

**Document Title**

**Registration Scheme  
for  
Business Improvement Consultant**

**Document Number:** QCI/NBQP/BI/CON/Ver2.0

## **INTRODUCTION:**

A business improvement consultant will serve as a consultant to a business or organization, evaluating, planning and implementing improvements in business processes and practice. Other aspects of his services can include team building and group facilitation, compiling and tracking data, and preparing training material. He should also be trained in using various application/software.

The scheme for registration of Business Improvement Consultants will help to certify the credentials of competent consultants and also help the organizations in selecting a competent consultant through the register of consultants maintained by NBQP.

### **Assessment Procedure**

- \* Desktop review of documents pertaining to education, experience, documentation provided during consultancy etc.
- \* Interview with NBQP

Registration under this scheme is available without restriction to all applicants who satisfy the NBQP registration requirements.

All information provided by the applicants can be verified and shared with the stakeholders & clients at any stage during or after the assessment process. NBQP reserves the right to utilize the information provided by the applicants for legal, research or for any other purpose as may be deemed fit by NBQP. In case an applicant wants the information to be kept confidential, a communication must be sent to NBQP citing reasons for the same. NBQP has the right to take decision in this regard as it may deem fit.

NBQP reserves all rights to amend its registration criteria, procedures and fees etc. as it may deem fit. Applicants are requested to refer to NBQP website <https://acr.qci.org.in/> for the updated criteria before applying for registration.

## Section 1: REQUIREMENTS FOR REGISTRATION

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### 1.1 Personal Attributes

Applicants for Registration should be able to demonstrate the personal attributes needed for the effective and efficient performance of the consulting services. Desirable personal attributes for consultants are described in ISO 10019 Clause 4.2.2.

A Consultant should demonstrate to be:

- a) Ethical - fair, truthful, sincere, honest and discreet;
- b) Observant - actively observing physical surroundings and activities;
- c) Perceptive - aware of and able to understand situations;
- d) Versatile - able to readily adapt to different situations;
- e) Tenacious - persistent and focused on achieving objectives;
- f) Decisive - able to reach timely conclusions based on logical reasoning and analysis;
- g) Self-reliant - able to act and function independently whilst interacting effectively with others;
- h) Communicative – able to listen to & effectively interact with all levels of organization.

### 1.2 Education & Experience

Sr. No.	Description	Required	Desirable
1	Minimum Bachelor Level (Graduate) qualification	✓	
2	Post-Graduation Qualification		✓
3	Minimum 5 years of experience in using business management methodology and processes (e.g. Lean/Six Sigma/Project Management Professional (PMP)/Total Quality Management (TQM)/ISO/ Business Process Modelling, etc)	✓	
4	Minimum 5 years of experience in training/consultancy		✓

5	Total Work Experience of Minimum 15 years in an organization/consulting firm	✓	
6	Formal Business Improvement, Project Management, Business methodology certification (e.g. Lean/Six Sigma/PMP/TQM/ISO etc)	✓	

Documentary evidence of the claims on the above should be submitted while filling the Application form.

### 1.3 Skills and Knowledge

The skills required for a business improvement consultant can vary from company to company in the industry. However, to be an effective consultant, it is important to have strong analytical, communication and technical writing abilities, as well as flexibility and proficiency with computer hardware & software. Sometimes a business improvement consultant may be required to facilitate & satisfy compliance related requirements of regulatory & statutory bodies. Hence, having networking ability with the concerned authorities sometimes would be an additional required skill.

Sr. No.	Description	Required	Desirable
1	Experience of managing multiple parties like project managers, third party vendors.	✓	
2	Proven leadership experience across multifunctional projects and/or business units.	✓	
3	Ability to build & manage effective project teams, perform effectively within budgetary guidelines.	✓	
4	Experience of working with major finance and asset systems (e.g. SAP).		✓
5	Computer Literacy (e.g. Microsoft suite, Visio, Minitab, MS Project).	✓	
6	Customer Focus-Proven Ability in making customers the key focus for decisions about business processes.	✓	

## **1.4 Key Areas of Responsibility**

The applicant shall have relevant experience in managerial, professional and technical aspects of the consultancy services to be provided. This may involve the exercise of judgment, problem solving and communication with all interested parties, enabling the consultant to assist the organization in making effective decisions. The key areas of responsibility may be:

