



**Accreditation scheme  
for  
Quality Management System (QMS 2015)  
Consultant organisation**

**Quality Council of India (QCI)**

**National Accreditation Board for Education and Training**

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## **ABOUT QCI/NABET**

Quality Council of India (QCI) was set up jointly by the Government of India and the Indian Industry represented by the three premier industry associations i.e. Associated Chambers of Commerce and Industry of India (ASSOCHAM), Confederation of Indian Industry (CII) and Federation of Indian Chambers of Commerce and Industry (FICCI), to establish and operate national accreditation structure and promote quality through National Quality Campaign. QCI is registered as a non-profit society with its own Memorandum of Association. QCI is governed by a Council of 38 members with equal representations of government, industry and consumers. Chairman of QCI is appointed by the Prime Minister on recommendation of the industry to the government. The Department of Industrial Policy & Promotion, Ministry of Commerce & Industry, is the nodal ministry for QCI.

It functions through the executive boards in the areas i.e. Accreditation for Certification bodies, Assessment Bodies, Healthcare Establishments, Education & Vocational Training Providers, Consultant organisations, skill development etc.

In addition it has an exclusive Board for promotion of Quality.

National Accreditation Board for Education and Training (NABET), one of the constituent Boards of QCI, offers accreditation to the Training Courses/Course Providers in various areas including Quality Management Systems, Environment Management Systems, Occupational Health and Safety Auditors etc. NABET also accredits EIA Consultant Organisations, schools, Industrial Training Institutes and Vocational Training Providers.

NABET has mutual recognition arrangements with RABQSA-Australia, ANSI-USA and SQA-Scotland.

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## 1. ABBREVIATIONS

AC	Accreditation Committee
AO	Applicant Organisation(s)
ASSOCHAM	Associated Chambers of Commerce
ACO	Accredited Consultant Organisation
CAPA	Corrective Action & Preventive Action
CII	Confederation of Indian Industry
CO	Consultant Organisation
EHS	Environment, Health & Safety
EMS	Environment Management System (ISO 14001)
CV	Curriculum vitae
DA	Desktop Assessment
EMP	Empanelled
FICCI	Federation of Indian Chambers of Commerce and Industry
IA	Initial Assessment
IH	In- house
ISO	International Organization for Standardization
LA	Lead Assessor
MOU	Memorandum of Understanding
NABET	National Accreditation Board for Education & Training
NGO	Non-Government Organization
NC	Non- conformance
OA	Office Assessment
Obs.	Observations
OHSAS	Occupational Health and Safety Assessment System
QCI	Quality Council of India
QMS	Quality Management System
RA	Re-Accreditation
SA	Surveillance Assessment
TA	Technical Assessor
TC	Technical Committee
TQAS	Training Quality Assurance System

## **2. GENERAL INFORMATION**

### **2.1 Background**

A Quality Management System, often called a QMS, is a set of internal rules that are defined by a collection of policies, processes, documented procedures and records. This system defines how a company will achieve the creation and delivery of the product or service they provide to their customers. When implemented in a company, the QMS needs to be specific to the product or service they provide, so it is important to tailor it to company's needs. However, in order to help ensure that organisation do not miss elements of a good system, some general guidelines exist in the form of ISO 9001 (Quality Management System – Requirements), which is intended to help standardize how a QMS is designed.

Quality Management System processes start with the initial management planning stages of a company, which define the goals of the company including what products or services the company will be offering. The system then deals with all processes needed, from planning, designing, development, sales of the product or service through creation and finally delivery of the product or service to the customer.

Additionally, the support processes for this to happen are controlled as part of the system. This will include managing resources like people and equipment, procedures to control documents and records, and documents defining how to control products or services that do not meet requirements.

There are processes as part of the QMS that are designed to monitor the processes of the system and lead to improvement. These processes will include a method of auditing the system processes, means of applying desirable actions for problems and a way for management to review the system to ensure requirements are met and plans are made for improvements.

Many organisations are expert in their area of business and intend to develop and implement QMS in their activities/ operations of their organisation(s), but they may or may not be aware about the QMS requirements, documentation and implementation of QMS effectively. Hence, there is a need of QMS consultant organisation in our country and around the world.

QMS CO should have qualified, credible and competent QMS experts, suitable resources, systematic working processes, consultancy quality assurance system etc. To bring uniformity, fairness, transparency, competency, quality assurance etc. in QMS consultant organization's (QMS COs), it is felt that there is a need for a well-designed Accreditation scheme for qualified and competent QMS consultant organisation(s). This will be highly useful to avoid variations in documentation and implementation QMS in organisation(s). This will improve holistic approach and effectiveness, motivate QMS CO's for continual

improvements in their working. NABET-QCI has developed an accreditation Scheme for QMS CO's.

