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The Institute of Management Consultants Hong Kong (IMCHK) is the professional chapter and qualifying body for management consultants in Hong Kong. IMCHK was established in 2000, aiming at setting and maintaining high standards of quality, independence, objectivity, and integrity for Certified Management Consultants (CMC) originating in Hong Kong and Macau. IMCHK is representative of Hong Kong in the International Council of Management Consulting Institutes (ICMCI). ICMCI has over 60,000 CMC members worldwide.



President's Message

Spring is underway !

I hope all of you had a promising start in 2023 after the gradual lifting of local COVID-19 restrictions and the re-opening of borders between Hong Kong and Mainland China as well as other countries.

It has been one of the strategic initiatives of the Institute to explore opportunities for expanding our reach to the Greater Bay Area (GBA) in the promotion of the management consulting profession and CMC / ISO 20700:2017 credentials. Indeed, ISO 20700:2017 has been included in the China National Institute of Standardization (see page 7 of this Issue) and its growing adoption is expected. If you are yet to be trained in ISO 20700:2017, please take note to enroll yourself to a training session for CMCs which is scheduled for Q3/Q4 2023.

We have been actively engaging with strategic partners to organize activities such as CPD events, tours and visits to GBA such that our members could gain insights and first-hand information needed. Please keep an eye on our upcoming notices and hope to see you face-to-face in future events of the Institute.

Best regards,

Daniel Chan
President, IMCHK



ICMCI - Certified Management Consultant

The Certified Management Consultant designation is the preeminent professional designation for management consulting with a variety of specialty areas. It is similar in scope and reliability to Chartered Professional Accountants, Professional Engineers, etc.

Post-nominal initials Consultants who have been awarded the CMC can put these initials after their name. In some countries, the CMC-Global Member Institute may use the designation FIMC to signify a Fellow of that Institute of Management Consultants – someone who has made a significant contribution to the profession of management consulting. The initial FCMC therefore designates a Certified Management Consultant who is also a Fellow of his or her institute.



IMCHK Activities

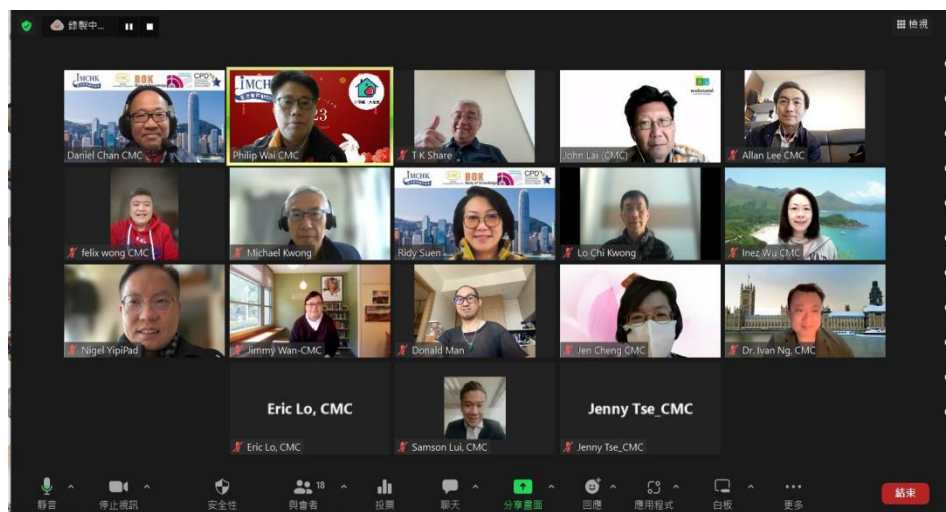
IMCHK Virtual Café 21023 - What is ESG and how management consultants could play a role in the increasing demand for ESG consulting services?

28 Jan 2023, Saturday
10:30 am to 12:00 noon (via Zoom)

Outline:

Global concerns over sustainability and climate change have expedited the development and implementation of ESG practices in business operations. The Hong Kong Stock Exchange (HKEX) has required mandatory disclosure of ESG reports by listed companies. Given the increase in demand for relevant ESG consulting services, a recent research by Verdantix finds that the overall ESG and sustainability consulting market has a growth trajectory of 17% CAGR from 2022-2027, and the global market will reach US\$16 billion by 2027. This CPD event touched on the evolution of ESG, 3P's Triple Bottom-line, UN 17 SDG's and key ESG consulting areas; and their relevance to the core competence and Body of Knowledge of CMC's.

Speaker: Daniel Chan CMC, President, IMCHK



ISO 20700:2017

ISO 20700:2017 Guidelines for Management

Consultancy Services was developed by CMC-Global (International Council of Management Consulting Institutes, ICMCI) and International Organization for Standardization (ISO), to enhance the level of competence of the profession's services. IMCHK is the trainer on behalf of ICMCI to provide training and certification of ISO 20700 in regional area (Hong Kong and Macau).

