



www.projectpilots.net



Going for the Quality Standard

ISO9001 for Consultancies

Richard Robson, CITP, FBCS

26 June 2007



~ projectpilots ~



www.projectpilots.net

Agenda

- ✓ Who am I?
- ✓ What is PCG?
- ✓ What is QS?
- ✓ History of QS
- ✓ QS Contents
- ✓ Future
- ✓ About us
- ✓ Q & A



~ projectpilots ~



www.projectpilots.net

Richard Robson

- ✓ IT Practitioner since 1983
 - ✓ Freelance since 1989
 - ✓ CITP and FBCS
 - ✓ PCG Director 2001-2006
 - ✓ Now focused primarily on project planning and standards
-
- ✓ chief architect and project manager during the development and delivery of PCG QS



~ projectpilots ~



www.projectpilots.net

PCG



Professional Contractors Group

PCG was formed in May 1999 to provide independent contractors and consultants with a representative voice in opposition to the original IR35 proposals. Since then, PCG has evolved from being a single-issue campaign group to being a fully fledged, not-for-profit professional body representing knowledge workers who choose to be self-employed.

PCG's 14,000 members work in a wide variety of sectors including oil and gas, engineering, information technology, management consultancy, marketing, telecommunications, construction and pharmaceuticals.



~ projectpilots ~



www.projectpilots.net

PCG QS

- ✓ PCG's QS is a comprehensive Quality Management System designed for the Professional Contractor's Group to suit **independent consulting businesses** - it incorporates ...
 - a tailored UKAS accredited ISO9001:2000 certification process
 - a code of ethics
 - a comprehensive support environment

- ✓ The scheme has set new precedents by offering a cross sector rather than vertical approach to its market and in delivering all the necessary components in a straightforward packaged price.



~ projectpilots ~



www.projectpilots.net

History

✓ Just how did an upstart trade association get into the quality business?

- In need of good processes
- PCG's own certification - 28 August 2003
- Professionalism

✓ Why not go the whole hog?

- Components, partners, negotiation, confidence



~ projectpilots ~



www.projectpilots.net

The road to certification

- ✓ June 2004 – First publicised to members to assess viability
- ✓ October 2004 – over 400 expressions of interest, PCG Board decide to go ahead
- ✓ March 2005 – Transsol Ltd achieve first certification



- ✓ June 2007 – More than 20 consultancies certificated!



~ projectpilots ~



www.projectpilots.net

What do you need for ISO9001?

- ✓ Quality Management System designed to suit the business
- ✓ ISO9001 mandatory components
- ✓ Security, backup, etc
- ✓ Ongoing support and consultancy
- ✓ Hard work
- ✓ Third Party Audit by UKAS accredited Auditors who understand the business

Cost £10-25k?

- ✓ A box of books
- ✓ No work
- ✓ 6 week delay
- ✓ A certificate in the post

Cost £1k++



~ projectpilots ~



www.projectpilots.net

QS Components

- ✓ Complete course notes and a User Guide
- ✓ A fully supported web site with forums specifically for ISO9001
- ✓ An introductory tutor led training course
- ✓ Experienced mentors to give advice on quality matters as you go
- ✓ The mandatory Internal Audit
- ✓ The mandatory Certification Audit
- ✓ A fully-hosted Electronic Quality Management System (EQMS) and technical support throughout
- ✓ Code of Ethics and centralised complaints process
- ✓ The infrastructure to support all these elements