- Work with management to identify scope and prepare business cases for opportunities to improve business.
- Manage the delivery of the projects for identified business improvement opportunities using various business improvement tools/techniques such as Lean, Six Sigma, Business Process Re-engineering (BPR) etc.
- Work collaboratively with management to resolve complex issues and avoid risks to the projects.
- Provide required trainings to identified project team members.
- Document and monitor business processes, business rules, metrics and standard operating procedures as a result of improvement initiatives.
- Facilitate and provide specialist process improvement advice to top leadership via targeted workshops to identify and resolve specific issues that are critically impacting business outcomes and require urgent resolution.
- Present findings and recommendations with confidence and communicating these to top leadership/key stakeholders.
- Promote and develop a continuous improvement culture across the business.

## **1.5 Application Reference**

For initial Registration, each applicant should be referred by either the current employer or by one alternative person who has a professional relationship with the applicant. Referrals should have direct experience and/or personal knowledge of the applicant relating to those elements of the application for which they have attested.

## **1.6 Personal Declaration**

All applicants for initial Registration and re-Registration should sign a declaration whereby they agree to observe and to abide by the NBQP Code of Conduct (Section-6) and that all complaints regarding their performance will be formally logged and dealt with in a manner to prevent recurrence, by NBQP.

## **1.7 Re-Registration (maintaining Registration)**

All registered consultants should be periodically re-registered. The period between initial Registration and re-Registration should not exceed three years. Each applicant for re-Registration should maintain a written declaration from the client of each consultancy regarding the realization undertaken and the details of the professional development undertaken during this period.

For each year of the re-Registration period, NBQP registered consultants should submit evidence of continuation of providing consultancy/training services (Annexure-C).

## **1.8 Professional Development**

The NBQP registered consultant should, in each year of the Registration period, undertake appropriate continuing professional development (Section 7). Evidence of that professional development, verified by the provider, or the applicant's employer should be submitted as part of the application for re-Registration.

The professional development records should show the duration and type of activity undertaken and details of the provider. In the selection of appropriate professional development, consultants should consider their personal strengths and weaknesses and identify areas for personal improvement.

## **1.9 Code of conduct**

All consultants are obliged to improve the standing of the consulting profession by rigorously observing the Code of Conduct. Failure to do so may result in suspension or withdrawal of Registration. Kindly refer to Section 6 for more details.

## Section 2: EVALUATION FEES

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**2.1** The Complete application form with the requisite fee must be submitted online on the NBQP Auditor Consultant Registration Portal.

**2.2** All credentials should be submitted to NBQP through online portal. All applications must be supported by documentary evidence, e.g. legible self-attested photocopies of original certificates etc. Original documentary evidence should be made available only when asked for.

**2.3** An incomplete application or not adequately supported by required documents would result in delay in processing or rejection of application.

**2.4** NBQP will carry out evaluation of applicant's competencies in following steps:

- a) Adequacy Review** – To check the adequacy of documents submitted by the applicant in support of the application.
- b) Desk-Top Review** – To determine whether the contents of the application form and the supporting documents provided by the applicant are conforming to the Consultant Registration Scheme requirements.
- c) Interview** - A verification of the applicant's consultancy competence related to the documents provided by him and the requirements mentioned in this document through a face-to-face/AV interview on case-to-case basis. The applicant will have to appear at own cost for the interview.

**An applicant who is rejected during the interview, will have an option to reapply only after 6 months.**

## Section 3: REGISTRATION FEES

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The fee structure is determined annually and is applicable for 1 year. The validity of the Registration is also for 1 year. The current Fee Structure is as follows:

**a) Application Fee**

An application should be accompanied with the application fee, without which the application will not be processed. This fee covers the administrative costs for processing the applications.

**b) Annual Registration fee**

Successful applicants will be intimated for the remittance of Registration Fee through automated emails. The applicants will be required to submit the fee as per the fee structure within the specified time frame. The Certificate will be generated online after completion of registration.

**c) Re-Registration fee**

An applicant has to pay the Re-Registration Fees only if he does not renew his application within 3 months of the expiry of his registration.

### FEE STRUCTURE

**I) Application Fee**

**First time** Rs. 3,000/-

**Re-Registration** Rs. 1,500/-

**II) Annual Registration Fee** Rs. 10,000/- for 1 year

**Applicants can apply for 3 years Registration and avail 15% discount on the total fee**

Note:

1. 18% GST will be charged extra, as applicable w.e.f. 1st July 2017
2. All fees are to be paid through the Portal only & are non-refundable.



