IPC CRITERIA FOR
CERTIFICATION OF

QUALITY MANAGEMENT SYSTEM CONSULTANTS

ISSUE 2

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**CRITERIA FOR CERTIFICATION OF
QUALITY MANAGEMENT SYSTEM (QMS) CONSULTANTS**

CLASSIFICATION

This document is classified as an IPC Criteria Document.

IPC Criteria lay down the standard criteria which all members of IPC undertake to adhere to in the operation of their QMS consultant certification program. The Criteria will be the primary standards against which members will be assessed for membership in the IPC Multilateral Recognition Agreement (MLA). Members of IPC seeking membership of the IPC MLA must conduct their operations in a way which conforms to all the requirements of the relevant IPC Criteria. IPC Criteria are published on the authority of the Members of IPC.

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PREFACE

These IPC Criteria for the Certification of Quality Management System Consultants have been prepared by the International Personnel Certification Association (IPC) to provide a common basis for the certification of QMS Consultants. These Criteria can be applied by any certification body that has become a member of IPC by signing the IPC Memorandum of Understanding.

IPC Criteria have been developed using ISO 10019 (DIS) as a reference standard, taking into account the collective wisdom of the members of IPC, and the requirements of both industry and certification bodies/registrars. These Criteria will be the basis upon which QMS consultants can be certified as IPC QMS consultants. The granting of IPC QMS consultants certification is only available to those certification bodies that:

- are members of IPC;
- apply IPC Criteria to certify QMS consultants;
- use acceptable processes for verifying claims made by applicants for certification;
- have been subjected to a process of peer evaluation and successfully demonstrated that they meet the requirements to become a member of the IPC Multilateral Agreement (MLA) Group for Quality Management System (QMS) Consultants Certification Bodies;
- have signed the IPC MLA for QMS Consultant Certification Bodies; and
- demonstrate that they continue to satisfy the above requirements.

The use of the IPC acronym is reserved for the exclusive use of those consultants who have been certified by IPC MLA members as meeting IPC requirements, and cannot be used for any other purpose that may imply that a consultant has been granted any form of recognition by IPC.

Consultants granted IPC certification will be recognised by all members of IPC as being competent to perform consultant services. This recognition will preclude the need for consultants to seek multiple certifications. However, those consultants that wish to pursue multiple certifications will still be able to do so, by making separate application to each IPC QMS MLA member certification body.

The certification of an IPC consultant only indicates the individual's competence to realize QMS. The IPC scheme does not identify the area of technical competence that an individual may have.

All IPC documents are published in English. The authoritative IPC document is the English version which has the most recent date of issue. The Secretariat will list the most recent version of all relevant IPC criteria on the IPC Website at www.ipcaweb.org. Members of IPC whose language of operation is not English have the right to translate all IPC documents into their own language of operation.

These criteria may be used either in the format in which they are issued by IPC, or they may be translated into the style and format of the approval body implementing them. Approval bodies intending to take such action shall do so in accordance with the IPC Document Control Procedure, and advise the Secretariat of the action taken.

For further information on IPC or IPC Criteria for consultants certification, contact your local member of the Association or the Secretariat.

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SECTION 1: OVERVIEW

1.1   INTRODUCTION

1.1.1   These criteria have been developed by the International Personnel Certification Association (IPC) for the purpose of harmonising the practice of certification of Quality Management System (QMS) consultants worldwide.

1.1.2   The principal objective of these IPC criteria is to provide a uniform approach to the certification of QMS consultants as the basis for a multilateral recognition framework within IPC.

1.1.3   The process used in developing these criteria was to establish firstly the key competencies for QMS consultants and then determine the methods by which those competencies shall be demonstrated and measured.

1.1.4   In taking a competency-based approach to certification, there is a much greater dependence on the process used to assess individual applicants. This approach is designed to enable applicants for certification to demonstrate their attainment of the required knowledge and application of the requisite skills in a number of ways. This approach places a greater emphasis on the methods used to evaluate an applicant and the effectiveness of the evaluation personnel.

