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Standards

Standard Recommendation  
S.R. CWA 16275:2011 (MAY 2011)

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

## S.R. CWA 16275:2011 (May 2011)

*Incorporating amendments/corrigenda issued since publication:*

CWA 16725:2011/AC:2011

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I.S. xxx: Irish Standard – national specification based on the consensus of an expert panel and subject to public consultation.

S.R. xxx: Standard Recommendation - recommendation based on the consensus of an expert panel and subject to public consultation.

SWiFT xxx: A rapidly developed recommendatory document based on the consensus of the participants of an NSAI workshop.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
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## Correction Notice

**Reference:** CWA 16275:2011

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**With reference to the above, please include the following minor editorial correction(s) in the document related to:**

the following language version(s) :

- ☒ English
- ☐ French
- ☐ German

for the following procedure :

- ☐ PQ/UQ
- ☐ Enquiry
- ☐ 2nd Enquiry
- ☐ Parallel Enquiry (☐ ISO/ ☐ CEN Lead )
- ☐ 2<sup>nd</sup> Parallel Enquiry (☐ ISO/ ☐ CEN Lead )
- ☐ Formal Vote
- ☐ 2<sup>nd</sup> Formal Vote
- ☐ Parallel Formal Vote (☐ ISO/ ☐ CEN Lead )
- ☐ 2<sup>nd</sup> Parallel Formal Vote (☐ ISO/ ☐ CEN Lead )
- ☐ UAP
- ☐ TC Approval
- ☐ 2<sup>nd</sup> TC Approval
- ☒ Publication
- ☐ Parallel Publication (☐ ISO/ ☐ CEN Lead )

KAA

It has been brought to our attention that this document, issued on 2011-03-02 (CEN Standards Publications Weekly Output Reference 2011/03/I) requires modification.

*Unified Management Solutions* has been deleted from the foreword and Annex B.

Please find enclosed the updated *English* version.

We apologise for any inconvenience this may cause.

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**S.R. CWA 16275:2011**

**CEN**

**CWA 16275**

**WORKSHOP**

March 2011

**AGREEMENT**

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ICS 03.100.30

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.

The formal process followed by the Workshop in the development of this Workshop Agreement has been endorsed by the National Members of CEN but neither the National Members of CEN nor the CEN Management Centre can be held accountable for the technical content of this CEN Workshop Agreement or possible conflicts with standards or legislation.

This CEN Workshop Agreement can in no way be held as being an official standard developed by CEN and its Members.

This CEN Workshop Agreement is publicly available as a reference document from the CEN Members National Standard Bodies.

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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

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

The formal process followed by the Workshop in the development of the CEN Workshop Agreement has been endorsed by the National Members of CEN but neither the National Members of CEN nor the CEN Management Centre can be held accountable for the technical content of the CEN Workshop Agreement or possible conflict with standards or legislation. This CEN Workshop Agreement can in no way be held as being an official standard developed by CEN and its members.

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.

This CEN Workshop Agreement is publicly available as a reference document from the CEN National Members of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

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*.

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