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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

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Guidelines for management consultancy services

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Table of Contents

Preface	
Introduction	
1 Scope	1
2 Normative references	1
3 Terms and Definitions	1
4 Principle	4
4:1 General	4
4:2 Relevant standards	4

foreword

This document is in accordance with the provisions of GB/T 1:1-2020 "Guidelines for Standardization Work Part 1: Structure and Drafting Rules for Standardization Documents" drafting:

This document is modified to adopt ISO 20700:2017 "Guidelines for Management Consulting Services":

Compared with ISO 20700:2017, this document has made the following structural adjustments:

- The introduction contains the contents of Appendix A of ISO 20700:2017;
- 3:25 corresponds to 3:25 of ISO 20700:2017 and Appendix B of ISO 20700:2017;
- Appendix A corresponds to appendix C and appendix H of ISO 20700:2017, and deletes the duplicate content with 4:1:2;
- Appendix B corresponds to Appendix D of ISO 20700:2017;
- Appendix C corresponds to Appendix E of ISO 20700:2017;
- Appendix D corresponds to Appendix F of ISO 20700:2017;
- Appendix E corresponds to Appendix G of ISO 20700:2017;

The technical differences between this document and ISO 20700:2017 and their reasons are as follows:

- Added the statement about the applicability of the standard in Chapter 1;
- Deleted 4:4:3 "Points that should be included in the code of conduct", and the relevant

content is subject to Appendix B to eliminate ambiguity:

The following editorial changes have been made to this document:

--- Added 4:1:2, 4:4:3, 4:4:5, 4:4:11, 6:5:4:4, 6:5:4:7 leading to the description of the appendix;

---Deleted 4:1:2, 4:4:3, 4:4:5, 4:4:11, 6:5:4:4, 6:5:4:7 Notes about appendices;

--- Rewrite the list of documents in "References":

Introduction

Management consultants use their proprietary knowledge and skills to support clients in any field locally, regionally and globally in order to deal with

Important issues such as managing complexity, achieving organizational sustainability, innovating, enabling change and increasing productivity: Management Consulting

The consulting industry makes a significant contribution to the world economy:

This document aims to improve the transparency of information and the consistency of understanding between clients and management consulting service providers (hereinafter referred to as providers),

In order to obtain better results from consulting projects: Proper application of this document enables providers to deliver more value to customers and reduce management

risks in consulting work: This document focuses on improving the quality and professionalism of management consulting services, improving codes of conduct, and enhancing synergy:

It aims to improve the service effect of the management consulting industry and accelerate the professional development:

This document is based on good practice in the management consulting industry and contains principles for improving management consulting services, implementation, acceptance of results and conclusions:

item suggestions:

This document is in the form of an easy-to-understand guidance document for all firms of all sizes and specialties from a management consultancy perspective:

There are providers, including separate legal entities, partnerships, associations, governmental and non-governmental organizations, internal departments of companies, etc:

Innovation, differentiation and code of conduct are important components of provider values: This document only focuses on the deliverables of management consulting

and the result: Provider is free to use its own ways and means:

This document:

- a) used as a guideline standard;
- b) apply to all providers;
- c) apply to the organization and not to its internal resources;
- d) based on results;
- e) protect innovation and differentiation;
- f) emphasize the importance of understanding customer needs;
- g) easy to understand:

The meaning of the guidelines can be found at <http://www.iso.org/iso/foreword.html>:

Guide to Management Consulting Services

1 Scope

This document establishes principles for the implementation of management consulting services and provides guidance on common management consulting processes:

This document applies to all management consulting service providers of all sizes and professions, including sole legal entities, partnerships, associations, governments, government and non-governmental organizations, internal departments of companies, etc:

2 Normative references

This document has no normative references:

3 Terms and Definitions

The following terms and definitions apply to this document:

3:1

agreement agreement

formal and binding outcome (3:15) produced during the contracting (3:7) phase:

3:2

task assignment

service provided by a provider (3:12) to a client (3:4) and recipient (3:21) in accordance with an agreement (3:1):

NOTE: tasks are usually performed by the provider (3:12) as an item (3:18): Other forms of tasks may be encountered, such as providing ongoing support:

3:3

capabilitycapability

level of employees, contractors, third parties, knowledge, methods, techniques and other relevant resources (3:23) or processes (3:17)

3:4

customer client

organization (3:13) that receives management consulting services (3:11) from a provider (3:12)

3:5

closure

sequence of activities between a provider (3:12), a client (3:4) and a recipient (3:21) to complete a task (3:2):

3:6

communication communication

maintaining a clear, structured and fluid exchange of information between provider (3:12) and customer (3:4):

3:7

contracting contracting

set of activities aimed at reaching an agreement (3:1) to provide management consulting services (3:11):

3:8

deliverable deliverable

tangible result performed by a provider (3:12) as part of a task (3:2)