

KVALITEEDIJUHTIMISSÜSTEEMID

Juhised kvaliteedijuhtimissüsteemi konsultantide valimiseks ja nende teenuste kasutamiseks

Quality management systems

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

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-ISO 10019:2008 "Kvaliteedijuhtimissüsteemid. Juhised kvaliteedijuhtimissüsteemi konsultantide valimiseks ja nende teenuste kasutamiseks" sisaldab rahvusvahelise standardi ISO 10019:2005 "Quality management systems – Guidelines for the selection of quality management system consultants and use of their services" identset ingliskeelset teksti.</p> <p>Ettepaneku rahvusvahelise standardi ümbertrüki-meetodil ülevõtuks esitas EVS/TK 33 "Juhtimissüsteemid", standardi avaldamise korraldas Eesti Standardikeskus.</p> <p>Standard EVS-ISO 10019:2008 on kinnitatud Eesti Standardikeskuse 07.10.2008 käskkirjaga nr 186 ja jõustub sellekohase teate avaldamisel EVS Teataja 2008. aasta novembrikuu numbris.</p> <p>Standard on kättesaadav Eesti Standardikeskusest.</p>	<p>This Estonian Standard EVS-ISO 10019:2008 consists of the identical English text of the International Standard ISO 10019:2005 "Quality management systems – Guidelines for the selection of quality management system consultants and use of their services".</p> <p>Proposal to adopt the International Standard by reprint method was presented by EVS/TK 33 "Management Systems", Estonian standard is published by the Estonian Centre for Standardisation.</p> <p>This standard is ratified with the order of Estonian Centre for Standardisation dated 07.10.2008 No. 186 and is endorsed with the notification published in the November 2008 edition of official bulletin of the Estonian national standardisation organisation.</p> <p>The standard is available from Estonian Centre for Standardisation.</p>
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<p>Käsitlusala:</p> <p>Käesolev rahvusvaheline standard annab juhiseid kvaliteedijuhtimissüsteemi konsultantide valimiseks ja nende teenuste kasutamiseks. See on mõeldud ettevõtete abistamiseks kvaliteedijuhtimissüsteemi konsultandi valimisel. See annab juhiseid kvaliteedijuhtimissüsteemi konsultandi kompetentsuse hindamise protsessis ja kindlustab selle, et on rahuldatud ettevõtte vajadused ja ootused konsultandi teenusele.</p> <p>MÄRKUS 1 Käesolev rahvusvaheline standard ei ole mõeldud sertifitseerimise eesmärkidel kasutamiseks.</p> <p>MÄRKUS 2 Käesolev rahvusvaheline standard keskendub kvaliteedijuhtimissüsteemi teostamisele, kuid samal ajal võib seda kasutada ka sobivate mugandustega ükskõik millise muu juhtimissüsteemi teostamisel.</p>	<p>Scope:</p> <p>This International 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.</p> <p>NOTE 1 This International Standard is not intended to be used for certification purposes.</p> <p>NOTE 2 This International 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.</p>
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ICS 03.100.30 Inimressursside juhtimine

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 10019 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

Introduction

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 International 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.

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

1 Scope

This International 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.

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

NOTE 2 This International 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.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000:2000, *Quality management systems — Fundamentals and vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 9000 and the following 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

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