## 2.2 An Outline of the Scheme

### Proposed Scheme:

In view of the above it is therefore proposed to develop a credible Accreditation Scheme specifying the accreditation requirements for the accreditation of Quality Management System Consultant Organization (QMS-CO) to fulfil the requirements of standard like suitable infrastructure, competent human resource, QMS expert, system oriented working system, continual improvement, ethical working.

This scheme is developed and being operated by NABET-QCI in consultation with quality management system organisations, institutes, QMS experts/ professionals, regulators and other stakeholders to frame Independent, transparent and impartial accreditation scheme.

This comprehensive document describes the scheme's requirements of human resources, consultancy quality assurance systems and procedures to be followed, the assessment process and the accreditation criteria. Various aspects of the scheme will be-

- a. Eligibility (who can be accredited) and coverage of the Scheme
- b. QMS Experts – qualification, experience and requirement
- c. Consultancy quality assurance system
- d. Assessment process
- e. Accreditation process
- f. Closure/suspension/delisting/on hold etc. of applications
- g. Fee Structure
- h. Organizational continual improvement commitment towards developing and implementing QMS management system.

*Scheme is dynamic in nature. Modifications and updation will take place from time to time, as it ought to be for continually improving the delivery and effectiveness of the training.*

### 3. ACCREDITATION REQUIREMENTS AND PROCESS

#### 3.1 Eligibility for QMS Consultant Organisation

Any legally identifiable institution/organisation engaged in the field of QMS consultancy, training, QMS planning and implementation with requisite human resource and other facilities can apply for accreditation under the Scheme.

#### 3.2 QMS Expert(s)

QMS is essentially a multi-disciplinary task which requires inputs from specialists having knowledge of environment, environmental issues, occupational health and safety, industry, social, economical, applicable local laws, legislation, processes development and their verifications regulatory framework related with QMS issues.

**QMS expert should be qualified, competent and experience person in documentation, implementation, assessing and reporting QMS management system.**

**Human Resource Requirement:** There shall be a team of minimum three persons for accreditation (minimum two in-house and other(s) may be in-house and/or empanelled.

- a. Minimum one in-house QMS expert is must, requirements in respect of qualification and experience of QMS expert in relation to specific QMS related activities are laid down in **Appendix 1**.
- b. One in-house QMS expert shall be available during the QMS consultancy like QMS activity planning, budget development, and implementation and monitoring of activity, report development and should be responsible for organising, conducting, evaluating and for all other activities related to QMS consultancy to client.
- c. List of proposed QMS experts (should have backup experts if possible) with her/his identified competence, their responsibilities in QMS and submit along with the application form. For empanelled/ visiting QMS expert, there should be a written agreement/MOU between the institution and empanelled QMS expert as mentioned in **Annexure 4**.
- d. One empanelled expert may be associated with maximum four QMS consultant organisations.
- e. One IH QMS experts must be fully involved in planning, implementing, monitoring, developing and reporting of QMS report.
- f. No. of experts should be proportional to the number of QMS projects undertaken.

#### 3.3 Scope of Accreditation

An applicant QMS management system consultant organisation should define their expertise in different sectors of businesses, related activities of QMS, it is expected to

satisfy the requirement of experienced QMS experts for QMS consultant activities planning, documenting, implementing, monitoring and reporting.

### **3.4 Infrastructure**

QMS Consultant Organisation(s) wishing to apply for accreditation under this Scheme should have some of the following infrastructural facilities:

- a. Office setup, some meeting/ discussion room
- b. Experts room / work stations
- c. Contemporary discussions/ training aids (as projectors, white board, markers, flipchart, audio, video facilities etc.) including requisite software for their staff or clients
- d. CO having library facilities or appropriate subscriptions to update their knowledge about the latest developments in the area of QMS.
- e. If QMS CO have offices at multi locations, these should be mentioned in application with details of experts, infrastructure etc.