## **Section 4: REGISTRATION CERTIFICATE AND REGISTER**

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- 4.1** All successful applicants will be issued a Registration Certificate online.
- 4.2** The validity of the Certificate will be for the period for which the fee has been paid by the applicant (maximum three years)
- 4.3** The Register of Consultants will be uploaded on the NBQP website.

## **Section 5: COMPLAINTS, APPEALS & DISCIPLINARY PROCEEDINGS**

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- 5.1** Any complaint by the applicant should be made directly to Deputy Director (NBQP) and escalated (if required) to CEO-NBQP.
- 5.2** In case of non-acceptance of the decision of CEO-NBQP, the applicant can appeal to the Secretary General-QCI who will then appoint an independent appeal committee for the purpose.
- 5.3** Similarly complaints will be considered according to the procedures of NBQP, which are made by following:
- Registered Consultant against a fellow registered Consultant or
  - An organization, certification body or other body against a registered Consultant
- 5.4** NBQP retains the right to undertake disciplinary proceedings against registered Consultants who are found to have acted contrary to the Code of Conduct. Options available include suspension of registration and in instances of serious or sustained breach, withdrawal of registration.
- 5.5** NBQP may suspend or cancel the NBQP registration because of the following but not limited to:
- providing insufficient or incorrect information to NBQP at the time of registration.
  - illegal use of NBQP registration or logo
  - failure to report any major complaint against the applicant
  - any other condition deemed appropriate by NBQP
  - at own request

## **Section 6: CODE OF CONDUCT**

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All consultants are obliged to improve the standing of the consulting profession by rigorously observing the Code of Conduct. Failure to do so may result in suspension or withdrawal of Registration.

Consultants undertake:

- a) to act professionally, accurately and in an unbiased manner
- b) to strive to increase the competence and prestige of the consultancy profession
- c) to assist those in their employment or under their supervision in developing their management, professional and consultancy skills
- d) to maintain the confidentiality of information provided by or acquired from the organization
- e) to avoid and/or declare any conflict of interest that may affect the work to be carried out
- f) to maintain independence from certification or Registration bodies
- g) to maintain impartiality in an organization's selection of certification bodies/registrars
- h) not to act in any way that would prejudice the reputation of the NBQP or the Consultant Registration process and to co-operate fully with an inquiry in the event of any alleged breach of this code

## Section 7: Continuing Professional Development (CPD) Log

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Name

Registration No

Date (DD/MM/YY)	Duration of CPD in hours	Type of Activity Formal / Informal	Details of Activity (Title & Duration)	Name / Designation / Contact Details incl. tel.  /fax nos.	Description of Activity require

## Annexure A: Consultancy Log (for each project implemented)

Consultant Name \_\_\_\_\_

Role in the Project

Observer

Team Member

Team Leader

Names of other Team Members

I \_\_\_\_\_ II \_\_\_\_\_

III \_\_\_\_\_ IV \_\_\_\_\_

Consultancy Date

From \_\_\_\_\_ To \_\_\_\_\_

The applicant

- \* carried out autonomously the tasks assigned by the project/team leader.
- \* participated in all the periodical & final meetings of the consultancy team to verify the progress and the consistency of the work in relation with the client agreed objectives
- \* carried out the training of company personnel involved in the project.
- \* carried out the work ethically and satisfactorily met the objectives.

***(to be authenticated by the company where consultancy provided)***

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_

Product/Service \_\_\_\_\_

Standard Implemented \_\_\_\_\_

No. of Employees \_\_\_\_\_

Is the Company Certified for any ISO Standard? \_\_\_\_\_

If yes, then date of Certification \_\_\_\_\_

Name of Certification Agency \_\_\_\_\_

Signing Authority \_\_\_\_\_

Designation \_\_\_\_\_

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

***(To be authenticated by the employer on whose behalf consultancy provided)***

Name & Address of Consultancy Company \_\_\_\_\_

Tel/Fax/Email \_\_\_\_\_

Contact Person (with designation) \_\_\_\_\_

Signature \_\_\_\_\_

Signature (Applicant) \_\_\_\_\_ Stamp \_\_\_\_\_