Cost £1-2k



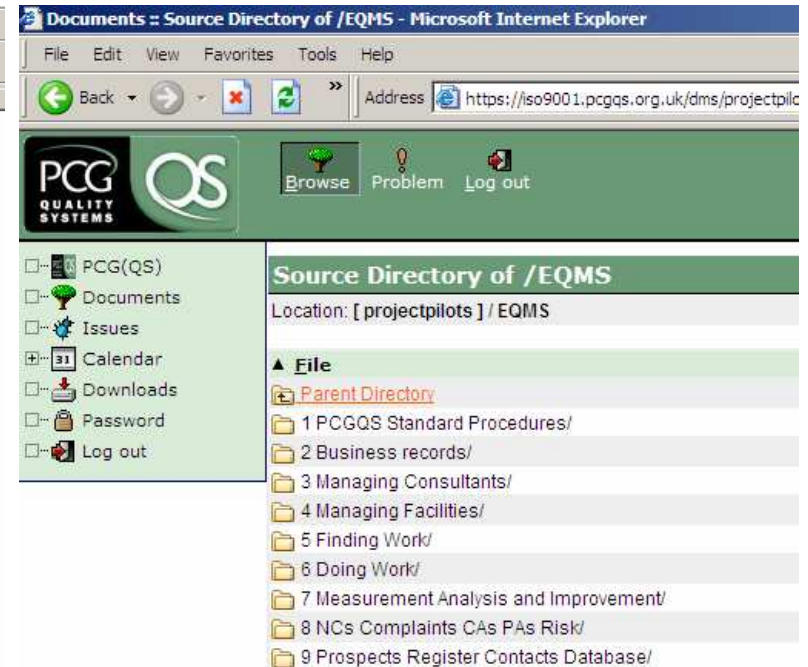
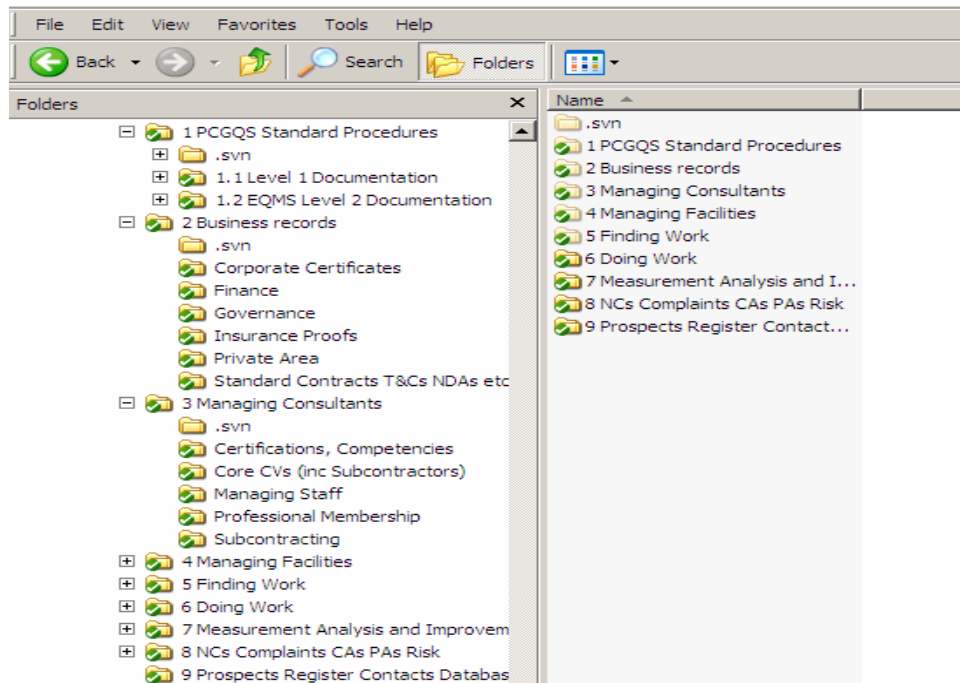
~ projectpilots ~



www.projectpilots.net

The QS EQMS

- ✓ **Electronic Quality Management System**
- ✓ Uses Subversion open source software
- ✓ Local and browser maintainable
- ✓ Contains templates, manuals, methods and processes for a consultancy business



~ projectpilots ~



www.projectpilots.net

Future

- ✓ QS is a pioneering product
- ✓ It is truly a quart in a pint pot
- ✓ It's a proof of concept
- ✓ It can be extended to other business models
- ✓ It can cater for sector specific requirements
- ✓ It can accommodate other standards

- ✓ It has been done – it can be done again

- ✓ We can help!



~ projectpilots ~



www.projectpilots.net

Project Pilots and BQI Consulting

- ✓ Project Pilots is a UK-based project delivery and Primavera PPM products specialist.
- ✓ Our primary strengths cover all aspects of successful project planning and delivery, based on recognised industry best practices. We make extensive use of Primavera products on all assignments and also pass on our expertise by offering high quality Primavera product consultancy and training services. www.projectpilots.net

- ✓ BQI Consulting Limited specialises in both business improvement and quality improvement of technology, SME, blue chip companies, Public, and Trade and Professional organisations. www.bqiconsulting.com



~ projectpilots ~



www.projectpilots.net

And of course...



~ projectpilots ~



www.projectpilots.net

Q & A

Thank you for your attention

Questions?



~ projectpilots ~

Copyright © Project Pilots Limited. All rights reserved. Reproduction or transmission of this document (200.5.0), in whole or part, without the prior written permission of Project Pilots Limited is prohibited.