

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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Australian Institute of Petroleum
Australian Organisation for Quality
Bureau of Steel Manufacturers of Australia
Certification Interests (Australia)
Commonwealth Department of Transport and Regional Services
Department of Agriculture, Fisheries and Forestry (Commonwealth)
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Guidelines for the selection of quality management system consultants and use of
their services

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NOTES

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PREFACE

This Standard was prepared by the Australian members of the Joint Standards Australia/Standards New Zealand Committee QR-008, Quality Systems. After consultation with stakeholders in both countries, Standards Australia and Standards New Zealand decided to develop this Standard as an Australian Standard rather than an Australian/New Zealand Standard.

This Standard is identical with, and has been reproduced from, ISO 10019: 2005, *Guidelines for the selection of quality management system consultants and use of their services*, which was prepared by ISO Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

The objective of this Standard is to provide guidance for the selection of quality management system consultants and the use of their services.

Committee QR-008 considers the capacity to provide an effective management tool and a basis for performance improvement to be essential requirements of AS/NZS ISO 9001:2000, and recommends that Clauses 5.3 f) and g) be interpreted as follows:

- f) the quality management system should be an effective and efficient management tool;
- g) the quality management system should provide the basis for continual improvement of the organization's performance.

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The term 'informative' has been used in this Standard to define the application of the annex to which it applies. An 'informative' annex is only for information and guidance.

CONTENTS

Page

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

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 a 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.