

ISO 10019 Management Systems Consulting



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Syllabus

PEOPLECERT

The Experts in certifying Professionals

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1. Introduction

ISO 10019:2005: Guidelines for the selection of quality management system consultants and use of their services is the recognized International standard, which provides for the selection of quality management system consultants and the use of their services and is intended to assist organizations when selecting a quality management system consultant.

ISO 10019:2005 is applicable to all organizations that 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.

In regards to the realization of a quality management system, some organizations choose to rely on their own personnel, while others use the services of external consultants. In the latter case, the selection of a consultant by an organization is very 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, during which the involvement and commitment of the organization's top management for a quality management system realization are maintained. Having a related International Standard such as **ISO 10019:2005** aims to provide guidance on the factors to be taken into consideration when selecting a quality management system consultant within all their organizational parameters, are explained above, while realizing a quality management system. Also, the standard can be used by quality management system consultants as guidelines to quality management system consulting.

The aim of **ISO 10019** is to provide useful and practical information to organizations when they decide to realize a quality management system. For many organizations, this is their first contact with the world of quality management and therefore, may not be sufficiently informed to make the best decisions regarding the choice of a competent consultant, establishing a sound contract and making effective use of the consultancy services. ISO 10019 provides all necessary guidance along these stages.

Peoplecert's ISO 10019 Exam covers the **knowledge** required for a candidate to prove a solid understanding of the content and the guidelines of the international standard, **ISO 10019: Guidelines for the selection of quality management system consultants and use of their services**. Please note that this exam does **not** lead to a stand-alone certification but leads to certification at a Consultant level. This means, that this exam can be used in combination with **any** of the other **Professional Level** ISO certification exams provided by Peoplecert in order to lead to a desired **Consultant¹ grade** in the particular ISO, as for example with ISO/IEC 20000.

2. Target Group/Audience

This qualification is a stand-alone exam on any ISO/IEC certification schemes provided by Peoplecert, at a Professional level, and is aimed at anyone who desires to demonstrate abilities at a **Consultant¹ level** which can lead to a specific **Consultant grade¹**. The exam can also cater for candidates seeking personal recognition in the Consultant level, also in regards to their knowledge and understanding of the requirements and the content of the standard in combination with one of the other ISO standards, and more specifically:

¹ All **consultant** grades require holding a Professional Level certification in another standard, while based on the desired grade, as per Peoplecert's certification scheme, it may be required to successful sit an additional Personal Attribute Assessment Test to gain the top level grades in this field. Eligibility requirements per grade are detailed in the **Candidate Certification Guide** document available through Peoplecert's official website (www.peoplecert.org).

- (a) ISO 9001
- (b) ISO 14001
- (c) ISO/IEC 20000
- (d) ISO/IEC 22000
- (e) ISO/IEC 27000

3. Learning Objectives

As this is a stand-alone **Exam**, candidates will be introduced to the principles and core elements of the ISO 10019 standard in regards to **Guidelines for the selection of quality management system consultants and use of their services**, and more specifically:

- **ISO 10019:2005** guidance on the factors to be taken into consideration when selecting a quality management system consultant and 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.

In order to successfully pass the exam on **ISO 10019: Guidelines for the selection of quality management system consultants and use of their services** candidates will need to demonstrate their knowledge, ability, competence and understanding in:

- Selection of a quality management system consultant, including required:
 - inputs in the selection process, like organizational needs and expectations, the role of the consultant, competence evaluation of the consultant,
 - competences of the consultant, including personal attributes, education, knowledge and skills, specific quality management knowledge and skills, work experience, and
 - ethical considerations.
- Using the services of the quality management system consultant and more specifically
 - know which activities are included in a consultant's services,
 - establish the contract for a consultant's services, and
 - understand other useful considerations for a consultant's services.
- Know and understand typical activities of quality management system consultants
- Know the practical aspects of the realization of a quality management system
- Understand competencies needed by a consultant.
- Describe the process for evaluating quality management system consultants.

4. Examination

The **ISO 10019 Exam** is designed to validate a candidate's knowledge of the contents, requirements and guidelines of the standard and will allow for further development along the Consultant certification path (**ISO 10019: Guidelines for the selection of quality management system consultants and use of their services**) after achieving the Professional level on another standard provided by Peoplecert.

The exam focuses on the following categories in the cognitive domain of **Bloom's**

taxonomy²:

- **Knowledge**
- **Comprehension**
- **Apply**
- **Analyze**

4.1 Entry Criteria/Training Requirements

There **are** specific entry criteria in order for a candidate to be eligible to sit an ISO 10019 examination. Even though this examination is **not a stand-alone** certification and **does not lead** to any certificate on its own it requires that a candidate:

- (a) holds a PEOPLECERT ISO standard certificate at the Professional level, and
- (b) meets all other eligibility^[1] requirements for the desired Consultant grade, for which a formal application has been submitted.

