

# SELECTING THE RIGHT CONSULTANT

To obtain ISO certification, many businesses choose to use the services of consultancy organisations, such as IMSM Ltd. Consultants play an important role in getting a business ISO certified. It takes a lot of informed decision-making to select the most suitable Consultant. While selecting and finalising your expert, the very first thing to take into account is their experience and their capability to meet your requirements. After experience and capability, look at the variety of products and services the company offers.

Should an organisation choose to implement an ISO management system alone, it may prove to be time consuming, difficult and ineffective. The right ISO Consultant can ensure that your ISO is delivered in budget and on time.

The implementation of an ISO management system can be broken down into a number of manageable steps; these steps are described in this document and IMSM will assist you through each phase of the implementation process, to ensure that your organisation reaps the rewards to be gained from having an ISO management system embedded into your organisation and culture.



# KEY CONSIDERATIONS WHEN SELECTING YOUR CONSULTANT

**Choosing the right ISO Consultant and Business Partner can mean the difference between success and failure. Experience backed by a solid track record is of utmost importance. A consultancy that thoroughly understands the industry and has comprehensive knowledge of certification requirements can help you avoid costly pitfalls and circumvent obstacles on your road to ISO certification.**

The most important question to ask your ISO Consultant is how can ISO add value to your company's overall goals and help achieve its corporate objectives. IMSM Consultants draw from a pool of knowledge and experience with ISO across many industry sectors, helping to identify key areas for improvement during the implementation process.

## 1. **Ask for references.**

Can the Consultant provide you with evidence of previous customer successes? Choose a Consultant with a proven track record.

## 2. **Do they have the capabilities to meet your requirements?**

Satisfy yourself that a consulting firm has the background, expertise and resources to meet your unique needs.

## 3. **Are you a good match?**

Make sure the Consultant's approach and style are a good fit for your company's culture. The relationship with your ISO Consultant should form the foundation for a business partnership.

## 4. **Additional services.**

Does the Consultant have resources available and experience in order to supply you with internal training with measurable results that fall to the bottom line?

## 5. **How flexible can they be?**

Select a consulting firm that provides onsite implementation assistance and training in order to minimise operational disruptions. In order to gain a thorough understanding, your Consultant needs to spend time in your business.

## 6. **Thorough planning.**

Choose a Consultant who presents a realistic timeline and fully explains the responsibilities of your organisation during the implementation process.

## 7. **Established and reliable.**

Confirm that the Consultant offers a choice of well-established certifying bodies. Ensure the Consultant has a close working relationship and will work closely with the certifying organisation to ensure a successful certification audit.

## 8. **Marketing.**

Do the Consultants have the resources to help you promote your ISO status after successful certification? Your ISO certification should not be your best kept secret.