### **3.5 Consultancy Quality Assurance System (CQAS)**

Consultant organisation should have quality assurance system for continually improving the delivery and effectiveness of QMS consultancy. It could be based on Quality Management System (QMS) as prescribed in ISO 9001:2008/2015 standards, however CQAS of the organization should have the procedures prescribed below:

- i. Procedure for evaluating, selecting and appointing QMS expert for the QMS consultancy
- ii. Procedure for organizing and conducting QMS consultancy
- iii. Procedure for collecting feedback, analysis and evaluation of feedback for improving the methodology, delivery and effectiveness of future QMS consultancy projects
- iv. Procedure for addressing complaints, suggestions and conflict of interest.
- v. Procedure for periodic reviewing the QMS requirements, law, rules and consultancy materials
- vi. Procedure for maintaining records and documents related to consultancy.
- vii. Procedure for ensuring the implementation of all the above procedures

Refer suggested guidelines - **Appendix 2**.

## 4. ASSESSMENT AND ACCREDITATION PROCESS

### 4.1 Application Process

Details of the accreditation scheme and the Application Form (**Annexure 1**) are posted on the NABET/QCI website. Any organisation desirous to get accredited under this scheme should carefully go through the requirements of the scheme, processes and assess their own adequacy and take care of shortfalls, if any, before applying.

Application form complete in all respects giving relevant details of application fee can be sent in a soft copy, however, a hard copy of the same application form (Annexure 2 only) along with application fee should be sent to –

To Director,  
National Accreditation Board for Education & Training,  
Institute of Town Planners India,  
6th Floor, 4 A, Mahatma Gandhi Road (Ring Road), New Delhi - 110 002, India  
Tel: +91 11 233 23 416 / 417 / 418 / 419 / 420 Fax: +91 11 233 23 415  
[hari@gcin.org](mailto:hari@gcin.org).

Hard copy of any other document may have to be submitted if asked for by NABET, subsequently. NABET Secretariat will inform the AI of any clarification/additional information that may be required for completeness of the application.

### 4.2 Assessment Process

Assessment Process comprises three parts:

#### 1. Initial Assessment –

In Initial Accreditation (IA), the potential of the applicant organization shall be assessed during the office assessment and based on that accreditation is granted. On successful completion of the initial assessment, an applicant organization is given accreditation for three years, subject to successful yearly surveillance assessment.

- a. **Application Completeness:** Submitted application shall be reviewed by NABET secretariat for its completeness. Inadequacies in application (if any) shall be informed to applicant institution. CO should submit complete response within 30 days. Only completed applications will be further processed.

**Note 1:** If inadequacies are found in the response, the same will be communicated with an additional time of 30 days. If CO fails to submit satisfactory response even after additional time then the application is made inactive.

**Note 2:** The inactive period will be for 60 days. The CO may submit satisfactory response in the given time. If the response is not satisfactory then the application will be treated as closed and the CO has to re-apply with full fees.

- b. **Desktop Assessment:** NABET assessment team shall conduct the document adequacy assessment (for the application and along with relevant documents submitted by CO). Observation(s) and NCs (if any) would be communicated by NABET secretariat. CO need to submit the complete response within 30 days or as asked by NABET.

**Note 3:** NABET assessor will verify closure of NCs and observations submitted by CO. Note 1 & 2 given will be followed for timelines.

**Non Conformity (NC):** - Non-fulfilment of the requirement/s of the scheme  
**Observation (Obs):** Any point which may lead to non-conformity if not addressed.

- c. **Office Assessment:** On-site office assessment includes interaction with each expert (in house and visiting) /quality manager, concerned administrative staff etc., verification of infrastructure, implementation of consultancy quality assurance system and clients feedback. Assessment report [findings like observation(s) and NCs (if any)] would be reported by NABET assessors to NABET secretariat and in turn communicated to CO. Corrective measures shall be submitted by CO within 30 days. Decision regarding grant/denial of accreditation would be communicated.

**Note 4:** Closure of NC's and observations submitted by CO will be verified by NABET assessor.

## 2. Surveillance Assessment –

If there is no change in approved experts, consultancy quality manual, infrastructure, scope etc. then ACO shall pay surveillance fee and inform NABET for due surveillance, ACO need not to submit new application.

If there is any change in experts, team composition, quality manual, infrastructure, modification of scope etc. then new application with updated details and applicable fee shall be submitted and same process as above will be followed.

SA will be conducted with particular emphasis on performance, quality of consultancy delivery, client's feedback, implementation of CQAS, compliance to conditions of accreditation. SA to be carried out between 12-24 months from the date of accreditation.

## 3. Re-Accreditation

Process will be similar as initial assessment, with particular emphasis on performance, feedback by clients, continual improvement, CQAS etc. in three years from the date of accreditation. RA application shall be submitted 3 months prior to RA due date. RA process shall be completed before the expiry of accreditation to avoid any discontinuation of accreditation (**Appendix 3**)

### 4.3 Accreditation Criteria

**Accreditation under this criterion will be:**

On the basis of desktop assessment (DA), report by assessor(s) and satisfactory closure of NCs and observations, office assessment will be conducted by NABET assessor(s). Based on office assessment report, NCs and observation, if any, shall be communicated to the CO for the compliance. CO shall submit evidence based compliance of NCs and observations at the earliest but not later than a month. If required additional office and witness assessment may be required for verification of closures.

