

QUANTAS SYSTEM TRAINING AND PERSONNEL CERTIFICATION LIMITED

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CONSULTANT CERTIFICATION CRITERIA FOR QMS

The QMS Programme

A number of consultants are helping organizations in various sectors in the process of Quality Management System (QMS) realization. The selection of a capable QMS Consultant by an organization is important in ensuring that their QMS is capable of meeting the planned objectives of the organization and its commitments to the society in the most efficient and cost effective manner.

Certification Grades

The QMS Programme has three grades of certification:

The scheme for registration of QMS Consultant will help to certify the credentials of competent consultants and also help the organizations to select a competent consultant through the register of consultants.

Based on the qualification and experience, an applicant can be offered the following grades for registration:

Consultant
Senior Consultant
Principal Consultant

Registration under this scheme is available without restriction to all applicants who satisfy the QST registration requirements. The scope of the registration is general, i.e. it does not include nor does it require any industry sector specific competencies. The applicant may select from the given list upto 4 standard industry sectors within which the applicant has acquired work experience. These details although included within the register are self-declarations and are outside the scope of registration.

QST reserves all rights to amend its registration criteria, procedures and fees etc. as it may deem fit. Applicants are requested to refer to the updated criteria before applying for their registration.

Although all information provided by the applicants will be kept confidential, QST reserves the right to utilize the information provided by the applicants for legal, research, for sharing with other IPC members or for any other purpose as may be deemed fit by QST.

We value your suggestions and feedback.
Please contact QST office for the latest information.



Requirements for Registration

Personal Attributes

Applicants for registration shall be able to demonstrate the personal attributes needed for the effective and efficient performance of the consulting services.

QMS consultants shall demonstrate to be:

- a) ethical -fair, truthful, sincere, honest and discreet;
- b) open minded -willing to consider alternative ideas or points of view;
- c) observant -constantly and actively aware of organizational culture and values, physical surroundings and activities;
- d) perceptive -aware of and able to understand the need for change and improvement;
- e) versatile -able to adapt to different situations and provide alternative and creative solutions;
- f) tenacious -persistent, focused on achieving objectives; g) decisive -reaches timely conclusions based on logical reasoning and analysis;
- h) self-reliant -acts and functions independently while interacting effectively with others;
- i) communicative -able to listen to and interface with all levels of an organization, confidently whilst sensitive to its culture;
- j) practical -realistic and flexible in approach with good time management and leadership abilities (concerned with facts and experiences);
- k) accountable -take responsibility for their own actions Applicants shall through education, training, work experience and consulting experience be able to demonstrate a satisfactory level of competence in all of the following areas:

Quality Management specific knowledge and skills

Applicants shall be able to understand and apply relevant international standards that are applicable to the client organizations, which may be as follows:

- i) ISO 9001:2008 Quality Management Systems – Requirements
- ii) ISO 19011:2002 Guidelines for quality and/or environmental management systems auditing

In addition the applicants shall have knowledge of other standards that are necessary for the consulting services such as:

- i) sector specific standards
- ii) measurement control systems standards
- iii) accreditation standards
- iv) conformity assessment standards
- v) process standards

General Environmental management principles, methodologies and techniques

Applicants shall demonstrate to have the knowledge of, and the ability to apply QMS principles, methodologies and techniques such as:

- a) Quality terminology
- b) Quality management principles and their application
- c) Continual improvement tools and techniques
- d) Appropriate statistical techniques
- e) Auditing methodologies and techniques
- f) Team work techniques
- g) PDCA (Plan-Do-Check-Act) methodology
- h) Policy deployment methodology
- i) Process mapping techniques
- j) Process critical points identification methodology and related control techniques
- k) Problem solving techniques & Control measures
- l) Techniques for monitoring interested parties satisfaction
- m) Brainstorming techniques
- n) Gap analysis techniques
- o) Innovation management techniques

Organization specific knowledge and skills Statutory and regulatory requirements

QMS consultant organizations shall have adequate number of well qualified professionals (consultants, experts etc.), full time, part time or on the panel to support the scope of services being offered by the consultant organizations.

(All individual consultants working with the organization should have successfully completed an approved ISO 9001: 2000/ ISO 9001:2008 Lead Auditor Training Course.) It is preferred that the 50% of the consultants working with the organization should be registered as individual consultants.

In cases where part-time personnel are used for consultancy projects, the QMS Consultant Organization shall maintain a contract with such individuals stating that the responsibility, authority and the propriety rights of the projects shall be with the QMS Consultant organization.

