

FACT SHEET

DO I NEED A CONSULTANT?

Don't be fooled by 100% guarantees for certification consultants

Everyone who is committed to be certified will get there

The *real* question is will your management system add value to your business?

Do I need assistance?

1. Do I understand what the management standard requires?
2. Do I have the skills to build my own?
3. Do I have the time to build my own?
4. Will I lose business if I wait to get certification?
5. Would the business benefit from an outside perspective on how we do things?

How will management systems help me?

100% of companies that are committed to certification achieve it! The real question is whether or not your management system(s) will:

- Improve profitability through a capacity to monitor and control the business.
- Give staff confidence to do right things that deliver for customers.
- Fix issues once by using the system to enable the entire business to learn from mistakes.
- Provide analysis to drive business improvement.
- Enable the business to operate and improve the system without ongoing and expensive input.

How can I get the help I need?

You essentially have two options to get the assistance that you need:

1. Employ a staff member with the necessary skills.
2. Engage a consultant to work with you to get you up and running.

How do I assess consultants?

If you do not wish to employ staff, then you will need to engage a consultant. The key questions to select someone to work with you are:

- Can they bring fresh perspectives to the business to help us improve?
- Have they ever managed a business themselves?
- Do they have broad experience across a range of industries?
- Will they deliver a unique solution for your business or use a "cookie cutter" system?
- Will they provide a fixed priced quote without any hidden fees?
- Can they work to your timetable?