IMCHK conducts and supports ISO 20700 training and certification to management consultants and service providers in required industries and professions.



Top 10 Education Consulting Firms

Updated April 15, 2022

Education consulting firms – and education consulting as a whole – aren't as flashy or popular as strategy consulting, but they play a crucial part in advancing or responding to the disruption happening in the education world today. As such, education consulting is a sub-sector of consulting that is ripe for growth.

Education consulting firms – whether education policy consulting firms, higher education consulting firms, or K-12 education consulting firms – offer services to improve operational processes for educational institutions or companies that serve them. They help ensure maximum cost efficiency, improve student outcomes, streamline governance, and drive fundraising. In addition, institutions often pull on the expertise of education consulting firms to help plan for long-term shifts in the industry.

There are 2 kinds of education consulting firms: boutique firms that only offer education consulting services (like Kennedy & Company or Higher Ed Associates), and management consulting firms that have substantial practice areas dedicated to education consulting (like BCG, McKinsey, or LEK). For the purposes of this article, we'll be focusing on the latter. Without further ado, let's get into our rankings of the world's top education consulting firms.

Top Education Consulting Firms List:

- **McKinsey & Company**
- **BCG (Boston Consulting Group)**
- **Bain & Company**
- **EY (Ernst & Young)**
- **KPMG**
- **LEK Consulting**
- **Deloitte**
- **PA Consulting Group**
- **Nous Group**
- **CIL Management Consultants**

Reference:

<https://managementconsulted.com/education-consulting-firms/>



The New Council Members of IMCHK (2023 ~ 2024)

Mr. Allan Lee Council Member, CMC



Allan Lee is a certified management consultant, certified image architect, registered corporate coach, psychoanalyst, chartered accountant and chartered governance professional. He helps people grow and excel through consultation, coaching and training. Allan is specialized in business philosophy, corporate culture and governance, family legacy and holistic image. He is now the Chief Business Philosophy Consultant of SeiShinTong, Hapeace Alliance and the Vice President of the Legacy Academy. He has over twenty years of extensive experience in designing, developing and delivery of various kinds of learning programmes, seminars and workshops. Allan's life philosophy is "using no way as way, having no limitation as limitation", which is from Jeet Kune Do by Mr. Bruce Lee. He is also studying the business philosophy of Mr. Kazuo Inamori and is now the Affairs Bureau Learning Center Head of the Seiwajyuku Hong Kong. He loves Japanese culture and travel and was graduated with Master of Arts in Japanese Studies from the Chinese University of Hong Kong. He is also a marathon runner and frequent hiker.

Mr. Eric Lo Council Member, CMC



Eric Lo joined IMCHK and became a CMC in 2009. He possesses more than 30 years' experience in financial and administrative management. Since 1998, Eric has established his own consulting firm and served several client companies, including listed corporations, multinational retail groups, oversea manufacturing firms and local services companies. Besides, he served the community and participated in some NGOs and trade unions. He joined the Civil Aid Service as a volunteer member since he was aged 14. The Civil Aid Service is an auxiliary force under the Security Bureau of the HKSAR Government. Eric's last position there was a Staff Officer of the Training School. He is competent in training and development. Besides his major duties, he was also engaged in a key position as the Treasurer of the CAS Social Club Limited for more than 7 years. With these experience, he will be able to assist the Presidents well in the management of the IMCHK.



Why hire a Certified Management Consultant (in USA) ?



The Certified Management Consultant® (CMC®) designation is the Gold Standard that higher education executives should take into account when selecting a management consultant. Recognized in 47 nations across the globe including the United States, United Kingdom, Germany, Canada, China, and many others, CMCs are recognized as experts in their profession; the Mark represents their achieving highest standards of excellence and ethical practices as a professional consultant.

Why hiring a Certified Management Consultant is important for higher education executives

Hiring a Certified Management Consultant is particularly critical for higher education institutions. There are few if any “barriers to entry” for anyone to start a consulting business – all it takes is for someone to print up a business card and hang out their consulting shingle. And just because someone has significant experience in higher education, or even been a university president, doesn’t ensure they have the qualifications to consult to higher education institutions – there are many consulting skills that someone must learn to be a professional consultant.

Qualifications of a higher education professional consultant

There are five areas a higher education consultant must master to be an expert consultant to colleges and universities; they are:

- (1) Market capability and knowledge of both the technical discipline in which they are consulting and higher education industry specialization;
- (2) Higher education business understanding and external awareness;
- (3) Consulting competencies, including managing client relationships, consulting process and engagement management, consulting skills and tools, and practice management;
- (4) Consulting skills and behaviors, including business acumen, project management, personal and professional growth, analytic and proactive thinking, emotional intelligence, and communications effectiveness; and
- (5) Professionalism and ethics.

