

Australian Standard™

**Guidelines for the selection of quality  
management system consultants and  
use of their services**

This Australian Standard was prepared by Committee QR-008, Quality Systems. It was approved on behalf of the Council of Standards Australia on 8 April 2005. This Standard was published on 5 May 2005.

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## CONTENTS

Page

|            |  |           |
|------------|--|-----------|
| <b>1</b>   | <b>Scope</b> .....   | <b>1</b>  |
| <b>2</b>   | <b>Normative references</b> .....  | <b>1</b>  |
| <b>3</b>   | <b>Terms and definitions</b> .....   |           |
| <b>4</b>   | <b>Selection of a quality management system consultant</b> .....                               | <b>2</b>  |
| <b>4.1</b> | <b>Input to the selection process</b> .....  | <b>2</b>  |
| <b>4.2</b> | <b>Competence of the consultant</b> .....  | <b>3</b>  |
| <b>4.3</b> | <b>Ethical considerations</b> .....  | <b>6</b>  |
| <b>5</b>   | <b>Use of the quality management system consultant's services</b> .....                        | <b>7</b>  |
| <b>5.1</b> | <b>Consultant's services</b> .....   | <b>7</b>  |
| <b>5.2</b> | <b>Contract for consultant's services</b> .....  | <b>7</b>  |
| <b>5.3</b> | <b>Useful considerations for consultant's services</b> .....                                   | <b>7</b>  |
|            | <b>Annex A (informative) Typical activities of quality management system consultants</b> ..... | <b>9</b>  |
|            | <b>Annex B (informative) Evaluation of quality management system consultants</b> .....         | <b>12</b> |
|            | <b>Bibliography</b> .....  | <b>13</b> |

## INTRODUCTION

In the realization of a quality management system, some organizations choose to rely on their own personnel but some use the services of external consultants. The selection of a consultant by an organization is important for ensuring that the resulting quality management system is capable of meeting the organization's planned objectives in the most efficient and effective manner. Even when using the services of a quality management system consultant, the involvement and commitment of the organization's top management are key factors for quality management system realization.

This International Standard aims to provide guidance on the factors to be taken into consideration when selecting a quality management system consultant. It can be used by organizations in the selection of a quality management system consultant who is able to meet their specific needs, expectations and objectives in the realization of quality management system. It can additionally be used by

- a) quality management system consultants as guidelines to quality management system consulting, and
- b) consulting organizations for the selection of quality management system consultants.

## AUSTRALIAN STANDARD

# Guidelines for the selection of quality management system consultants and use of their services

## 1 Scope

This International Standard provides guidance for the selection of quality management system consultants and the use of their services.

It is intended to assist organizations when selecting a quality management system consultant. It gives guidance on the process for evaluating the competence of a quality management system consultant and provides confidence that the organization's needs and expectations for the consultant's services will be met.

NOTE 1 This International Standard is not intended to be used for certification purposes.

NOTE 2 This International Standard addresses the realization of a quality management system but, at the same time, could be used with appropriate adaptation for the realization of any other management systems.

## 2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000:2000, *Quality management systems — Fundamentals and vocabulary*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 9000 and the following apply.

### 3.1

#### **quality management system realization**

process of establishing, documenting, implementing, maintaining and continually improving a quality management system

NOTE Quality management system realization can include the following:

- identifying the processes needed for a quality management system and their application throughout the organization;
- determining the sequence and interaction of the identified processes;
- determining criteria and methods needed to ensure that both the operation and control of the identified processes are effective;
- ensuring the availability of resources and information necessary to support the operation and monitoring of the identified processes;
- monitoring, measuring and analysing the identified processes;
- implementing actions necessary to achieve planned results and continual improvement of the identified processes.

### 3.2

#### **quality management system consultant**

person who assists the organization on quality management system realization, giving advice or information

NOTE 1 The consultant can also assist in realizing parts of a quality management system.