Recognized practitioners took part in the development of the European standard EN 16114:2011, the first standard for management consultancy, as a guidance document for management consultancy services.

In a globalized economy, the business of management consultancy will, by nature, cross continents. The professionals therefore proposed the European standard to be elevated into an international standard.

EN ISO 20700:2018 - a flexible and easy-to-understand guidance document:

- Addresses the “minimum acceptable” processes and practice levels of consultancy service providers;
- Focuses on deliverables and outcomes of management consultancy assignments;
- Defines the attributes of quality consultancy services by covering:
  - Legal and ethics matters
  - Proposal and agreement
  - Planning and execution
  - Closure of the assignment
  - Client relationship

Successful application of the EN ISO standard enabled our management consultancy companies to provide better value for clients and reduce risk in management consultancy assignments. By improving the quality, professionalism and interoperability of management consultancy, EN ISO 20700 will enhance the effectiveness of the European management consulting industry and accelerate the development of the profession.

Ilse Ennsfellner - Chair of CEN/TC 381

‘Management consultancy services’

About CEN: The European Committee for Standardization (CEN) plays an important role in the development and consolidation of the European Single Market. The fact that each European Standard is recognized across the whole of Europe, and automatically becomes the national standard in 34 countries, makes it much easier for businesses to sell their goods or services to customers throughout the Europe and worldwide.
APCO AT A GLANCE

Associazione Professionale Italiana dei Consulenti di Management is a leading association which of hundreds of professionals engaged in organizational and management consulting, both individually and as associates, partners or employees of consulting firms. Membership brings together capable consultants, proud of their professional identity and attentive to building a lasting relationship with their customers.

APCO is a member of CMC-Global (ICMCI - the International Council of Management Consulting Institutes) represented in 50 countries, which has developed the CMC (Certified Management Consultant) designation for individuals.

WHO CAN MAKE USED OF THIS STANDARD?

- Providers of consultancy services
- Buyers of consultancy services
- Management consultancy industry stakeholders

Cesara Pasini - Chair of APCO

"APCO welcomes the publication of EN ISO 20700 and encourages its wider adoption. We expect to see it bring many benefits especially increased quality of management consultancy services in terms of transparency, innovation and trust, and the ability to demonstrate the reductions of risks for the client in management consulting assignments, clear roles and responsibilities and capability of delivering added value services and well defined outcomes."

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