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

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Foreword

This translation has been made based on the original Japanese Industrial Standard established by the Minister of Economy, Trade and Industry through deliberations at the Japanese Industrial Standards Committee in accordance with the Industrial Standardization Law.

This Standard has been made based on **ISO 10019:2005** *Guidelines for the selection of quality management system consultants and use of their services* for the purpose of making it easier to compare this Standard with International Standard; to prepare Japanese Industrial Standard conforming with International Standard; and to propose a draft of an International Standard which is based on Japanese Industrial Standard.

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In the event of any doubts arising as to the contents,
the original JIS is to be the final authority.

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

Introduction This Japanese Industrial Standard has been prepared based on the first edition of **ISO 10019** *Guidelines for the selection of quality management system consultants and use of their services* published in 2005 without modifying the technical contents.

The portions underlined with dots are the matters not stated in the original International Standard.

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 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.

1. Scope This 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.

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

- 2 This 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.
- 3 The International Standard corresponding to this Standard is as follows.

In addition, symbols which denote the degree of correspondence in the contents between the relevant International Standard and **JIS** are **IDT** (identical), **MOD** (modified), and **NEQ** (not equivalent) according to

ISO/IEC Guide 21.

ISO 10019 : 2005 *Guidelines for the selection of quality management system consultants and use of their services* (IDT)

2. Normative reference The following standard contains provisions which, through reference in this Standard, constitute provisions of this Standard. The normative reference without the indication of the year coming into effect applies only to the most recent edition (including amendments).

JIS Q 9000 : 2000 *Quality management systems—Fundamentals and vocabulary*

3 Terms and definitions For the purpose of this Standard, the definitions given in clause 3 of JIS Q 9000 and the following definitions 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:

- a) identifying the processes needed for a quality management system and their application throughout the organization;
- b) determining the sequence and interaction of the identified processes;
- c) determining criteria and methods needed to ensure that both the operation and control of the identified processes are effective;
- d) ensuring the availability of resources and information necessary to support the operation and monitoring of the identified processes;
- e) monitoring, measuring and analysing the identified processes;
- f) 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

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

- 2 This Standard provides guidance on how to distinguish a competent quality management system consultant from one who is not competent.

4 Selection of a quality management system consultant**4.1 Input to the selection process**

4.1.1 Organization's needs and expectations When selecting a quality management system consultant, the organization should identify its needs and expectations of the quality management system consultant, based on its overall objectives for the realization of a quality management system. Top management should be involved in the

process of evaluation and selection of the quality management system consultant.

4.1.2 Role of the consultant The selection process should take into account the role of the quality management system consultant in the quality management system realization (see annex A). The consultant's role generally includes the following:

- a) assisting the organization to ensure that the design and the implementation of the quality management system is suited to the organization's culture, characteristics, level of education and specific business environment;
- b) illustrating the concepts concerning quality management in a clear and understandable way throughout the organization, paying special attention to the understanding and adoption of quality management principles;
- c) communicating with all relevant individuals, at all levels, involving them actively in the quality management system realization;
- d) advising and supporting the organization in identifying the appropriate processes needed for its quality management system and defining the relative importance, sequence and interaction of those processes;
- e) assisting the organization in identifying needs for documentation essential to ensure the effective planning, operation and control of its processes;
- f) evaluating the effectiveness and efficiency of the quality management system processes to stimulate the organization to look for opportunities for improvement;
- g) assisting in promoting a process approach and continual improvement of the quality management system within the organization;
- h) assisting in identifying the training needs to enable the organization to maintain the quality management system;
- i) assisting the organization, where applicable, to identify the relationship between its quality management system and any other relevant management system (e.g. environmental or occupational health and safety) and facilitate the integration of such systems.

4.1.3 Evaluation of the competence of the consultant When evaluating the competence and suitability of a consultant, due consideration should be given to

- a) personal attributes (see 4.2.2),
- b) relevant education (see 4.2.3),
- c) knowledge and skills necessary to meet the organization's overall objectives for the quality management system (see 4.2.3, 4.2.4 and 4.2.5),
- d) work experience (see 4.2.6), and
- e) ethical behaviour (see 4.3).