Accreditation shall be granted for a period of three years subject to the satisfactory surveillance assessment annually and the same will be counted from the date of office assessment.

#### **4.4 Expansion of Scope**

Any expansion in scope can be made by making a written request to NABET secretariat at any time.

## **5. TERMS & CONDITIONS TO MAINTAIN ACCREDITATION**

### **5.1 Compliance to the conditions of Accreditation**

- a. Accreditation period of three years shall be counted from the date of office assessment; however, this validity period is subject to satisfactory SA.
- b. Accredited CO should submit complete SA/RA application one to three months prior to due date (12/24/36 months from the date of accreditation) to maintain the accreditation continuity.
- c. Accreditation shall expire at the end of its validity unless renewal is sought in time.
- d. All payments shall be made in advance.
- e. Franchising, licensing, subcontracting, merger, acquisition of NABET accredited consultant organisation(s) is NOT permissible.
- f. ACO shall submit a six monthly report about the QMS projects taken up and list of approved experts involved and status of project.
- g. Any change in QMS expert, employment status, scope etc. shall be informed to NABET within 15 days with relevant documents.
- h. ACO just after accreditation shall sign the 'Code of Conduct' (Annexure 3) and send it to NABET Secretariat.
- i. The ACO shall maintain relevant records of each consultancy conducted.

### **5.2 Suspension or Cancellation of Accreditation**

NABET shall suspend or cancel an accreditation on account of any or more grounds during accreditation process or after, but not limited, to the following:

- a. Non-compliance, violation of the NABET requirements, conditions of Accreditation
- b. Deviation from facts as stated in application and enclosures
- c. Submission of false or misleading information in the application or in subsequent submissions.
- d. Improper use of NABET Accreditation mark.
- e. Carrying out changes in experts/ quality procedures without NABET's approval
- f. Failure to report any major legal (mandatory compliance) changes
- g. Using fraudulent practices by the ACO in respect of its submission/ interaction with NABET which would include, but not limited to, deliberate concealment and/or submission of false or misleading information, suppression of information, falsification of records or data, unauthorized use of accreditation, and non-reporting of complaints against training institutions to NABET.
- h. Non- payment of applicable fees in time to NABET.
- i. Not submitting SA/RA application in time.
- j. Franchising, licensing or subcontracting of QMS consultancy/ programmes
- k. Any other condition deemed appropriate by NABET.

### **5.3 Code of Conduct**

All ACO's are obliged to improve the standing of the profession by rigorously observing

the Code of Conduct. Failure to do so may result in the suspension or cancellation of accreditation.

*The ACO undertakes:*

- a. To act professionally, accurately and in an unbiased manner.
- b. To be truthful, accurate and fair to the assigned work, without any fear or favour.
- c. To judiciously use the information provided by or acquired from the applicant and to maintain the confidentiality of information received or acquired in connection with the assignment.
- d. To avoid and / or declare any conflict of interest that may affect the work to be carried out.
- e. Not to act in a manner detrimental to the reputation of any of the stakeholders including NABET and the trainee.
- f. To co-operate fully in any formal enquiry procedure of NABET

#### **5.4 Complaints and Appeals**

- i. The ACO shall establish documented procedures for handling and disposal of complaints and appeals within a reasonable time. The documented procedure shall include provision for :
  - a) Providing information regarding complaint handling process / appeals to all interested parties
  - b) Acknowledgement of complaints/appeals
  - c) Complaint analysis/ investigation for redress of complaint/appeals.
  - d) Communication with the complainant/appellate for satisfactory closure of the complaint/appeal.
  - e) Involvement of NABET in unresolved complaints or appeals, if any.
- ii. The ACO shall maintain records of all complaints and appeals and their resolutions including actions taken.
- iii. All complaints and appeal to be assessable to NABET assessment.

#### **5.5 Payment of Fees**

Details of fee structure are given in Section 6.

- a. The fees are to be paid by a Demand Draft payable at Delhi or a local Cheque of Delhi in favour of "Quality Council of India".
- b. Application fee has to be sent along with the application. Applications not accompanied by the application fee will not be processed further.
- c. Any pending fee payments must be made before finalising the date of assessment.
- d. Annual Accreditation shall be paid every year (from the date of accreditation).
- e. No SA, re- accreditation, issuance of certificate etc. if dues are pending.
- f. The fees are not refundable
- g. Service Tax/GST – extra as applicable.

