear definitions of scope, deliverables, responsibilities, timelines, and payment terms.
- Obtain necessary approvals and signatures before commencing the assignment.

5.3 Planning and Preparation

- Develop a detailed project plan outlining tasks, timelines, resources, and milestones.
- Assign a Project Manager to oversee the assignment and ensure that all team members are informed of their roles and responsibilities.
- Conduct a kickoff meeting with the client to confirm the project plan and address any initial questions or concerns.

5.4 Execution

- Implement the project plan, ensuring that all tasks are completed on time and to the required quality standards.
- Maintain regular communication with the client to provide updates, seek feedback, and address any issues that arise.
- Monitor progress and make adjustments to the plan as necessary to stay on track.

5.5 Quality Assurance

- Implement quality control measures to ensure that deliverables meet the required standards and client expectations.
- Conduct regular reviews and evaluations to identify areas for improvement and address any deficiencies.

5.6 Reporting and Documentation

- Prepare and submit regular progress reports to the client, detailing achievements, challenges, and next steps.
- Maintain comprehensive documentation of all project activities, including communications, decisions, and deliverables.

5.7 Project Completion and Review

- Conduct a final review of the project to ensure that all deliverables have been completed to the required standards.
- Hold a project closeout meeting with the client to review outcomes, gather feedback, and address any final concerns.
- Prepare and submit a final project report, summarizing achievements, lessons learned, and recommendations for future improvements.

6. Roles and Responsibilities

6.1 Project Manager

- Oversee the planning, execution, and completion of the consultancy assignment.
- Ensure that the project stays on schedule and within budget.
- Serve as the primary point of contact for the client and coordinate communication among all parties.

6.2 Consultancy Team

- Execute tasks and responsibilities as assigned in the project plan.
- Maintain high standards of quality and professionalism in all work.
- Collaborate effectively with team members and the client to achieve project goals.

6.3 Quality Assurance Officer

- Implement and monitor quality control measures throughout the assignment.
- Conduct regular reviews and evaluations to ensure compliance with quality standards.
- Address any quality-related issues or concerns promptly and effectively.

6.4 Client

- Provide necessary information, feedback, and approvals in a timely manner.
- Participate in meetings and reviews as required.
- Fulfill contractual obligations, including payments, according to the agreed terms.

7. Risk Management

- Identify potential risks at the outset of the assignment and develop strategies to mitigate them.
- Monitor risks throughout the project and adjust mitigation strategies as necessary.
- Address any issues or challenges that arise promptly and effectively to minimize their impact on the project.

8. Confidentiality and Ethics

- Maintain the confidentiality of all client information and ensure that it is used solely for the purpose of the consultancy assignment.
- Adhere to CSL's Code of Conduct and ethical standards in all interactions and activities.

9. Training and Development

- Provide regular training to employees on consultancy best practices, project management, and client communication.
- Encourage continuous learning and professional development to enhance consultancy skills and knowledge.

10. Monitoring and Evaluation

- Conduct regular internal audits to assess compliance with this policy and the effectiveness of consultancy assignment management processes.
- Gather feedback from clients and team members to evaluate performance and identify areas for improvement.
- Use evaluation findings to refine and enhance future consultancy assignments.

11. Review and Updates

- This policy will be reviewed annually and updated as necessary to reflect changes in company standards, client needs, and best practices.
- Feedback from employees and stakeholders will be considered in the review process.