

Documentation Checklist for DMCs

The documentation checklist aims to clarify what is to be presented at application stage and what is to be readily available during the audit.

Documents to be presented at application stage

CODE	CRITERIA	DOCUMENTATION	Y/N
102	The DMC operates in compliance with all applicable laws and regulations (applicable to new applicants only).	Scan of declaration by Directors/Management or Memorandum of Companies.	
105	The DMC or the division within a parent company employs a minimum of 2 full-time employees to cover the areas of sales, operations and administration effectively.	Scan of Jobsplus records indicating the employee's job title.	
106	The human resources engaged by the DMC must be sufficient to meet the size of the jobs that are undertaken.	Scan of Jobsplus records indicating the employee's job title.	
108	The DMC must provide a minimum of 1 recent (last 12 months) bank reference.	Request from bank copying MTA	
109	The DMC must provide a minimum of 3 recent client references.	3 recent client references (not older than 2 years)	
110	The DMC must provide a minimum of 3 recent references from suppliers offering different services (e.g. accommodation, transport, entertainment, caterers).	3 recent references (not older than 2 years) from suppliers offering different services (e.g. accommodation, transport, entertainment, caterers)	
111	The DMC must provide a statement by the auditor for the audited financials of the final full year audited, stating that the DMC has satisfied the financial criteria stated by the MTA in the guidelines provided.	Scan of statement by the DMC auditor as indicated in the guidance notes. Full accounts on site to be confirmed that they are signed.	
112	The DMC must maintain comprehensive insurance which includes but not solely third-party liability claims by clients for a minimum of € 1.2 million, and provided evidence of extensions as required.	Send scan of insurance certificate.	

114	A minimum of one member of staff must be adequately trained as a DMC operator or holds a relevant form of qualification from a recognised training institution or at least a 4-year experience in the management of a similar business activity, when holding a middle to senior management position.	Scan of employment training templates for new employees. Ensure these are well filled in.	
118	The DMC is a member of a recognised international/local association/chamber, etc.	Send scan of receipt or certificate.	

Mandatory Criteria – Documents to be prepared and at hand during the audit

CODE	CRITERIA	DOCUMENTATION	Y/N
103	The DMC handles a minimum of 5 events per year and a minimum of 500 delegates per year.	Spreadsheet of invoice database. Also, to provide list of groups MICE/Leisure as applicable, indicating name of group and date of stay, country, name of PCO and number of pax. Excel is preferable as auto-sum can be used for delegate numbers.	
104	In the case where the provision for DMC services forms part of a parent company, a dedicated division will need to operate that service.	Jobsplus employee list to be presented (it is required for criterion 106) and an organigram if available. Setup can also be checked on site.	
113	The DMC must maintain current insurance certificates of all suppliers for the audit period (excluding those licensed by the MTA and Transport Malta) for adequate General Liability coverage.	Online folder for the 2 years or filed hardcopies of each service provider.	
115	The DMC must enter into written agreements (contracts) with each client stating, at a minimum, the services to be provided, fees and billing procedures, the terms and termination aspects of the contracts and the procedures in the event of a complaint (e.g. <i>“This Agreement is governed by Maltese Law and any dispute arising as a result of this agreement shall be referred to the Malta Arbitration Centre”</i>).	Each group must have a signed copy on file (both signatures). This will be checked via the 3 random groups selected.	

116	Quotations and invoices should be clear and feature no hidden costs in line with international procurement procedures.	Quotations and invoices should be presented for each of the 3 random groups selected for audit.	
117	A person is available 24 hours a day during programme events.	To be confirmed during audit; this will be checked by seeing correspondence for the 3 random groups, the working order or any other manner deemed suitable.	

Pass or Fail Criteria assessed on site during audit visit

CODE	CRITERIA	DOCUMENTATION	Y/N
202	The DMC operates email account/s with a private domain, with a signature indicating clear contact numbers and the QA logo.	Emails from various individuals will be checked on site.	
203	The DMC has a good quality business card, reflecting the business and containing all necessary details as per the guidance notes.	Employee business cards to be checked on site – more than one individual’s card should be presented.	
204	The DMC provides induction training programmes on MICE and related skills for new members of staff and ongoing training for long-standing employees.	Emails, calendars, manuals, invoices, etc. Refer to guidance notes.	
205	The DMC acknowledges proposal requests within 24 hours.	The email trail of request and reply – dates and times visible will be viewed for the 3 random groups selected during the audit.	
206	The DMC acknowledges any written complaints within 24 hours.	Emails will be requested for any complaints linked to any group.	
207	The DMC provides an initial proposal that addresses the client’s demands and requirements within 72 hours.	The email with reference to attached proposal will be compared to request date for each of the 3 random groups audited on site.	
208	The DMC must administer a client-organiser satisfaction survey (provided by the MTA). In this criterion, follow-ups will be assessed as per the guidelines.	Emails indicating follow-up will need to be presented for the 3 random groups chosen during the audit.	
209	The DMC handles complaints in an effective manner and keeps some record of these complaints.	To be confirmed during audit. Email correspondence or memos need to be presented for any complaints.	

210	The DMC acts on its sustainable development through environmental and CSR initiatives.	Emails, photos, receipts, etc.	
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Criteria to be checked at application stage and prior to setting audit date

CODE	CRITERIA	DOCUMENTATION
101	The DMC is a registered business and licensed by the MTA for a minimum of 3 years.	Licence will be checked by auditors at head of office.
107	The DMC has a permanent non-residential office and operates regular office hours.	This will be checked via the licence and confirming that present address matches one indicated on the licence.
119	The DMC attends specific seminars, training and activities organised and/or supported by the MTA.	This will be confirmed internally by the auditors.
120	The DMC will supply annual MICE statistics in written or electronic format to the MTA (a questionnaire template will be provided).	This will be checked by the auditors with R&D.
121	The DMC will assess client satisfaction during familiarisation visits, particularly when these are supported by the MTA (a template will be provided although other similar formats may be used).	This will be checked by the auditors with R&D.
201	The DMC has a good quality and updated website which accurately represents the company. The QA logo features on the website.	This will be checked by the auditors.