#### **5.6 Governance**

QCI-NABET reserves the rights with respect to accreditation scheme for QMS Cos. QCI-NABET will have following functions (but not limited to):

- a. Changing/ modifying the criteria/ guidelines/ fee structure
- b. Suspension/cancelling of accreditation in case of violation of any clause of the Scheme
- c. Surprise visits/ extra witness assessments

## **5.7 Confidentiality**

- a. All information, documents submitted by an applicant to NABET shall be used by NABET (including NABET Assessors and Members of Accreditation Committee) for the purpose of assessment & accreditation only. These may also be used for research purpose or sharing with any ministry, APLAC and other members of the International Personnel Certification Association. However, the identity of the accredited CO would be protected for sensitive information related to business whenever it is called for/ appropriate. In case a CO wants the information to be kept confidential, a communication shall be sent to NABET citing reasons for the same. NABET reserves the right to take decision in this regard.
- b. ACO shall have adequate arrangements consistent with applicable laws to safeguard confidentiality of all information provided by stakeholders.
- c. The accredited CO should maintain confidentiality of their client's related information like location, products, processes, vendors, feedback form, personal details etc.

## **5.8 Use of QCI/NABET logo**

NABET Logo can be used by Accredited CO and is restricted only to the promotional material and stationary saying CO is accredited by NABET for QMS consultancy only.

NABET logo can be used by ACO only at following places:

- a) On promotional material and study material stating that the course is accredited by NABET
- b) On letter head and visiting cards mentioning that the organization is accredited by NABET for the specific consultancy.
- c) ACO should ensure that NABET logo should not be used until accredited by NABET.
- d) On suspension, withdrawal, after expiry of accreditation validity, earlier accredited ACO must not use NABET logo. It may attract legal implications.

## 6. FEE STRUCTURE

Fees shall be charge to the applicant under the following heads:

Fee detail	Amount in INR (excluding taxes)
<b>Application Fee</b> (For IA & RA only)	Rs 30,000/-
<b>Assessment Fee (For IA, SA &amp; RA)</b> I. Desktop Assessment/Review II. Office Assessment Fee	Rs 12,000/- per man day 1 Day 1-3 Days
<b>a.</b> Annual Fee	Rs 30,000/- (each year, 3 fee in three years)
<b>b.</b> Per consultancy ( after IA)	Rs. 1000/-
Revision of application after DA (In IA and RA)	Rs 10,000/-
<b>Travel and stay of assessors - at actual and to be borne by Organization</b>	

### **Note:**

1. Applicable service tax/GST payable by the AO/ACO
2. 'Man days' charges are Rs. 12,000/ at the present. Numbers of days for assessment are estimated based on the scope number of candidates proposed to be interacted and size of the organization, documents to be seen etc.
3. QCI/NABET reserves the right to revise the "man day" rate, if deemed necessary.
4. Economy class air fare/organization's guesthouse or Hotel (boarding and lodging, equivalent to 3-star facility), local travel by AC car/ taxis are paid at actuals by the applicant to NABET. The consultant organization may also make the ticketing & other arrangements as per the requirements, if requested by NABET.
5. The annual fee for the first year is to be sent only after the receipt of confirmation for grant of accreditation from NABET.
6. Certificate shall be sent only after the receipt of full fees and expenses of NABET.
7. Any change in certificate with respect to scope, premises, QMS expert, address etc. will be charged Rs. 1000/-.

### Experience and Qualifications Requirement of QMS Experts

#### i. Qualification

- a. Bachelor Degree in Engineering / Technology or Master degree in Science
- b. Lead auditors course in QMS :2015
- c. Training on QMS, Quality Tools, Presses

#### ii. Experience

- a. Overall experience of 15 years
- b. out of which minimum 5 years in developing QMS documents, implementation and auditing/assessing in the organisation(s) (understanding of QMS)
- c. as well as minimum 5 years industry / service experience in the area of QMS in QMS intensive activities (Industry experience)
- d. Conducted minimum 20 QMS assessments out of which at least 10 assessments as 3<sup>rd</sup> party Lead Assessor or as assessor of accreditation organisation

or

**Completed 5 consultancy projects documentation and implementation of QMS management system.**

**Or**

**Documented and implemented QMS in projects for 5 years and faced minimum 5 external audits of QMS system.**

### Broad Guidelines for Developing Consultancy Quality Assurance System (CQAS)

Consultant organisation should have quality assurance system for continually improving the delivery and effectiveness of QMS consultancy. It could be based on Quality Management System (QMS) as prescribed in ISO 9001:2008/2015 standards, however CQAS of the organization should have the procedures prescribed below:

- i. Procedure for evaluating, selecting and appointing QMS CC/FAE for the QMS consultancy
- ii. Procedure for organizing and conducting QMS consultancy
- iii. Procedure for collecting feedback, analysis and evaluation of feedback for improving the methodology, delivery and effectiveness of future QMS consultancy programmes
- iv. Procedure for addressing complaints, suggestions and conflict of interest.
- v. Procedure for periodic reviewing the QMS requirements, law, rules and consultancy materials
- vi. Procedure for maintaining records and documents related to consultancy.
- vii. Procedure for ensuring the implementation of all the above procedures

**Some broad guidelines on issues to be addressed for each of the above items are given below:**

- I. Procedure for evaluating, selecting, appointing QMS expert** – should give procedures for
  - a. Prescribing qualifications, experience, competence requirements for QMS experts/resource persons (in-house/ external)
  - b. Assessing performance of a candidate for QMS expert/resource person prior to appointment.
  - c. Assessing performance of a /resource person after appointment and consultancy
  - d. Identifying training areas of improvements for QMS expert/resource person
  - e. Fixing Terms of Reference for retention and guidelines for a) Imparting training b) Code of conduct and Conflict of Interest
- II. Procedure for handling client, developing and implementing QMS:** should give procedures for
  - a. Meeting clients, discussions, defining minimum infrastructure requirements in terms of Conference space, seating, projectors, consultancy material etc.
  - b. Defining roles and responsibilities of the Programme Coordinator and support system to coordinator
  - c. Continuous upgrading the documentation and regular review of the milestones of the consultancy.

- d. Communication with client, giving information about consultancy activity, main area, communication channel information, feedback etc
  - e. Developing procedure how to fulfil the requirements of consultancy and closure of project.
- III. Procedure for feedback collection, evaluation and improvements – giving procedures for**
- a. Inviting feedback on consultancy imparted from clients in specific formats to assess QMS expert competence, mode of delivery, effectiveness etc.
  - b. Evaluating the feedback for areas of strengths and improvements in respect of documentation, implementation and quality of consultancy
  - c. Corrective & preventive actions for gaps in the deliverables/ expectation of clients
  - d. Action to be taken to close the gap on quality of consultancy including changing the concerned QMS expert, if required
  - e. Updating the consultancy parameters, as necessary
- IV. Procedure for addressing complaints, suggestions and conflict of interest –Applicable to CO**
- a. Informing the stakeholders about the provision of complaints, appeals and conflict of interest
  - b. Accepting complaints/ appeals
  - c. Handling and disposal (including authority and responsibility) of the same within reasonable time
  - d. Maintaining records of complaints/ appeals
  - e. Ensuring implementation of preventive/ corrective actions
- V. Procedure for maintaining records and documents including consultancy material:**
- a. Approving documents prior to issue
  - b. Up-dation of documents, as required
  - c. Ensuring quick availability of relevant revision of the document
  - d. Maintaining consultancy specific records of venue, date, promotional literature, QMS expert/resource persons involved,
  - e. Storage, protection, retrieval and disposal of documents
- VI. Procedure for periodic reviewing the performance and consultancy materials**
- a. Review of actions pending from last review
  - b. Action on feedback from stakeholders to update course curriculum
  - c. Updating of amendments in rules/laws, new case studies, latest scenario
  - d. Updating as per new environmental aspects and impacts
  - e. Administrative issues including future programmes.
- VII. Procedure for ensuring the implementation of above all procedures**

## Assessment Process

**Assessment Process comprises three parts:**

- **Desktop/Initial/Office/Witness Assessment** – completeness of application, technical assessments of documents submitted and office assessment including interaction with QMS expert(s) and concerned administrative staff to understand capability for consultancy
- **Surveillance Assessment** – Same as above, with particular emphasis on performance, quality and effectiveness of consultancy provided, compliance to conditions of accreditation, carried out between 12-24 months after initial accreditation.
- **Re-Accreditation** – same as 1<sup>st</sup> assessment, with particular emphasis on performance during the accreditation cycle including feedback by client(s), after 3 years of initial accreditation.