In case the clients wish to be accredited, the QMS consultant organization shall ensure that the individual consultants used for a particular client are not used as any part of the audit team of the certification bodies conducting audit on the client.

The QMS Consultant organization shall document its organizational structure, defining roles, responsibilities and authorities of personnel including consultants.

The QMS Consultant organization shall identify the top management of the organization. The overall responsibility to ensure that these requirements are complied with lies with the top management.

The top management personnel shall be in permanent employment with the QMS Consultant Organization.

The QMS Consultant Organization shall maintain up-to-date personnel records of consultants, including the qualifications, training, experiences, affiliations competence and any certification activity that may be provided by the consultants.



Products, processes and organizational requirements

The Quality Management System should be based on ISO 9001:2008 Standard the QMS Consultant Organization shall develop and maintain documentation for the effective administration of the QMS Consultancy projects in line with ISO 9001:2008, which shall include:

- I.** Details of projects covered
- II.** The control of organization's publicity and advertising, which shall ensure that undue claims are not made;
- III.** A document control system for the maintenance and updating of documents & records related to projects, including the assignment of responsibilities given to its consultants for managing the projects.
- IV.** The criteria for selecting consultants and experts, procedures for their initial training, evaluation of their delivery and ongoing review of performance with respect to the concerned project, and covering all the consultants associated with the organization.
- V.** Regular Management Reviews
- VI.** Records of the results of projects implemented including statistical analysis of Organizations certified /accredited
- VII.** Security and confidentiality of project reports.

Management Practices

Applicants shall demonstrate to understand how the QMS integrates and interacts with the overall management of the organization, including human resource & other management systems. Therefore, applicants shall have knowledge of relevant management practices such as:

- Planning and control
- Strategic management
- Production/operations management
- Management information systems
- Human resource management
- Quality management Interpersonal and Leadership skills

Education

The applicant shall have a degree in Engineering or a degree in Science with preferably a Post Graduate Diploma in Industrial Environment/ adequate work experience in the field.

Documentary evidence of the education claimed will be required.

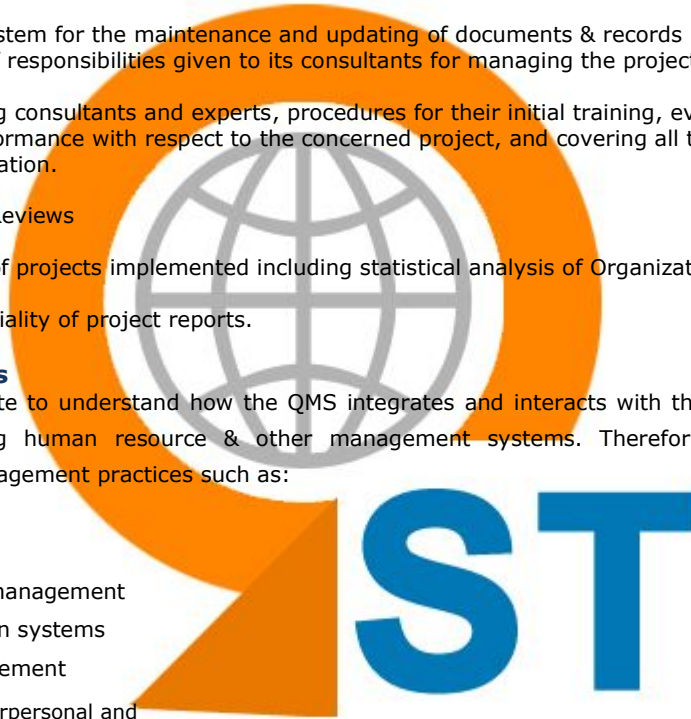
The applicant shall have relevant experience in managerial, professional and technical aspects of the consultant services to be provided. This may involve the exercise of judgement, problem solving and communication with interested parties, enabling the consultant to assist the organization in making effective decisions.

The applicants' relevant experience may include a combination of some or all of the following:

- a) Practical work experience
- b) Experience in management
- c) Experience in QMS auditing
- d) Experience in implementing a QMS, in one or more of the following capacities:

- Consultant services
- QMS management representative
- Member of management review team

In particular, applicants shall demonstrate the following minimum work experience, in relation to the education level:



For Consultant Grade:

Total work experience: 5 Years

Work experience in QMS (as a part of total work experience): 4 years

For Senior Consultant Grade:

Total work experience: 10 Years

Work experience in QMS (as a part of total work experience): 8 years

Should be a certified/registered Auditor or Lead Auditor of QMS

For Principal Consultant Grade:

Total work experience: 15Years

Work experience in QMS (as a part of total work experience): 10 years

Should be a certified/registered Lead Auditor of QMS

It is essential that the experience of the consulting is relevant to the QMS project.

