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English version

Guidelines for the selection of consultants advising SMEs on integrated quality, environment, health and safety management systems

This CEN Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties, the constitution of which is indicated in the foreword of this Workshop Agreement.

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Foreword

This CEN Workshop Agreement and CEN Workshop 41 on “Competence of consultants advising SMEs concerning integrated quality, environment, health and safety” was established and a Business Plan approved by a Workshop of representatives of interested parties on 2008-05-06,

This CEN Workshop was proposed by the Coordinator and Core Members of the EU eTEN project deployPROMIS (contract number 046303), aiming at facilitating SME access to tailored information and advice on legislation, standardisation and quality management systems.

Funding for the Workshop Secretariat was provided by CEPAS – Organismo di Certificazione delle Professionalità e della Formazione. The Workshop Secretariat was provided by the Italian Organisation for Standardisation (UNI).

A list of the individuals and organizations which supported the technical consensus represented by the CEN Workshop Agreement is available to purchasers from the CEN-CENELEC Management Centre. These organizations were drawn from the following economic sectors:

- AGMS - Alain Goarant Maintenance et Sécurité
- CEPAS – Organismo di Certificazione delle Professionalità e della Formazione
- CNA – Confederazione Nazionale dell'Artigianato e della piccola e media impresa
- ENEA - Ente per le Nuove tecnologie, l'Energia e l'Ambiente
- EOQ - European Organisation for Quality
- FUTUREtec GmbH
- ICMCI - The International Council of Management Consulting Institutes
- INFRALOGICS Business Processes Consultancy
- IPC - International Personnel Certification Association
- Kooperationsstelle Hamburg
- Unified Management Solutions

Registered participants of this CEN/WS 41 Workshop are listed in Annex B.

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The final review/endorsement round for this CWA was started on 2010-07-14 and was successfully closed on 2010-09-15. The final text of this CWA was submitted to CEN for publication on 2011-02-02.

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Comments or suggestions from the users of the CEN Workshop Agreement are welcome and should be addressed to the CEN-CENELEC Management Centre.

Introduction

The aim of this CWA is to provide a guide for professional integrated management system consultants, as well as internal personnel acting as an integrated management system manager.

Organisations managed under the ISO 9000 principles, are required by legislation to satisfy environmental and health and safety systems requirements as well. Although standards application and certification are available and can be applied right down to single person organisations, this often presents a major challenge to many small and medium sized enterprises (SMEs) because:

- a) the required competence or resources may not be available within the organisation;
- b) is it advisable to have a competent integrated management system consultant capable of:
 - understanding the organisation's structures and dynamics;
 - developing and implementing a fully integrated process based management system that addresses the overall organisation, including quality, environmental, health and safety performance.

From these considerations, it is important that the essential integrated management system consultant competencies are defined:

- I. to develop competence programmes guiding current and future integrated management system consultants;
- II. to provide guidance for organisations seeking or engaging the services of an integrated management system consultant;
- III. so that integrated management system consultants eventually could be certified by a third party, in order that organisations can trust them when procuring their services.

To support the principle of fair competition in the European Community there are advantages if guidance criteria are coordinated at European level:

- 1) to support SMEs' ability to compete in the open European market which is increasingly concerned with issues of quality, health, safety and environmental impact;
- 2) to allow integrated management system consultants to offer a pan-European, universally recognised level of service.

The essential competence requirements for an integrated management system consultant should be based on their capability to assist an organisation in designing, implementing and maintaining a fully integrated management system satisfying quality, environment, health and safety requirements relevant to the industry sector and the organisation. The integrated management system consultant should additionally have demonstrable skills and knowledge to provide expert advice on managing quality, environment, health and safety matters that may arise in the organisation to a level consistent with the business operations within the relevant industry sector.

The competence and suitability of integrated management system consultants (skills) should be assessed with reference to:

- relevant education and training;
- relevant personal attributes;
- relevant general management knowledge and skills;

- relevant work experience;
- pursuance of a recognized programme of continual professional development;
- adherence to a code of professional ethics.

This document may be updated according to the needs to include other management system consultant competences e.g. ISO 26000, ISO 27001.

This document has taken into account CEN GUIDE 14:2010 *Common policy guidance for addressing standardisation on qualification of professions and personnel*.

1 Scope

This CWA provides guidance and criteria for selecting integrated management system consultants to assist SMEs in:

- a) designing, implementing, maintaining and improving an integrated management system;
- b) giving advice and information on the management of quality, environment, health and safety from an integrated and process focused perspective.

NOTE The criteria are based on ISO 10019:2005 prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

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.

Not applicable

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

NOTE In the text the term "small and medium-sized enterprises, SMEs" is used for micro, small and medium-sized enterprises as defined by EU.

3.1

integration of management system standard requirements

process of unifying multiple management system standards requirements into an organization's overall management system. The result of integration is to move the organization in the direction of a single management system that meets the requirements of multiple management system standards

[ISO Handbook - The integrated use of management system standards]

3.2

integrated management system

management system which integrates all relevant components of an organisation into one coherent system, combining two or more management systems chosen among quality, environment, health and safety

3.3

integrated management system consultant

person who assists the organization on integrated quality, environment, health and safety management system realization, giving advice or information

NOTE Adapted from ISO 10019:2005

3.4

competence

demonstrated personal attributes and demonstrated ability to apply knowledge and skills

[EN ISO 19011:2002, clause 3.14]