The candidates need to hold extensive knowledge of consulting in regards to the realization of management systems along with the appropriate concepts and terminology. However, it is **mandatory** that candidates attend formal and accredited training on the subject, with a proposed duration of **16 to 24 hours**. A detailed breakdown of these training hours, per topic area is provided in the syllabus section.

4.2 Assessment Approach

The assessment approach used focuses on the basic categories of Knowledge, Comprehension, Application and Analysis. **Knowledge** is defined as recalling previously learned material, from facts to theories and represents the lowest level of learning outcomes in the cognitive domain. Such learning outcomes are turned in assessment objectives that include knowing and recalling such as:

- Common and/or basic terms, definitions, concepts and principles
- Specific compliance requirements and facts
- Processes, procedures and assessment methods

Comprehension is the lowest level of understanding and entails the ability to grasp the meaning of the material taught, including some sort of interpretation, translation or estimation during the process. Such learning outcomes and in turn assessment objectives go beyond simply recalling information and may include:

- Understanding facts, concepts and principles
- Interpreting material (i.e. charts, graphs, text)
- Justifying a Process, procedure and assessment method

Application is a level where candidates need to combine their knowledge and understanding/comprehension on a subject and be able to create an abstraction. More specifically, candidates are expected to apply their knowledge and understanding so that abstractions, general principles, or methods to specific concrete situations are made. Such learning outcomes and in turn assessment objectives go beyond simply recalling information

² The Bloom's taxonomy defines **six (6)** levels of learning in the **cognitive** domain (know, comprehend, apply, analyze, evaluate, create), which are both sequential and cumulative and move from the simple to the complex. In order to achieve the 6th level of learning, it must be ensured that the previous five levels have been mastered.

^[1] Eligibility requirements per grade are detailed in the **Candidate Certification Guide** document available through Peoplecert's official website (www.peoplecert.org)

and may include:

- use ideas, principles and theories in new, particular and concrete situations
- being able to choose appropriate procedures, apply principles, use a specific approach or identify the selection of options at a given situation
- apply what is learnt into a new situation
- apply rules, methods, concepts, principles, laws, and theories

Learning outcomes in this area require a higher level of understanding than those under comprehension

Analysis is the level that goes beyond application as the candidates need to be able to break down information into its component parts so that its organizational structure may be understood and to make inferences. More specifically, candidates need to break down, discriminate, diagram, detect, differentiate and illustrate which are all important tasks at this level of learning and include the previous levels of knowing, comprehending and applying. Such learning outcomes and in turn assessment objectives go beyond knowing, understanding and applying and may include:

- see patterns that they can use to analyze a problem
- develop divergent conclusions by identifying motives or causes
- make inferences
- find evidence to support generalizations
- identify parts, analyze the relationship between parts, and recognize the organizational principles involved

Learning outcomes here represent a higher intellectual level than comprehension and application because they require an understanding of both the content and the structural form of the material.

The assessment incorporates the above learning outcomes as it uses assessment objectives that cater for the above cognitive domain categories.

4.3 Examination Format

The following table details the examination format:

| | |
|---|--|
| Delivery | Computer (web) or Paper based |
| Type | 40 Multiple choice questions <i>Single answer, one of four possible answers</i> <i>Each question is awarded one (1) mark</i> |
| Duration | 1 hour (60 minutes) <i>For non-native speakers or candidates with a disability, an additional 15 minutes of extra time is allowed.</i> |
| Pass Mark | 65% (26/40) |
| Invigilator / Supervisor / Proctor | Yes <i>Physical or Web proctoring</i> |
| Open Book | No <i>No materials are allowed in the examination room</i> |
| Prerequisites | As per Candidate Certification Manual & 16-24 hours accredited formal training |
| Distinction | N/A |

The tests are derived from a regularly updated question test bank (QTB) based on the test specification detailed below. Questions are used interchangeably among test sets. The overall difficulty level of each test is the same with any other test. A candidate is never assigned the same test in the case of multiple examination attempts.

4.4 Detailed Syllabus

The syllabus contains references to the established **ISO 10019:2005** standard and is structured into sections relating to **major subject headings** and numbered with a single digit section number. The **recommended training hours, per Syllabus Category** are also provided in this table.

| ISO 10019 Guidelines for the selection of quality management system consultants and use of their services | | |
|--|------------|---|
| Category | Ref | Knowledge Set |
| CONS-4.1 Terms and Definitions | CONS-4.1.1 | Terminology |
| <i>Proposed Training Time: 2 ½ – 3 ½ hours</i> | | |
| CONS-4.2 Standard Requirements | CONS-4.2.1 | Introductory questions |
| | CONS-4.2.2 | Requirements from the standard |
| <i>Proposed Training Time: 6 – 9 hours</i> | | |
| CONS-5.3 Standard application | CONS-4.3.1 | Application of the requirements |
| <i>Proposed Training Time: 1 ½ – 2 ½ hours</i> | | |
| CONS-5.4 Project Management | CONS-4.4.1 | Project Management principles and application |
| <i>Proposed Training Time: 6 – 9 hours</i> | | |
| <i>Total Training Time: 16 - 24 hours</i> | | |

