THE INTERNATIONAL COUNCIL OF MANAGEMENT CONSULTING INSTITUTES

CMC - GLOBAL

Glossary of Abbreviations and Terms

Standard

ISO/IEC Guide 2:1996, definition 3.2 defines a standard as:

'*A document established by consensus and approved by a recognized body that provides for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context*'.

A standard is an agreed, repeatable way of doing something. It is a published document that contains a technical specification or other precise criteria designed to be used consistently as a rule, guideline, or definition.

Assessment

An assessment is a comprehensive and systematic review of an organization's governance, management, activities and results referenced against a standard for a management system or a management model.
Assessment can provide an overall view of the performance of the organization, the robustness of its governance and the degree of maturity of the management system. It can also help to identify areas requiring improvement in the organization and to determine priorities.
It is normally performed through an assessment process to gather information from multiple sources in order to develop an understanding of the organization and obtain sufficient evidence to form an objective view.

Audit

Audits – according to ISO 9000:2005 - a systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

Audits are essential to verify the existence of objective evidence showing conformance to required standards, to assess how successfully processes have been implemented, for judging the effectiveness of achieving any defined target levels, providing evidence concerning reduction and elimination of problem areas and are a hands-on management tool for achieving continual improvement in an organization.

Auditor - according to ISO 9000:2005 - person with the demonstrated personal attributes and competence to conduct an audit. The relevant personal attributes for an auditor are described in ISO 19011.

Examination – in the context of ICMCI this is the process of testing a candidate against the requirements of the CMC standard to decide whether they sufficiently meet the requirements in order to be awarded the CMC. The term is used to distinguish this process for the certification of a person from the assessment of an organisation against a management system standard – for instance in the case of a member institute being assessed against ISO 17024 or an ACP being assessed by a member institute against the ICMCI ACP Standard or a management model such as EFQM Model.

Examiner - in the context of ICMCI - person with the demonstrated personal attributes and competence to conduct a CMC examination.

Certification - Third-party attestation related to products, processes, systems, or persons, that conveys assurance that specified requirements have been demonstrated. In the case of an ICMCI member institute this would mean certification by ICMCI, or a national accreditation body, to ISO 17024.

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Appendix 7
ICMCI CMC Certification Scheme –
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CAB - Conformity Assessment Body (also Certification Body for Persons - CB) – a body that performs conformity assessment services to demonstrate that specified requirements relating to a product, service, process, system, person, or body are fulfilled.

Accreditation - Attestation issued by a third party related to a conformity assessment body conveying formal recognition of its competence to carry out specific conformity assessment tasks.

Accreditation Body - authoritative body that performs accreditation

ISO - International Standards Organisation - is the world's largest developer and publisher of International Standards. ISO is a network of the national standards institutes of 164 countries, one member per country, with a Central Secretariat in Geneva, Switzerland, that coordinates the system. ISO is a non-governmental organization that forms a bridge between the public and private sectors. On the one hand, many of its member institutes are part of the governmental structure of their countries or are mandated by their government. On the other hand, other members have their roots uniquely in the private sector, having been set up by national partnerships of industry associations.

CEN - European Committee for Standardisation (Comite Europeén de Normalisation)

The European Committee for Standardization (CEN) was officially created as an international non-profit association based in Brussels on 30 October 1975. CEN is a business facilitator in Europe, removing trade barriers for European industry and consumers. Its mission is to foster the European economy in global trading, the welfare of European citizens and the environment. Through its services it provides a platform for the development of European Standards and other technical specifications. CEN is a major provider of European Standards and technical specifications. It is the only recognized European organization according to Directive 98/34/EC for the planning, drafting and adoption of European Standards in all areas of economic activity with the exception of electrotechnology (CENELEC) and telecommunication (ETSI). CEN's 32 National Members work together to develop voluntary European Standards (ENs).

IAF - International Accreditation Forum - The IAF is the world association of Conformity Assessment Accreditation Bodies and other bodies interested in conformity assessment in the fields of management systems, products, services, personnel and other similar programmes of conformity assessment. Its primary function is to develop a single worldwide program of conformity assessment which reduces risk for business and its customers by assuring them that accredited certificates may be relied upon. Accreditation assures users of the competence and impartiality of the body accredited.

IRCA – International Register of Certificated Auditors

IRCA was formed in 1984 as part of the UK government's enterprise initiative, designed to make industry and business more competitive, through the implementation of quality principles and practices. The evaluation and certification methods developed and used by IRCA have been adopted as the industry standard model used by other auditor certification bodies. Over 35,000 auditors have been awarded certification since 1984 and more than 150 countries are represented on the IRCA register.

ISO/IEC 17011:2004 - specifies general requirements for accreditation bodies assessing and accrediting conformity assessment bodies (CABs). It is also appropriate as a requirements document for the peer evaluation process for mutual recognition arrangements between accreditation bodies. Accreditation bodies operating in accordance with ISO/IEC 17011:2004 do not have to offer accreditation to all types of CABs. For the purposes of ISO/IEC 17011:2004, CABs are organizations providing the following conformity assessment services: testing, inspection, management system certification, personnel certification, product certification.

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ISO/IEC 17024:2012 - specifies requirements for a body certifying persons against specific requirements, including the development and maintenance of a certification scheme for personnel.

ISO/IEC 19011:2011 - provides guidance on the conduct of internal or external management system audits, as well as on the management of audit programmes. Intended users of this International Standard include auditors, audit team leaders, audit programme managers, organizations implementing management systems, and organizations needing to conduct audits of management systems for contractual or regulatory reasons.

ISO 20700:2017 – 'Guidelines for Management Consultancy Services' provides a basic structure for the provision of consulting services covering the three stages of a consultancy assignment.
- Contracting
- Execution
- Closure

The standard was published by ISO in 2017. The adoption of the Standard will contribute to the competitiveness and business performance of both management consulting services providers and their clients based on transparency of market offers, quality-criteria, responsibilities and results and cost-effective, high-quality and innovative management consulting services delivering added value to businesses and corporations.

Record of Changes

Version/Date	Change	By
1.0 / January 2014	Initial	PSC
2.0 / November 2019	EN16114 replaced by ISO 20700	PSC
3.0 / July 2021	The term changed to management model, the term process changed to standard and EFQM Model added as an example to management model	PSC

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