1.1.5   This document is divided into five sections:

Section 1   Overview with introduction of QMS consultants certification and definitions.

Section 2   Certification criteria of IPC QMS consultants.

(This section is directed at applicants for certification)

Section 3   Evaluation processes to be used by consultant certification bodies

(This section is directed at consultant certification bodies, but may be used by others involved in the certification process)

Section 4   Consultant Examiners

Section 5   Certification, complaints and records

1.2   DEFINITIONS

For the purpose of these criteria, the following definitions apply:

QUALITY MANAGEMENT SYSTEM (QMS):   A System to establish quality policy and quality objectives and to achieve those objectives.

QMS REALIZATON

Process of establishing, documenting, implementing, maintaining and continually improving a quality management system

Note: QMS realization can include:

  a.   identifying the processes needed for the quality management system and their application throughout the organization;

  b.   determining the sequence and interaction of these processes;

  c.   determining criteria and methods needed to ensure that both the operation and control of these processes are effective;

  d.   ensuring the availability of resources and information necessary to support the operation and monitoring of these processes;

  e.   monitoring, measuring and analysing processes;

  f.   implementing actions necessary to achieve planned results and continual improvement of these processes.

QMS CONSULTANT: A person with the competence to assist QMS realization or a part of QMS realization.

COMPLETE QMS: A Quality Management System that includes all aspects of ISO 9001 or an equivalent alternative QMS standard.

SPONSOR: Persons of good character whom, through acquaintance with the applicant on a professional basis, are able to attest to the applicant's personal attributes and experience.

CERTIFICATION BODY: For the purpose of these IPC Criteria the term "certification body" refers to a certification body operating certification schemes for persons (ref. ISO/IEC 17024)

DESK-TOP REVIEW: The evaluation by the certification body of documentary evidence submitted by the applicant in support of the application.

CONSULTANT EXAMINER: A consultant examiner is a person designated by the certification body to review the relevant documentation (*) of the QMS designed by the applicant and to verify the competence of applicants for certification to IPC Consultants.

Note 1: (*) QMS Manual, Procedures, etc.
Note 2: "Consultant examiner" is not a certification grade.

SECTION 2: REQUIREMENTS FOR CERTIFICATION

2.1 PERSONAL ATTRIBUTES

Applicants for certification shall be able to demonstrate the personal attributes needed for the effective and efficient performance of the consulting services. Desirable personal attributes for QMS consultants are described in ISO 10019 Clause 4.2.1.; QMS consultants shall demonstrate to be:

- a) ethical - fair, truthful, sincere, honest and discreet;
- b) open minded - willing to consider alternative ideas or points of view;
- c) observant - constantly and actively aware of organizational culture and values, physical surroundings and activities;
- d) perceptive - aware of and able to understand the need for change and improvement;
- e) versatile - able to adapt to different situations and provide alternative and creative solutions;
- f) tenacious - persistent, focused on achieving objectives;
- g) decisive – reaches timely conclusions based on logical reasoning and analysis;
- h) self-reliant - acts and functions independently while interacting effectively with others;
- i) communicative - able to listen to and interface with all levels of an organization, confidently whilst sensitive to its culture;
- j) practical – realistic and flexible in approach with good time management and leadership abilities (concerned with facts and experiences);
- k) accountable – take responsibility for their own actions.

2.2 SKILLS AND KNOWLEDGE

Applicants shall, through education, training, work experience, and consulting experience, be able to demonstrate a satisfactory level of competence in all of the following areas:

2.2.1 Quality management specific knowledge and skills

2.2.1.1 Applicants shall be able to understand and apply relevant standards that may affect the organization, as follows:

- ISO 9000:2000 Quality management systems – Fundamentals and vocabulary;
- ISO 9001:2000 Quality management systems – Requirements;
- ISO 9004:2000 Quality management systems – Guidelines for performance improvements;
- ISO 19011:2002 Guidelines for quality and/or environmental management systems auditing;
- other relevant ISO standards as listed in Annex C of ISO 10019.

