

SIX TIPS FOR CHOOSING AN ISO MANAGEMENT SYSTEMS CONSULTANT

1.

BE CLEAR ABOUT THE REASON FOR HIRING A CONSULTANT

Management systems and standards cover a range of management disciplines across organizational functions. Depending on your starting point, it is crucial to decide on the level of support and resource required.

2. LOOK FOR EXPERIENCE AND RELEVANCE

For a successful working relationship and management systems implementation, it's important to select a consultant based on relevant experience. Consider his or her experience in the industry, with management systems and standards, and certification body allegiance.

3.

ESTABLISH RAPPORT

Your consultant will be spending a lot of time in your organization with close access to your processes and people, so mutual trust is essential. A face-to-face meeting to build rapport is highly advisable before moving forward with the selection process.

4. UNDERSTAND THEIR APPROACH

Depending on the size and scale of the management systems implementation, your consultant may use several different methods and techniques. These could require different levels of support and cooperation, so it's important to understand the implementation methodology to ensure that both parties work effectively together.


5.

COST AND CONTRACT

Budgets are rarely limitless, but cost should not be the key deciding factor in selecting a consultant. Expertise, experience and rapport are extremely important to ensuring that expectations are met.

6. CHECK REFERENCES / CASE STUDIES

Your consultant should be able to provide references which allow you to gain firsthand insights from past clients and understand how the consultant helped them accomplish their goals. Many consultants also publish client testimonials and case studies on their websites.



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