4.5 Test Specification

The examination consists of **four (4)** sections with the following structure:

| Section | Description | Exam (%) |
|---------------------|---------------------------------------|-----------------|
| 1 | CONS-4.1 Terms and Definitions | 15.0% |
| 2 | CONS-4.2 Standard Requirements | 37.5% |
| 3 | CONS-4.3 Standard application | 10.0% |
| 4 | CONS-4.4 Project Management | 37.5% |
| <i>Total</i> | | 100% |

More specifically, a total of **40** questions are divided along the syllabus categories and items as described by the detailed exam specification table in the following page.

| Section | Description | Exam % | |
|---------------|--|---------------------|---------------|
| 1 | CONS-4.1 Terms and Definitions | 6 questions | 15.0% |
| | <i>CONS-4.1.1 Terminology</i> | 15.0% | |
| 2 | CONS-5.2 Standard Requirements | 15 questions | 37.5% |
| | <i>CONS-4.2.1 Introductory questions</i> | 2.5% | |
| | <i>CONS-4.2.2 Requirements from the standard</i> | 35.0% | |
| 3 | CONS-4.3 Standard application | 4 questions | 10.0% |
| | <i>CONS-4.3.1 Application of the requirements</i> | 10.0% | |
| 4 | CONS-4.4 Project Management | 15 questions | 37.5% |
| | <i>AUDIT-4.4.1 Project Management principles and application</i> | 37.5% | |
| Totals | | 40 questions | 100.0% |

5. Recommended Reading

- (i) ISO copy of the standard for this certification/examination
ISO 10019:2005 Guidelines for the selection of quality management system consultants and use of their services. Switzerland, ISO, 2005.
- (ii) ISO 9000:2005, Quality management systems — Fundamentals and vocabulary. Switzerland, ISO, 2005.
- (iii) ISO 9001:2008, Quality management systems – Requirements. Switzerland, ISO, 2008.
- (iv) ISO 9004. Quality management systems – Guidelines for performance improvements. Switzerland, ISO.
- (v) ISO 10002. Quality management — Customer satisfaction — Guidelines for complaints handling in organizations Switzerland, ISO.
- (vi) ISO 10005. Quality management systems — Guidelines for quality plans. Switzerland, ISO.
- (vii) ISO 10006. Quality management systems — Guidelines for quality management in projects. Switzerland, ISO.
- (viii) ISO 10007. Quality management systems — Guidelines for configuration management. Switzerland, ISO.
- (ix) ISO 10012. Measurement management systems — Requirements for measurement processes and measuring equipment. Switzerland, ISO.
- (x) ISO/TR 10013. Guidelines for quality management system documentation. Switzerland, ISO.
- (xi) ISO/TR 10014. Guidelines for managing the economics of quality. Switzerland, ISO.
- (xii) ISO 10015. Quality management — Guidelines for training. Switzerland, ISO.
- (xiii) ISO/TR 10017. Guidance on statistical techniques for ISO 9001:2000. Switzerland, ISO.
- (xiv) ISO 19011. Guidelines for quality and/or environmental management systems auditing. Switzerland, ISO, 2011.
- (xv) ISO/IEC Guide 62. General requirements for bodies operating assessment and certification/registration of quality systems.
- (xvi) ISO 9000, *Introduction and Support Package (obtainable from the official ISO/TC 176 website <http://isotc176sc2.elysium-ltd.net> and <http://www.iso.org>).*

6. Glossary

| | |
|---|--|
| <p>quality management system realization</p> | <p>process of establishing, documenting, implementing, maintaining and continually improving a quality management system</p> <p>NOTE Quality management system realization can include the following:</p> <ul style="list-style-type: none"> 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 analyzing the identified processes; f) implementing actions necessary to achieve planned results and continual improvement of the identified processes. |
| <p>quality management system consultant</p> | <p>person who assists the organization on quality management system realization, giving advice or information</p> <p>NOTE 1 The consultant can also assist in realizing parts of a quality management system</p> <p>NOTE 2 This International Standard provides guidance on how to distinguish a competent quality management system consultant from one who is not competent.</p> |
| <p>Technical expert</p> | <p>Person who provides specific knowledge or expertise to the audit team.</p> <p>NOTE 1 Specific knowledge or expertise is that which relates to the organization, the process or activity to be audited, or language or culture.</p> <p>NOTE 2 A technical expert does not act as an auditor in the audit team. [ISO 9000:2005, definition 3.9.11]</p> |
| <p>Management system</p> | <p>System to establish policy and objectives and to achieve those objectives.</p> <p>NOTE A management system of an organization can include different management systems, such as a quality management system, a financial management system or an environmental management system. [ISO 9000:2005, definition 3.2.2]</p> |