In addition, the applicants shall have knowledge of other standards that are necessary for the consulting services.

Note 1: Typical examples include but are not limited to:
- sector-specific standards;
- measurement control systems standards;
- accreditation standards;
- conformity assessment standards;
- product standards;
- dependability management standards;
- safety-related standards.

Note 2: Applicants shall also have knowledge of the ISO guidance documents developed as part of the ISO 9000 introduction and support package. **(See also Annex C of ISO 10019)**

2.2.1.2 Applicants shall have general knowledge of national and international quality systems standards including:
- the standardization, certification and accreditation systems at national and international level (e.g. ISO/IEC Guide 62);
- the processes and procedures for national certification of products, systems and personnel.

2.2.1.3 Applicants shall demonstrate knowledge of and the ability to apply appropriate QMS principles, methodologies and techniques such as:
- quality management principles;
- continual improvement tools and techniques;
- appropriate statistical techniques;
- auditing methodologies and techniques;
- economics of quality principles;
- team work techniques;
- PDCA (Plan-Do-Check-Act) methodology ;
- policy deployment methodology;
- process mapping techniques;
- process critical points identification methodology and related control techniques;
- problem solving techniques;
- techniques for monitoring customer satisfaction;
- brainstorming techniques

2.2.2   Organization specific knowledge and skills

2.2.2.1 Applicants shall demonstrate the ability to recognize the existence and the significance of the relevant statutory and regulatory requirements (e.g. local, regional, national or international) applicable to the organization's activities.

In particular applicants shall demonstrate how they recognized these to be applicable to the organization's activities where they provided consulting services.

Note: Basic knowledge in this area should typically include the statutory and regulatory requirements for the organization's product as required by ISO 9001:2000 but it should also include the following aspects as appropriate: contracts and agreements, labour and workplace, occupational safety and health, international treaties and conventions.

2.2.2.2 Applicants shall demonstrate a reasonable knowledge of the organization's products, processes and customer expectations where they have provided their services and shall demonstrate to understand the key factors relevant to the product sector in which they provided their consulting services They shall be able to demonstrate how to apply this knowledge to:

- identify the critical characteristics of the organization's processes and related products;
- understand the sequence and interaction of the organization's processes and their effect on meeting product requirements;
- understand the terminology of the specific sector;
- understand the nature of the structure, functions and relationships within the organization.

2.2.2.3 Applicants shall demonstrate to understand how the QMS integrates and interacts with the overall management of the organization, including human resources. Therefore, applicants shall have knowledge of relevant management practices such as:

- planning
- effective communication and training
- human resources management
- marketing (customer focus, customer needs)
- Information & communication technology
- personal computer utilization

2.3   EDUCATION

2.3.1   Applicants shall have completed at least secondary education (typically 12 years' full-time schooling prior to university entrance).

Note: Secondary education is that part of the national education system that comes after the primary or elementary stage, and is immediately prior to entrance to university or similar educational institution.

2.3.2   Documentary evidence of the education claimed will be required.

2.3.3   As an alternative, applicants may be considered for certification if they can demonstrate 10 years' full time work experience and satisfy the personnel certification body (by means of an interview or other means) that they have achieved a satisfactory level of knowledge relevant to the design of a QMS, and have the personal attributes, the competence, and the communication skills necessary to provide consultant services.

Note: Such communication skills consist of the ability to communicate effectively, both orally and in writing, in the language of the consulting services.

2.3.4   Applicants with an education at university degree shall have the possibility to demonstrate less work experience as indicated below. University education is considered to be part of the national education system, which follows secondary level education and the duration of which is at least 3 years.

2.4   WORK EXPERIENCE

2.4.1   The applicant shall have relevant experience in managerial, professional and technical aspects of the consultant services to be provided. This may involve the exercise of judgment, problem solving and communication with all interested parties, enabling the consultant to assist the organization in making effective decisions.

The applicant's relevant experience may include a combination of some or all of the following:
a.   practical work experience;
b.   experience in management;
c.   experience in QMS auditing
d.   experience in implementing a QMS, in one or more of the following capacities:
   • consultant services;
   • QMS management representative;
   • member of management review team;
   • quality function.