### Initial Accreditation

Aspects to be considered and their weightage:

#### For Accreditation –

1	Desktop assessment/Expert no., consultancy material (documentary evidence of knowledge base) competence of QMS experts available with Applicant Consultant Organisation	<b>40%</b>
2	Infrastructural facilities of Applicant Consultant Organisation	<b>20%</b>
3	Consultancy Quality Assurance System and implementation	<b>30%</b>
4	Feedback of clients	<b>10%</b>

# ANNEXURE 1: APPLICATION FORM

## Accreditation scheme for QMS consultant organisation

### A. General information about the Consultant Organisation



- 1) Applicant Organization
  - a) Name:
  - b) Registered /Head Office- address, email, telephone:
  - c) Branch Office(s) - addresses, email, telephone:
  - d) Website:
  
- 2) Name of Head of the Applicant Organization with designation:
  
- 3) Contact person details:
  - a) Name :
  - b) Tel No.:
  - c) Mobile:
  - d) Email:
  
- 4) Application for (please mark (v) the appropriate status):
  - a) New Accreditation
  - b) Re- accreditation
  
- 5) Legal Status of the Organization (please mark (v) the appropriate status also attached the document):
  - a) Public/Private/Government
  - b) Company/ Partnership/ Proprietorship/ Registered Society
  - c) Research/Academic Institute
  - d) Industry Association
  - e) Others (please specify and attach necessary evidence)
  
- 6) Date of Registration/Incorporation (DD/MM/YYYY):  
(Attach copy of certificate of incorporation/registration)  

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- 7) Year of Establishment: 

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- 8) Details of consultancy provided in QMS and related field (s) -
  - a.Total No. of QMS consultancy provided so far
  - b. Detailed break up (Year wise and scope wise) as per table below

Sr. No.	Areas in which consultancy provided	Year	Duration	Remark

- 9) Other services provided by QMS CO (if any like Training etc.)
- 10) If involved in Training, please provide details of Training (Use Separate Sheet if required)  
a) Topic                      b) Duration

**B. Details of QMS CO's Governance and affiliation**

- 11) Is the CO Affiliated / registered with any Regulatory Body?

11.1 If YES, please mention the following:

- a) Name of the Body (s) with which affiliated:  
b) Affiliation No. and validity:  
c) Year of affiliation:

**(Note: Attach affiliation certificate)**

- 12) Organization structure (with details of locations/ associates etc.)

**C. Details of Infrastructural & other Facilities-**

**13) Infrastructure Details -**

a. Physical Facilities (Rooms, Library, Laboratories, etc.)

S. No.	Item	Number of Rooms	Approx. Area ( in sq. mts)
i.	Office setup, meeting room(s)		
ii.	Library*		
iii.	Other Rooms/ Hall		

b. Other Facilities:

S. No.	Facilities*	Available (Yes/No)	Nos.
1	Audio-Video facilities available in the Institution – LCD/ /Computers/ Projector/ Speakers etc.		
2	Photocopiers/printers etc.		

**14) Consultancy Facilities –**

14.1 Summary of personnel involved in QMS consulting services –

- i. In house Experts –  
ii. Empanelled/ Visiting Experts –

iii. Administrative staff -

(Note: Attach list of proposed experts with their CV as per format IV in application)

Sl. No.	Name	IH/ Emp	Qualification	Training, if any	Consultancy Experience (Years)	QMS Experience (Years)	Industry Experience (Years)

**Kindly ensure that the proposed experts meets the qualification and experience requirements as prescribed in the Appendix 1 of the Scheme.**

- 15) Have you developed a Quality Manual meeting the requirements CQAS of the Scheme as mentioned in Appendix 2) Yes/ No  
(Attach Consultancy Quality Assurance System (CQAS), Institution Brochure and Associated Documents.)
- 16) Please find enclosed the Demand Draft/ Cheque (Delhi only) no..... for Rs..... dated ..... drawn on.....in **favour of Quality Council of India**, payable at New Delhi towards the application fees (**Enclosure**)

**D. Other Relevant Information**

- 17) Does the CO receive any grant from Govt. of India / State Government / Union Territory/any agency or any other source?  
(Attach – Enclosure -7: Details of grants received in last 3 years; Enclosure 8: Summary of Audited financial reports of last 3 years)

**18) Declaration**

We have carefully read all NABET guidelines for Accreditation of **QMS Consultant Organization**. We confirm that the information in support of the application is correct to the best of our knowledge. We agree to abide by the code of conduct and terms & conditions of NABET as applicable from time to time.