Applicants shall provide documentary evidence of work experience. This evidence must be signed by the applicant's employer and client where consultancy provided.

Alternatively, this evidence may be presented in the form of employer references giving information on work actually carried out, positions held, reporting levels and areas of responsibility.

QMS realization experience

QMS realization/implementation projects

The total of QMS implementation/ realization experience for an applicant shall include:

For Consultant Grade:

Realization/implementation of minimum 2 complete QMS projects.

Carried out autonomously the task assigned by the project/ team leader. Participated in all of the periodical and final meetings of the consultancy team to verify the progress and the consistency of the work in relation with the client agreed objectives.

Carried out training of personnel involved in the QMS.

For Senior Consultant Grade:

Realization/implementation of minimum 4 complete QMS projects of which at least 1 project should be from large scale industry.

Carried out autonomously the task assigned by the project/ team leader.

Participated in all of the periodical and final meetings of the consultancy team to verify the progress and the consistency of the work in relation with the client agreed objectives.

Carried out training of personnel involved in the QMS.

For Principal Consultant Grade:

Realization/implementation of minimum 8 complete QMS projects of which at least 3 projects should be from large scale industry.

Carried out autonomously the task assigned by the project/ team leader.

Participated in all of the periodical and final meetings of the consultancy team to verify the progress and the consistency of the work in relation with the client agreed objectives.

Carried out training of personnel involved in the QMS.

All these activities shall be demonstrated by means of declarations from clients or consultancy project team leaders.

All QMS implementation/realization experience submitted for registration shall have been gained in the 5 years prior to application.



The applicants should submit QMS Manual of at least 2 completed projects of different companies, in different years, for desktop review. QST reserves the right to ask for additional information including QMS Manuals of more projects or to seek the information from the organizations assisted, at any stage of the QST assessment process.

Application Sponsors

For initial registration each applicant shall be sponsored by either the current employer or by one alternative person who has a professional relationship with the applicant. Sponsors shall have direct experience and/or personal knowledge of the applicant relating to those elements of the application for which they have been attested.

Personal Declaration

All applicants for initial registration and re-registration shall sign a declaration whereby they agree to observe and to abide by the QST Code of Conduct and that all complaints regarding their performance have been formally logged and dealt with in a manner to prevent recurrence.

Re-registration (maintaining registration)

All registered consultants shall be periodically re-registered. The period between initial registration and re-registration shall not exceed three years. Each applicant for re-registration shall maintain a written declaration from the client of each QMS realization undertaken and details of professional development undertaken during this period. For each year of the re-registration period, QST registered QMS consultants shall submit documentary evidence either of having performed a minimum of 1 complete QMS project realization or of having acquired equivalent QMS consultancy experience.

All registered consultants are required to submit annually (by Dec 31 every year) the details of consultancy work undertaken in the Consultancy Log Sheet (Annex C) and/or Continuing Professional Development (CPD) done by them in the CPD Log Sheet (Annex E) for that particular year.

Professional Development

The QST registered QMS consultant shall, in each year of the registration period, undertake at least 15 hours of appropriate continuing professional development. Evidence of that professional development, verified by the training course provider, or the applicant's employer shall be submitted as part of the application for re-registration.

The professional development records shall show the duration and type of activity undertaken and details of the provider.

In the selection of appropriate professional development, consultants should consider their personal strengths and weaknesses and identify areas for personal improvement.

Code of conduct

All consultants are obliged to improve the standing of the consulting profession by rigorously observing the Code of Conduct. Failure to do so may result in suspension or withdrawal of registration. Kindly refer to section 6 & 7 for more details.

Evaluation Process

The Complete application form with the requisite fee must be sent to the following address. Fees are set annually and apply for the calendar year (1 January - 31 December). Contact us direct or see www.quantascert.co.uk for details of current fees applicable for your country.

The form must be filled in English language only.

All applications must be supported by documentary evidence, e.g. legible photocopies of original certificates etc. Original documentary evidence should be made available only when asked for.

An incomplete application or not adequately supported by required documents would result in delay in processing or rejection of application.

The envelope containing the application must be superscribed with the registration applied for.

Only the application fee (besides necessary documents) should be sent with the application. The registration fee needs to be sent only after the receipt of notice from QST.

