**List of questions to ask your ISO 9001 consultant**

Before deciding about hiring a consultant for your ISO 9001 implementation, consider these questions and use them while talking to potential consultants.

**General questions:**

1. What is his experience in your particular industry?
2. How many customers did he have? What kind of customers has he served? Can he provide a reference list?
3. What is his reputation – what do other consultants say about him; what do his clients say about him?
4. What is his (business) experience besides ISO 9001?
5. What is his experience in other ISO standards?
6. Does he speak your language perfectly?
7. Does he have any conflicts of interest?

**ISO 9001 experience questions:**

1. How many ISO 9001 implementation projects has he finished successfully in the last two years?
2. How many of his customers applied for certification, and how many were successfully ISO 9001 certified (in their first attempt)?
3. What was the most complex ISO 9001 project he has had? Can he describe it briefly?
4. What is his educational path in ISO 9001; i.e., what certificates does he have?
5. Does he deliver ISO 9001 trainings? If yes, how many trainings did he provide, for how many people?
6. Has he ever published any expert articles? How many, and where?
7. Did he work as a certification auditor?
8. Can he show you examples of Quality Management System documentation that he created for some of his customers?

**Implementation-specific questions:**

1. Can he briefly describe ISO 9001 requirements:
   1. What are the phases in the implementation?
   2. What is the minimum documentation that needs to be developed?
2. What are the most common issues he has faced in ISO 9001 implementation projects, and what was his approach to resolve them?
3. What is the usual length of the implementation project? What does it depend on?
4. How would he define the scope of the project in your case?
5. What is his suggestion in regard to defining responsibilities to perform particular tasks in the project?

**Price:**

1. What is the total price of his services (make sure he includes everything: analysis, interviews, documentation development, training, transportation costs, etc.)?
2. What are additional services you will have to purchase from other providers?
3. What is the cost of your employee time participating in the project?

See also this article: [Managing the QMS after your consultant leaves](http://advisera.com/9001academy/blog/2014/11/11/managing-qms-after-consultant-leaves/?utm_source=list-of-questions-to-ask-an-iso-9001-consultant&utm_medium=downloaded-content&utm_content=lang-en&utm_campaign=free-blog-9001)