

Why Hire a Consultant?

Implementing a Quality Management System (QMS) is a project. You may need to consider the option of hiring a consultant to create a solid plan to efficiently implement a QMS project. A consultant will develop an accurate estimate on the how long each implementation phase should take.

ISO 9001:2000 standard is not easy to understand. A consultant helps interpret the ISO 9001:2000 standard; therefore, preventing you from wasting time in understanding the standard if you were to learn it by yourself. Using a consultant allows you to begin work right away without having to learn things on your own or learn by mistakes. Moreover, a consultant ensures that the work is done within the time allowed on the timelier.

There are different kinds of services provided by the consultant; they are full service, as-needed service, and off-site service. Full time service is where the consultant is on-site, full-time, for the duration of the project. This type of consultant may have various roles and responsibilities, but it is the most expensive.

The second type of service is "as-needed or visits as-required" service. The consultant's main responsibility is to track progress through interviews, meetings, and internally address interpretation issues. The consultant will also help with the design of the QMS.

Lastly, and the least expensive type is off-site, internet/phone, service. You will conduct most of the business via the internet and phone; this also includes training.

In general, the second type of service, the "as-needed or visits as-required" service, is most suitable.

What do you need to do know when you're ready to hire a consultant?

First, decide what type of consultant do you want; full-time, as-needed, or off-site consultant. Then, invite the consultant for an interview. Request references, ask the consultant to provide real examples of previous assignments carried out and check with the references on how successful the assignment was carried out. Do not choose a consultant based on the low cost alone.

Should you wish to proceed...please know that you need to provide resources and executive commitment to support the consultant. Otherwise, a consultant may not be helpful.

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