

QA Seal for DMCs – Documentation Checklist

This checklist outlines the documentation requirements for each criterion, specifying whether documents need to be presented at application stage, during the onsite audit or checked internally by auditors.

Section 1 – Pre-Audit Documentation (i.e. to be provided at application stage)

CODE	CRITERIA	DOCUMENTATION	Y/N
102	The DMC operates in compliance with all applicable laws and regulations at all times.	Statement of intent, declaration by directors/management or Memorandum of Companies shall be provided.	
105	The DMC, or the division within a parent company, employs a minimum of two (2) full-time employees to cover the areas of MICE, sales, operations and administration effectively.	Jobsplus records of employment, specifying the employee's job designation, shall be provided.	
106	The human resources engaged by the DMC must be sufficient to meet the size of the jobs that are undertaken.	Jobsplus records of employment, specifying the employee's job designation, shall be provided.	
108	The DMC has to provide a minimum of one (1) recent bank reference.	Recent bank reference, not older than 12 months, shall be provided.	
109	The DMC has to provide a minimum of three (3) recent client references.	Three (3) recent client references, not older than 12 months, shall be provided.	
110	The DMC has to provide a minimum of three (3) recent references from suppliers offering different services (e.g. accommodation, transport, entertainment, caterers).	Three (3) recent references, not older than 12 months, from suppliers offering different services (e.g. accommodation, transport, entertainment, caterers) shall be provided.	
111	The DMC has to provide a statement by the auditor for the audited financials of the previous year audited, confirming sound financial standing and adequate liquidity.	Declaration/statement by the auditing firm confirming sound financial standing and adequate liquidity is to be provided. Final signed copy of the audited financials is to be provided during the onsite audit.	

112	The DMC has to maintain comprehensive insurance which includes third-party liability claims by clients for a minimum of € 1.2 million and evidence of extensions is provided as required.	Insurance certificate shall be provided.	
114	A minimum of one member of staff has to 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.	Employment training templates for new employees shall be provided. Ensure these are duly filled in.	
118	The DMC is a member of a recognised international/local association/chamber, etc.	Membership certificate or membership payment receipt shall be provided.	

Section 2 – Mandatory Criteria (i.e. to be prepared and provided during the onsite audit)

CODE	CRITERIA	DOCUMENTATION	Y/N
103	The DMC handles a minimum of five (5) events per year and a minimum of 500 delegates per year.	Spreadsheet of invoice database and list of groups MICE/leisure shall be provided 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 of DMC services forms part of a parent company, a dedicated division will need to operate that service.	Jobsplus records and employee list shall be provided as well as an organigram if available. Setup can also be checked on site.	
113	The DMC has to maintain current insurance certificates of all suppliers for the audit period for adequate General Liability coverage.	Online folder or filed hardcopies of each service provider, excluding those that can provide a paid-up license with MTA or Transport Malta, shall be provided.	
115	The DMC has to enter into written agreements 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.	Each group must have a signed copy on file with both signatures. This will be checked via the three (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 shall be presented for each of the three (3) random groups selected for the audit.	
117	An employed representative of the DMC is available 24 hours a day during programme events.	It shall be checked by providing correspondence for the three (3) random groups, the working order or any other manner deemed suitable.	

Section 3 – Pass or Fail Criteria (i.e. to be made available and assessed during the onsite audit)

CODE	CRITERIA	DOCUMENTATION	Y/N
202	The DMC operates email accounts with a private domain, with a signature indicating clear contact numbers and the QA logo.	Emails from various DMC representatives shall be checked on site.	
203	The DMC has a good quality business card, reflecting the business and containing all necessary details as per Guidance Notes.	Employee business cards shall be checked on site. More than one individual's business 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.	Receipts, tickets, manuals, attendance sheets, emails, and certificates need to be provided.	
205	The DMC is committed to acknowledging proposal requests within 24 hours.	Emails of request and reply with dates and times shall be viewed for the 3 random groups selected during the audit.	
206	The DMC is committed to acknowledging any written complaints within 24 hours.	Emails shall be requested for any complaints linked to any group.	
207	The DMC is committed to providing an initial proposal that addresses the client's demands and requirements within 72 hours.	Email with reference to attached proposal shall be compared for each of the three (3) random groups audited.	
208	The DMC has to administer a client-organiser satisfaction survey as provided by the MTA. Follow-ups will be assessed as per Guidance Notes.	Emails indicating follow-up shall be presented for the three (3) random groups selected during the audit.	
209	The DMC handles complaints in an effective manner and keeps good record of these complaints.	Email correspondence or memos shall be presented for any complaints.	
210	The DMC acts on its sustainable development through environmental and CSR initiatives.	Emails, photos, receipts, certificates shall be presented as evidence.	

Section 4 – Other Criteria (i.e. to be checked internally by the auditors. No action required from the DMC)

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