In particular, the applicant shall demonstrate the following work experience, in relation to the education level:

☐ for those in possession of secondary education:
   • total work experience (any one of): 7 years
   • work experience in quality management (as a part of total work experience) as indicated above in bullets c and d: 4 years

☐ for those in possession of university education:
   • total work experience (any one of): 5 years
   • work experience in quality management (as a part of total work experience) as indicated above in bullets c and d: 4 years

Note 1: It is essential that the experience of the consulting is relevant to the QMS project.

Note 2: The period of total work experience shall be increased to 10 years for applicants not meeting the criterion of the educational requirements (see points 2.3.1 and 2.3.2).

Note 3: The QMS experience required may be concurrent with work experience but must have been achieved in the 6 years immediately prior to initial certification.

2.4.2 Applicants shall provide documentary evidence of work experience. This evidence must be signed by the applicant's employer or customer and verified by the certification body. Alternatively, this evidence may be presented in the form of employer references giving information on work actually carried out, positions held, reporting levels and areas of responsibility.

2.5   QMS REALIZATION EXPERIENCE

2.5.1   Eligible QMS: ISO 9001 – ISO 9004 – Automotive – Aerospace – etc.

2.5.1.1 Other standards or normative documents that address QMS and are rigorous enough that experience in consulting to the alternative documents can be readily transferred to consulting to ISO 9001.

2.5.1.2 The certification body shall conduct a formal review in deciding on equivalent alternative QMS standards.

2.5.2   To be eligible for certification, all QMS realisation experience shall have been gained in the 5 years prior to application.

2.5.3   QMS realization/implementation projects

2.5.3.1 The totality of QMS implementation/realization experience for an applicant's IPC QMS Consultant shall include:

   a.   realization/implementation of 4 complete QMS ISO 9001:2000 (until 2005, 2 QMS can be ISO 9001/2:1994)

   b.   no more then 2 of the above 4 QMS can be realized by the applicant as a member of a consultancy team under the coordination of a consultant competent as a IPC QMS consultant (project leader). In this activity, the applicant shall have:

   • carried out autonomously the tasks assigned by the project leader,

   • participated in all of the periodical and final meetings of the consultancy team to verify the progress and the consistency of the works in relation with the customer agreed objectives.

   • carried out training of personnel involved in the QMS.

   All the above-mentioned activities shall be demonstrated by means of declarations from clients or project team leaders.

2.6   APPLICATION SPONSORS

2.6.1   For initial certification each applicant shall be sponsored by either the current employer or by two alternative persons who have a business relationship with the applicant.

2.6.2   Sponsors shall have direct experience and/or personal knowledge of the applicant relating to those elements of the application for which they have attested.

2.7   PERSONAL DECLARATION

2.7.1   All applicants for initial certification and re-certification shall sign a declaration whereby they agree to observe and to abide by the Code of Conduct described in clause 2.9, and that all complaints regarding their performance have been formally logged and dealt with in a manner to prevent recurrence.

2.8   MAINTAINING CERTIFICATION

2.8.1   All certified consultants shall periodically re-certify. The period between initial certification and re-certification shall not exceed three years. Each applicant for re-certification shall maintain a written declaration from the client of each QMS realization undertaken and details of professional development undertaken, during the above-mentioned period.

2.8.2. For each year of the re-certification period, IPC QMS Consultants shall submit documentary evidence either of having performed a minimum of 1 complete QMS project realization or of having acquired equivalent QMS consultancy experience.

2.8.3   Professional Development

2.8.3.1 The IPC QMS Consultant shall, in each year of the re-certification period, undertake at least 15 hours of appropriate continuing professional development. Evidence of that professional development, verified by the provider, or the applicant's employer, shall be submitted as part of the application for re-certification.

2.8.3.2 The professional development records shall show the duration and type of activity undertaken and details of the provider.

2.8.3.3 In the selection of appropriate professional development, consultants should consider their personal strengths and weaknesses and identify areas for personal improvement.