Authorised Signatory

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date:

Place:

**List of Enclosures (to check)**

**Enclosed**

- |     |                                                                         |       |
|-----|-------------------------------------------------------------------------|-------|
| 1.  | Registration Certificate of Trust/ Society                              | Y/ N  |
| 2.  | Copy of Affiliation Certificate                                         | Y/ N  |
| 3.  | Organization chart                                                      | Y/ N  |
| 4.  | Consultancy promotional material developed                              | Y/N   |
| 5.  | List and resumes of experts/staff                                       | Y/ N  |
| 6.  | Admin. Support Staff (indicating qualification and Experience)          | Y / N |
| 7.  | Details of grants/fund received from Govt/other in last 3 years, if any | Y/ N  |
| 8.  | Summary of Audited Financial Reports of last 3 years                    | Y/ N  |
| 9.  | CQAS, company brochure and associated Documents                         | Y/ N  |
| 10. | Application Fee (as applicable)                                         | Y/N   |

## ANNEXURE 2: DECLARATION OF ACCEPTING NABET'S CODE OF CONDUCT

### DECLARATION OF ACCEPTING NABET'S CODE OF CONDUCT

By

**C.E.O. / Head of Applicant Consultant Organisation**

This is to confirm that I ....., working as CEO/ Head of .....agree with the Code of Conduct (Section 10 of Scheme), conditions of accreditation of NABET and give an undertaking that I would abide by the stated conditions for all activities pertaining to QMS Consultancy Services/ Activities.

I also understand that awarding/ continuation of accreditation of my organization is subject to continual compliance to conditions of accreditation.

Name .....  
Designation .....  
Date .....  
Signature .....

## ANNEXURE 3: RESUME FORMAT

### Resume Format

### Consultant/Expert Resume Format

Affix Passport  
Size Photograph

Dr./Mr./Ms./Mrs/.

\_\_\_\_\_

(First Name)

(Middle Name)

(Last Name)

1. Status in the Organization: In-house/Full Time

Visiting/Empanelled

2. Date of Birth \_\_\_\_\_

3. Office Address

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Pin Code \_\_\_\_\_

4. Tel. No. \_\_\_\_\_ 5. Fax No. \_\_\_\_\_

6. Email address \_\_\_\_\_

7. Mailing address

Home Office

8. Academic Qualification

Period (Year)	Qualification	Subjects	Board/ Institution Name	Grade/%

9. Registered / recognized training courses attended:

S. No.	Title of the Course	Conducted / Organized by (Name & Address)	Dates		Result
			From	To	


10. Membership of Professional Bodies:

S. No.	Professional Body (Name & Address)	Membership		Valid Till
		Grade	No.	

11. Experience (Please write in chronological order with present experience listed first):

A. General:

Period (Month and Year)	Organization with address	Department	Designation	*Role/Duties/ Responsibilities

B. Specific experience related to QMS applied for:

S. No	Name of the Employer/Institute	Complete Name of the Project/ Training	Related to QMS Y/N	Roles and Responsibilities (Nature of Experience)	Period & Year

C. SSL Assessment/Consultancy Conducted

S. No.	Name & location of the Organization	QMS Assessment Dates		Role: As a Lead Assessor/Technical Assessor
		From	To	

12. Declaration by the applicant

I attest that the above information relating to my education and experience is correct. I do understand that any incorrect information will result in the disqualification of self and the organizational accreditation with NABET.

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**13. Declaration by the Institute**

The above information in relation to Dr./Mr./Ms. .... has been verified and found to be correct.

I understand in case the information is found to be incorrect it may result in the rejection/ suspension of this application for the accreditation of LMS Training Institution.

Attested By \_\_\_\_\_  
Authorized Signatory: \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_

## **ANNEXURE 4: MOU/AGREEMENT OF EMPANELLED EXPERT**

### **MOU/Agreement of Empanelled Expert**

Written MOU/Agreement shall be signed between the organization and empanelled expert whose services are used for conducting laboratory consultancy. Such MOU/Agreement should include:

- i. Name of the expert & organisation
- ii. Name of sector/scope , expert applied
- iii. Scope of sectors covered
- iv. Duration of association
- v. Specific roles & responsibilities and acceptance of empanelled expert
- vi. Not associated with any other three Laboratory consultant organisations

To submit your application or for further details contact:

**Director**

**National Accreditation Board for Education and Training**

**Quality Council of India**

Institute of Town Planners India

6<sup>th</sup> Floor, 4 - A, Ring Road, I P Estate,

New Delhi – 110002

Tel: +91 11 233 23 416 / 417 / 418 / 419 / 420 Fax: +91 11 233 23 415

Email: [hari@qcin.org](mailto:hari@qcin.org),