

TCM GROUP
Train · Consult · Mediate



ORGANISATIONAL AUDITS

Professional, specialist audit services into a range of key focuses including organisational culture, leadership and management systems.



Organisations are thankfully taking issues such as workplace culture, conflict, bullying and harassment more seriously than ever. The consequences of harmful cultures and behaviours are profound for those who face exposure. This has motivated many to take action, but it isn't always clear where to start.

TCM's range of audit services are the perfect starting point, to enable problem areas to be identified, and real changes to be made.

thetcmgroup.com

The TCM Group has been providing professional, specialist, audit services to organisations since 2001 and recently won 'HR Consultancy of the year' in the Personnel Today Awards 2020.

Whether conducting audits in organisational culture, leadership, management systems or regulatory compliance, our team of highly experienced, senior level consultants provide a thorough, detailed and comprehensive audit of organisations founded in our 'people centric' methodology of The TCM System.



The audit process commences with a detailed scoping meeting to agree the objectives, the terms of reference and the timescales. We will also gather any valuable background information such as an organisational chart, incident reporting, chronology and any relevant policies or reports.

Our audit specialist will speak to various parties to gather background information. They may also request accesses to various other documents that are relevant to the process.

During the audit, we collect a wide range of information about the parties, your organisation, the systems, cultures, and other factors that may have contributed to the situation.

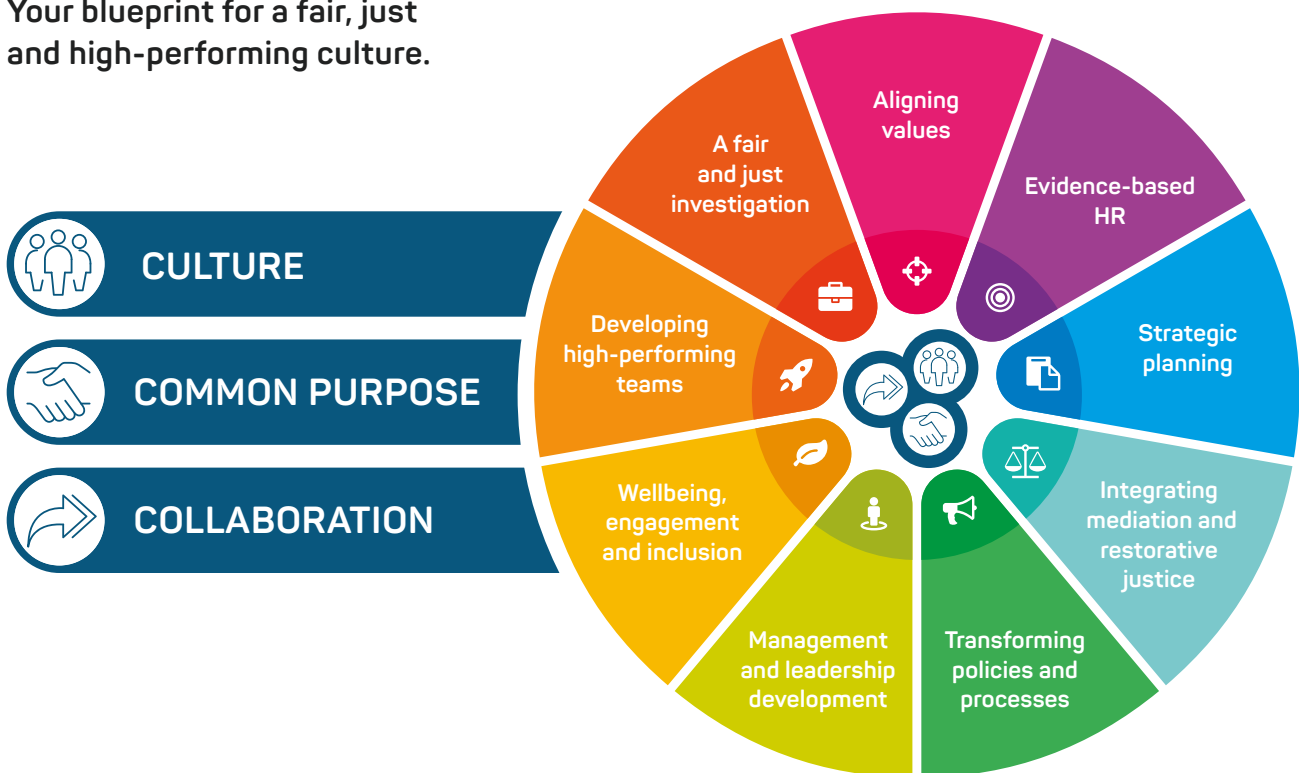
We will then conduct a robust root cause analysis by:

- ✓ Identifying the problem
- ✓ Collating and analysing the data
- ✓ Identifying the source of the problem
- ✓ Providing effective solutions, segmented into the key factors including.

- Human
- Management
- Technology
- Process/procedure
- Material
- Environment

THE TRANSFORMATIVE CULTURE MODEL™

Your blueprint for a fair, just and high-performing culture.



Our award-winning Transformational Culture Model™ is the framework we use to embed person-centred, values-based cultures within our customers organisations.

A transformational culture puts the core values at the heart of organisational strategy, making its behaviours rules and policies less about risk management and more about people management.

The transformational Culture Model™ provides a clear, structured, audit plan; a methodical, rigorous and robust process coupled with world-experts in audit, risk and compliance techniques. This ensures that evidence is captured to a high standard in an open and transparent process and aligns to the key principles of the International Standards for Auditing.



The TCM audit approach

Having agreed the scope and plan of the audit to be conducted, our team produce highly detailed and comprehensive reports. These outline key findings from audit inspections, identifying and recommending improvements to align to regulatory and legislative compliance, referencing key supporting evidence gathered from documentary and electronic data, observations of operating practices and open discussions with those 'at the sharp end' of operations.

We deliver independent audit services a wide range of areas including:

- Workplace culture
- Values and behaviours
- Performance and productivity
- Employee engagement index
- Bullying and harassment

You need look no further than The TCM Group to meet your requirements. We guarantee you will not be disappointed.

Supporting projects in countries worldwide as a leading children's charity, Plan International faces all the challenges you would expect from such a diverse workforce, along with the varied ER and workplace legislation and policies. We also have high expectations when it comes to our employees and volunteers as they support children across the globe.

Having identified a need to review our HR processes, we engaged with TCM to assist us in process mapping our existing processes from a number of our departments, looking to streamline these into one, consistent, HR process to cover all departments across all countries.

TCM facilitated a workshop and, through their wide-ranging HR experience from across all types of organisations, we were able to identify a clear, concise and consistent HR process across our global teams.

So impressed with the service that we received, we have since commissioned TCM on a number of projects involving investigation handling, neutral evaluation exercises and support for our more formal hearings.

GEORGIA VOLPE, GENDER, DIVERSITY & INCLUSION SPECIALIST

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Please contact us for more information:



Call: 0800 294 97 87
+44 (0)20 7404 7011



Email:
info@thetcmgroup.com



Suite 206/207
Business Design Centre,
52 Upper St, London, N1 0QH



Website:
thetcmgroup.com