2.8.3.4 Further guidance on professional development can be obtained from the certification body.

2.9   CODE OF CONDUCT

2.9.1   All consultants are obliged to improve the standing of the consulting profession by rigorously observing the following Code of Conduct. Failure to do so may result in suspension or withdrawal of certification. Consultants undertake:

a.   to act professionally, accurately and in an unbiased manner;

b.   to strive to increase the competence and prestige of the consultancy profession;

c.   to assist those in their employment or under their supervision in developing their management, professional and consultancy skills;

d.   to avoid the offering of services where they do not have the necessary competence;

e.   o avoid the creation of unnecessary dependence on their services;

f.   to maintain the confidentiality of information provided by or acquired from the organization;

g.   to provide realistic cost estimates for their consulting services, based on the scope, nature and extent of the services to be provided ;

h   to avoid and/or declare any conflict of interest that may affect the work to be carried out;

i.   to maintain independence from QMS certification or accreditation bodies;

j.   to maintain impartiality in an organization's selection of certification bodies/registrars;

k.   not to act in any way that would prejudice the reputation of the certification body or the consultant certification process and to co-operate fully with an inquiry in the event of any alleged breach of this code.

SECTION 3: EVALUATION OF APPLICATIONS

3.1 GENERAL

3.1.1 Certification bodies shall have a documented process for the effective evaluation of an applicant's competencies as identified in Clause 2.2. The evaluation process shall have the following three distinct components:

a. a desktop review of documentation submitted by the applicant in support of the application. The review is intended to determine the applicant's conformance with IPC requirements for education, training, work experience, quality experience and consulting experience;

b. a desktop review of documentation related to the QMS projects realized/implemented by the applicant (alone, within a team or, where applicable, as a project leader)

c. a verification of the applicant's consulting competence through face to face interview or video-conference.

3.1.2 Information contained in applications shall be treated as confidential except where the applicant has agreed to specific information being released, for example, the information contained in the register of certified consultants.

3.2 DESK-TOP REVIEW

3.2.1 This section describes the process to be used by certification bodies in conducting a desk top review of applications, and the responsibilities of the personnel involved in the process.

3.2.2 Desk-top Review Process

3.2.2.1 The certification body shall confirm that each applicant satisfies IPC requirements as detailed in Section 2 and verify the accuracy of the information provided in the application.

3.2.2.2 Verification of the education and training awards shall be as follows:

a. originals which may be returned after having been seen by an officer of the auditor certification body; or

b. photocopies of the above, certified as a true copy of the original by the applicants employer, sponsor or consultant examiner, or

c. a letter from the qualifying authority confirming that the award was granted.

3.2.2.3 The certification body shall obtain information from all of the following reference sources:

a. consultant examiners or QMS consultant project team leader;

b. organizations client of the applicant ;

c. the consultant's employer(s) and/or sponsor(s).

3.2.2.4 The certification body shall confirm that reference sources are appropriate to verify the accuracy of the evidence submitted by the applicant. Where the certification body is not able to obtain information from all the above reference sources the reasons shall be documented.

3.2.2.5 Telephone interviews or other appropriate means shall be used as part of the evaluation of each application. For each initial application and re-certification, the accuracy of the following information submitted shall be verified through the desktop review:

    a.   personal attributes relevant to the QMS consultancy services;

    b.   QMS experience including audit experience (if applicable);

    c.   QMS consultant experience, including consultancy project leader experience within a team;

    d.   work experience, including:

- nature of the business of the organization;
- dates of commencement and termination of employment; and
- responsibilities during employment.

3.2.2.6 For each initial application, all the information submitted regarding QMS consultancy experience shall be verified for all the QMS designed required in par. 2.5,

    a.   applicant's role in each QMS design

    b.   QMS standard used

    c.   dates of the beginning of the project and its duration;

    d.   number of consultants in the team;

    e.   name of the project leader (where applicable); and

    f.   name of the client's representative.

