

## **ISO 9001:2015 Consultancy Services**

The consultancy firm will be responsible for end-to-end support in achieving ISO 9001:2015 certification for the HR Department, which includes but not limited to develop, implement, and certify the HR department's Quality Management System (QMS) in accordance with the ISO 9001 standards.

### **Scope of Work & Work Plan**

The consultancy scope covers end-to-end services, from initial assessment to successful certification. The project will be executed in the following seven distinct phases, as per the proposed work plan:

#### **Phase 1: Gap Analysis & Process Study**

- Conduct detailed walkthroughs and interviews with process owners across all HR functions: HR Services, Talent Acquisition, Onboarding, HR Operations, Learning & Organizational Development, Employee Relations, and Compensation & Benefits, Performance Management etc.
- Map existing all HR processes (e.g., "As-Is" process flows) for recruitment, onboarding, performance management, payroll, training, employee grievance handling etc.
- Perform a clause-by-clause review of the ISO 9001:2015 standards against current HR practices and documentations.
- Identify all gaps, non-conformities, and areas for improvement in processes and documentations.
- Produce a comprehensive Gap Analysis Report with prioritized recommendations and an estimated timeline for remediation.

#### **Phase 2: Project Planning with Key Deliverables**

- Develop a master project plan with clear milestones, timelines, resource allocation, and responsibilities for both the consultant and the IBA HR team.
- Define the context of the Institute, interested parties (students, faculty, staff, regulatory bodies), and the scope of the QMS.
- Establish the Quality Policy and strategic Quality Objectives for the HR department.
- As part of audit readiness, the consultant will coordinate with all relevant departments to ensure compliance with ISO standards. This includes preparing and signing Service Level Agreements (SLAs) of HR department with each department involved in the audit scope to ensure clear role definition, data availability, timely responses, and accountability for audit deliverables.

#### **Phase 3: Review, Modification & Development of Documentation (4-Level Structure)**

- **Level 1: Quality Manual:** Develop a Quality Manual that outlines the scope of the QMS, the processes, their interactions, and references to relevant procedures.

- **Level 2: Standard Operating Procedures (SOPs):** Create mandatory and process-specific SOPs for all key HR activities (e.g., SOP for Recruitment, SOP for Employee Onboarding, SOP for Performance Appraisal).
- **Level 3: Work Instructions & Process Flows:** Develop detailed work instructions, forms, templates, checklists, visual process flowcharts, etc., that guide staff in executing tasks consistently.
- **Level 4: Records & Formats:** Design and implement formats for maintaining records as objective evidence of compliance (e.g., interview assessment forms, training feedback forms, audit records).

#### **Phase 4: Implementation**

- Guide the HR teams in the practical application of the new SOPs and processes.
- Conduct workshops to help staff understand and use the new documentation.
- Assist in setting up systems for risk management (risk and opportunity register), document control, and record management.
- Monitor the implementation progress and provide continuous support to overcome any operational hurdles.

#### **Phase 5: Pre-Assessment & Internal Audit**

- The consultant will conduct at least one (01) complete Internal Audit of the HR QMS, covering all processes and clauses of the ISO 9001:2015 standard.
- Identify and report non-conformities and opportunities for improvement.
- Conduct root cause analysis and implement effective corrective actions for all findings.
- Conduct a final pre-assessment review to ensure all gaps are closed before the external audit.

#### **Phase 6: Facilitating the Management Review Meeting (MRM)**

- Prepare the agenda for the MRM, ensuring all required inputs are covered (e.g., internal audit results, customer feedback, process performance, status of corrective actions).
- Guide the team in collecting and presenting data for the meeting.
- Facilitate the meeting to ensure it is productive and results in actionable outputs.
- Document the minutes of the meeting, including decisions and actions agreed upon.

#### **Phase 7: Certification Audit Support**

- Liaise with the selected Certification Body (ISO Auditor) to coordinate the audit schedule.
- Be present during the Stage 1 (Documentation Review) and Stage 2 (Implementation) audits to provide clarification and support to the HR team.
- Assist in responding to any queries or potential non-conformities raised by the external auditor.
- Formulate and submit corrective action plans for any findings from the certification audit.
- Ensure all requirements are met for the issuance of the ISO 9001:2015 certificate.