QST shall carry out an effective evaluation of applicant's competencies through three distinct components:

a) Desk-Top Review - I

A desk-top review of documentation submitted by the applicant in support of the application. This review is intended to determine the applicant's conformance with QST requirements for education, training, work experience, QMS experience and consulting experience.

b) Desk-Top Review - II

A desk-top review of documentation related to the QMS projects realized/implemented by the applicant (alone, within a team or where applicable as a project leader/team leader)

c) Interview

A verification of the applicant's consulting competence through face-to-face interview. The applicant will have to appear at own cost for the interview.

d) Confidentiality

All information, correspondence and documentation submitted by applicants in support of registration will be considered as strictly confidential except where the applicant has agreed to specific information being released, for example, the information contained in the register of consultants.

f) Reconsideration

It may happen that during the processing of an application, it is observed that the applicant can get qualified to a higher grade on submitting additional information/evidence. In this case the applicant will be informed to exercise his/her option.

In case of applicant opting for the higher grade, a reconsideration fee will have to be submitted as given in the fee schedule.

The assessment process will be repeated in this case.

Registration Fees

The fee structure is determined annually and is applicable from January to December. The validity of the registration is also for the calendar year. Please refer to the current Fee Structure.

a) Application Fee

All application should be accompanied by the application fee, without which the application will not be processed. This fee covers the administrative costs for processing the applications.

b) Annual Registration fee

Successful applicants will be intimated for the remittance of Registration Fee. The applicants will be required to send the fee as per the fee structure within the specified time frame.

Applicants may pay either one or three years fee along with their initial application. A discount of 15% on total fee is allowed for three years registration.

Applicants paying one-year fee initially shall be required to pay the annual registration fee annually for the next two years on receipt of notice from QST.

The Certificate & Registration Card will be sent within 3-4 weeks after the receipt of the fee.

c) Interview Fee.

The applicant called for interview shall have to appear for the interview at own expense. There will be no other fee charged for the interview.

d) Regrade Fee

This fee covers the administrative cost required for each regrade consideration. This fee is due with the re-grade submission and is non refundable. Where a regrade application is successful, the difference in the registration fee on pro-rata basis is to be paid for registration to the new grade for that current year.

e) Reconsideration Fee

This fee covers the administrative costs for reassessment of the application on submission of necessary documentation.

Certification Cards, certificates and the Register

We will send you a Certification Card following initial award of certification and annually thereafter when you pay your annual fee and comply with any other applicable requirements. This card is your primary evidence of certification

and you should present this when you first begin an audit and thereafter whenever appropriate. Although the card is issued to you, it remains our property and you must return it to us should we ask you to. The QST Certificate is intended for display as a formal recognition of your certification to a specific grade. You should not use it as proof of certification. Please contact us if you wish to purchase a certificate. You can find details of all certified auditors in each country on the 'Find Consultant' section of the QST website www.quantascert.co.uk

All the fees are non refundable.

Registration Card, Certificate and Register

All successful applicants will be issued the following:

- i) a Certificate
- ii) a Registration Card.

The validity of the Certificate and the Card will be for the period for which the fee has been paid by the applicant (maximum three years)

The Card and the Certificate are the primary evidence of validity of Registration and should be presented on commencement of a project and thereafter on demand as appropriate.

The Register of Consultants will be hosted on the QCI web site. In case the registered consultant does not want to publish his/her details, an application may be sent to QST for the same.

Code of Conduct

All consultants are obliged to improve the standing of the consulting profession by rigorously observing the Code of Conduct. Failure to do so may result in suspension or withdrawal of registration.

Consultants undertake:

- a) to act professionally, accurately and in an unbiased manner
- b) to strive to increase the competence and prestige of the consultancy profession
- c) to assist those in their employment or under their supervision in developing their management, professional and consultancy skills
- d) to maintain the confidentiality of information provided by or acquired from the organization
- e) to avoid and/or declare any conflict of interest that may affect the work to be carried out
- f) to maintain independence from QMS certification or accreditation bodies
- g) to maintain impartiality in an organization's selection of certification bodies/ registrars
- h) not to act in any way that would prejudice the reputation of the QST or the consultant registration process and to co-operate fully with an inquiry in the event of any alleged breach of this code.

Annexure: I

Definitions Quality Management System (QMS)

1 QMS Consultant Organization (abbreviated as QMS CO in this document): An organization which is involved in the business of providing consultancy to those clients who wish to implement quality management systems

2 Client: Organization who seeks QMS consultancy from the QMS Consultant Organization.

3 QMS Consultancy: Participation in designing, implementing and maintaining a management system.