3.3   REVIEW AND EVALUATION OF THE RELEVANT DOCUMENTATION

3.3.1   For each initial application, the applicant shall send the relevant QMS documentation of at least 2 projects of QMS (Manual and principal procedures) designed by him.

3.3.2   The certification body shall appoint at least 2 consultant examiners to evaluate the above-mentioned documentation in order to determine the conformity of the system, as documented, with the reference normative.

3.3.4   If the documentation is found to be inadequate, the consultant examiners can ask for one or more on-site verifications of the organizations indicated as clients by the applicant.

3.3.5   In particular, the on-site verification is necessary in the following situations:

- if no QMS designed by the applicant has been certified by a QMS certification body and/or
- if the consultant examiners are not entirely convinced by the content of the relevant documentation and decide to study in more depth the applicant's activity directly on-site of the client organization.

If the results of the evaluation of the relevant documentation are positive, the certification body will fix the date of the interview with the applicant.

3.4   INTERVIEW PROCESS

The interview with the applicant is the most important phase of the evaluation process of the competences of QMS consultants. It is carried out by the same two consultant examiners (see point 3.3), at the end of the successful review of the relevant documentation.

It can be carried out through face to face interview or video-conference. In both cases, the consultant examiners shall be sure of the identity of the applicant. In the case of video-conference, particular attention shall be paid to avoid any external help for the applicant being interviewed.

3.4.1   The certification body shall have a documented process for the selection and training of consultant examiners (interviewers) and for the conduct of the interviews.

3.4.   The aim of the interview with the applicant is to:
   a.   analyze and discuss the relevant documentation (QMS manuals and procedures) reviewed by the consultant examiners (see point 3.3)
   b.   verify that the applicant possesses the technical and methodological knowledge needed to carry out the QMS design and/or management
   c.   verify the information provided by the applicant related to his professional experience and evaluate their suitability and consistency with the QMS consultant activity
   d.   verify the applicant's personal attributes (see point 2.1)
   e.   verify his ability to understand and apply:
      •   relevant international standards (see point 2.2.1.1)
      •   national and international quality systems (2.2.1.2)
      •   general quality management principles, methodologies and techniques (2.2.1.3)
      •   statutory and regulatory requirements (2.2.2.1)
      •   organizational, methodological and technological situations (2.2.2.2)
      •   management (2.2.2.3)

3.4.3   During the interview the consultant examiners shall fill in a report indicating a mark for each item and, at the end, they shall declare in writing if the applicant has the competences to be certified as a QMS consultant. The report shall be sent by the consultant examiners to the certification body.

3.5   EVALUATION (CERTIFICATION) PERSONNEL

3.5.1   After the successful completion of the desk top review phase and the interview process, applications are evaluated for certification. Evaluation of applications for certification shall be conducted by persons who are free from bias & vested interest and have the capability to perform an impartial and objective evaluation. Evaluation personnel may be either volunteers or employees/contractors of a certification body.

3.5.2   The certification body shall ensure that all evaluators are suitably qualified persons who have received the training necessary to enable them to make reasoned judgments regarding the applicant's conformance with IPC requirements for qualifications and experience.

3.5.3   Two evaluators shall evaluate each application as follows:
   a.   by working independently then resolving any differences in decisions; or
   b.   by one reviewing the work of the other; or
   c.   by working as an evaluation team.

3.5.4   A certification body shall have documented procedures for the selection and training of evaluators, and for ensuring that their evaluations of applicants are competently performed.

SECTION 4:   CONSULTANT EXAMINERS

This section describes the responsibilities, selection criteria and monitoring of performance of Consultant examiners.

4.1   OBJECTIVES OF VERIFICATION

The objectives of verification are indicated in the previous Section 3.

4.2   RESPONSIBILITIES OF THE CERTIFICATION BODY

4.2.1   The certification body that designates examiners shall:

   a.   select consultant examiners (in accordance with Clause 4.4);

   b.   develop procedures acceptable to the certification body for selection of consultant examiners and for the verification processes used by consultant examiners;

   c.   maintain records of consultant examiners' reports;

4.2.2   In order to provide an accurate assessment of the competence of the applicant, the certification body that designates the consultant examiners shall assure itself that they:

   a.   perform in an ethical manner; and

   b.   are objective and impartial in their verification.

