

Guide Selecting The Right Consultant

A guide for **success**
on your journey to
ISO certification

Where To Start?

Knowing where to start on your ISO journey can be challenging. Therefore, many businesses choose to partner with the experts available through a consultancy service, such as IMSM. An experienced ISO consultant can ensure you gain certification in the most cost and time efficient manner. Importantly, a consultancy

will ensure you gain the most from your investment in ISO. Consultants perform an essential role in getting a business ISO certified; therefore, selecting the right consultant is fundamental

Why Use An Iso Consultant?

When a company chooses to implement an ISO management system alone, it can prove time-consuming, complicated and ineffective. Not to mention, presuming an employee can undertake the complete ISO project whilst remaining impartial and objective can create confusion and frustration. One of the many benefits of using a consultant is that your employee works with the specialist, learning from them and leaning on their expertise, which could be invaluable to your business.

ISO is a vital investment and working with a dedicated and experienced consultant can help you

get the most out of your investment. Taking steps to implement it properly will set your company up for success from the start. The implementation of an ISO management system can be broken down into manageable steps, and IMSM will assist you through each phase of the implementation process to ensure your business reaps the rewards gained from having an ISO management system embedded into your business and culture.



What To Consider?

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 your industry and has a 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 ISO will 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 critical areas for improvement during the implementation process.



Key Considerations When Selecting Your Consultant

1. Ask for references.

Can the consultancy provide you with evidence of previous customer successes? Are there any references in your particular industry? Choose a consultant with a proven track record.

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

Discuss your expectations and goals with your consultant and make sure their background provides the competence and resources to meet your unique needs. Your needs can change in the future, make sure your consultant supports this (i.e, additional standards, training)

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 consultancy have resources and services available to supply you with support, such as internal training or system maintenance?

5. How flexible can they be?

ISO is created to be embedded into your business and will not look the same for everyone, which is why it's crucial to work with a consultant who is flexible and able to understand your unique business and needs.

6. Thorough planning.

Choose a consultant who presents a realistic timeline and thoroughly explains the responsibilities of your business during the implementation process. ISO certification is a significant step for your business and should not be rushed.

7. Marketing.

Does the consultancy have the resources to help you promote your ISO status after successful certification? Your ISO certification is an achievement, and working with a company that can help you promote your accomplishment is key to marketing your new certification.

Working With IMSM

While reviewing and selecting a consultancy, the first thing to consider is their experience and capability to meet your business's requirements.

After competence and ability, look at the variety of products and services the company offers to know what services are available to your business as it continually improves. Another area to consider is time factors and length of commitments - some consultants can hold you hostage by tying your business into annual contracts or charging extra for services that should be included.



Additional Resources



PLAY

Roadmap to certification video: making it simple



LEARN

Guides & Fact Sheet: for offered ISO Standards



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