4.3   RESPONSIBILITIES OF THE CONSULTANT EXAMINERS

4.3.1   Consultant examiners are responsible for the performance of the verification activities, which include the objectives of verification according to Section 3, and, in addition, for:

   a.   identifying to their employer, the applicant's employer and the applicant any possible conflicts of interest in the execution of verifications to ensure they are able to provide an unbiased assessment;

   b.   assessing the applicant's ability to perform competently in accordance with the objectives in Section 3, through a combination of Desk-top review, review and evaluation of the relevant documentation, verifications on-site (where applicable) and interviews;

   c.   providing the applicant and/or the applicant's employer, and their own employer with a report in a format required by the certification body for each evaluation of the applicant's competence against the objectives defined in Section 3 and a statement of the applicant's acceptability for certification.

4.3.2   In carrying out these responsibilities consultant examiners shall comply with the IPC Code of Conduct.

4.4   SELECTION CRITERIA FOR CONSULTANT EXAMINERS

4.4.1   Persons who can demonstrate a broad range of QMS consulting and auditing experience may apply for approval as consultant examiners to the certification

body. The information to be supplied with the application shall substantiate that they have been certified as IPC QMS Consultant for a minimum of 4 years.

In the establishment of new programs, other competent persons approved by the certification body may act as consultant examiners. An example of a suitably qualified person for this role would be a QMS Consultant certified by a national certification body which is a member of IPC or, if the person is not certified, he should demonstrate his competence by documenting 8 years of work experience in quality management and the implementation of at least 8 QMS projects.

4.4.2   Consultant examiners shall be competent to assess the verification objectives identified in Section 3.

4.4.3   Consultant examiners shall be required to have an understanding of IPC criteria for certification, including the role as a consultant examiner. This may be demonstrated through:

- certification body procedures that require objective evidence of understanding of IPC criteria for certification; and
- training in IPC criteria and procedures.

4.4.4   Consultant examiners shall report on the evaluation process. The report on an applicant's competence prepared by the consultant examiners shall include details of the assessment with regard to all of the objectives in Section 3 and shall indicate those aspects of the QMS consultant activity and of the management system documentation which have been reviewed and evaluated. The report shall include detailed comments on the applicant's ability in all the areas indicated in Section3.

4.4.5   The report shall be retained according to clause 4.4.4 and be made available according to clause 4.2.1 c of this document.

4.4.6   Role of the Certification Body

4.4.6.1 The certification body shall approve the selection of each consultant examiner.

4.4.6.2 The certification body shall:

a.   assess the acceptability of persons selected as consultant examiners in accordance with this document;

b.   conduct a review at least every three years to assure itself that each consultant examiner continues to meet the requirements of such role as defined in this document;

c.   only recognize consultant examiners where the certification body is satisfied that such consultants are carrying out their required role and responsibilities in a satisfactory manner;

d.   have the procedure describing the role and duties of consultant examiners and the way in which complaints against consultant examiners are resolved.

SECTION 5: CERTIFICATION, COMPLAINTS AND RECORDS

5.1 CERTIFICATES AND/OR IDENTIFICATION CARDS

Certificates and/or identification cards shall state:

- Consultant's name
- Certification grade
- Certification expiry date
- Certification body name/logo
- Certification member
- Certification date

5.2 CANCELLATION OF CERTIFICATION

The certification body shall have a documented process for the cancellation of certification and the withdrawal of certificates.

5.3 COMPLAINTS AND APPEALS

A certification body shall have documented procedures for the consideration of complaints and appeals against its certification, re-certification and cancellation decisions.

5.4 RECORDS

The organisation that designates consultant examiners and the certification body shall maintain the necessary records to demonstrate conformance to the requirements in this document. These records shall be maintained for the period determined in the IPC MLA.

END OF CRITERIA