What is the CMC and why is it important

The earning of the CMC by a management consultant is no trivial matter; it can be likened to an attorney passing the Bar examination, an accountant receiving a CPA, or an engineer obtaining their PE license. Competency based, a CMC candidate must submit to the most rigorous vetting process in the profession that includes receiving satisfaction surveys from clients, taking in-depth examinations covering consulting competencies and ethics, and sitting for a panel interview by fellow CMCs.



Here are some of the requirements for earning the CMC®:

- (1) Experience: CMCs are required to be current consultants, not part-timers – and that three of the past five years have been in delivering consulting services, e.g., higher education consulting, strategic planning, change management, board governance consulting, etc.
- (2) Education: CMCs are required to have at least a bachelors (4-year) degree, and higher education consultants who are CMCs all have an advanced or terminal degree in their areas of expertise.
- (3) References: Candidates must provide five satisfactory client evaluations from officers or executives of client organizations for whom they have provided consulting services, thus demonstrating excellence not only in their subject matter expertise but also in the critical consulting competencies, skills, and behaviors that a professional consultant must have.
- (4) Engagements: Candidates must provide at least three comprehensive written summaries of previous consulting engagements. These will be used as part of the oral examination of the certification process.
- (5) Competence: The certification process is competency based, not based solely on a written test. Candidates must submit to a qualifying written examination followed by an oral examination with senior CMC® examiners, all of which are designed to show the candidate's professional competence, currency, and experience as spelled out in IMC USA's Competency Framework – CMC® Scheme.
- (6) Ethics: Ethics is a very large part of the certification process, and both written and oral examinations on the IMC Code of Ethics and ethical aspects of consulting must be passed.

Accordingly, when you hire a consultant who has earned their CMC, you can be confident he or she has a history of excellent performance in delivering results to clients; has met world-class standards of competence, ethics, and client satisfaction; and has maintained this level of professionalism through education and periodic certification renewal.

Less than 1% of all consultants worldwide have achieved this level of excellence. For more information on the CMC, visit IMC USA at Institute of Management Consultants website.



Dr. Drumm McNaughton – Higher Education Consultant, **THE CHANGE LEADER, INC**

Fellow, and Life Member of the Institute of Management Consultants USA.

Reference:

<https://changinghighered.com/higher-education-consulting-firm/why-hire-a-certified-management-consultant-2/>



China - (National Public Service Platform for Standard Information) Guidelines for management consultancy services (ISO 20700:2017)



全國标准信息公共服务平台
National public service platform for standards information

國家標準計畫《管理諮詢服務指南》由 424-cniss（中國標準化研究院）歸口，主管部門為國家市場監督管理總局。主要起草單位 中國標準化研究院。

採標情況

本標準等同採用 ISO 國際標準: ISO 20700:2017。

採標中文名稱: 管理諮詢服務指南。

目的意義

管理諮詢業作為以知識為基礎的專業化服務行業，在促進經濟增長和企業健康發展方面發揮著越來越重要的作用。

近年來我國宏觀經濟持續快速增長，市場競爭日益激烈，國內企業對管理諮詢的需求增長迅速，我國管理諮詢服務行業穩步發展，市場規模以 30% 的年速度快速增長。

近年來，國務院多項重要檔如《國務院辦公廳關於印發國家突發事件應急體系建設“十三五”規劃的通知》（國辦發〔2017〕2 號）、《國務院關於大力推進大眾創業萬眾創新若干政策措施的意見》（國發〔2015〕32 號）、《國務院關於印發《中國製造 2025》的通知》（國發〔2015〕28 號）、《國務院關於加快科技服務業發展的若干意見》（國發〔2014〕49 號）中都肯定了發展管理諮詢服務的重要作用。

2013 年 5 月，ISO/TMB（技術管理局）批准了 ISO/PC 280 管理諮詢專案委員會，並於 2017 年 6 月發佈 ISO 20700:2017 “Guidelines for management consultancy services”《管理諮詢服務指南》，國際管理諮詢標準化活動取得顯著進展。

ISO 20700:2017 作為在管理諮詢領域的唯一一項國際標準，勢必對國際管理諮詢市場和我國的管理諮詢行業的發展產生重要影響。

在這一前提下，及時將其轉化為我國國家標準，具有以下重要現實意義。

(1) 有助於貫徹落實國務院重要檔的精神。

近年來我國在 20 餘項國務院重要檔中提到管理諮詢的重要性，《國務院辦公廳關於印發國家突發事件應急體系建設“十三五”規劃的通知》（國辦發〔2017〕2 號）將“加強社會協同應對能力建設”作為我國在“十三五”期間突發事件應急體系建設的主要任務，提出鼓勵應急管理社會仲介開展包括“管理諮詢”在內的活動；《國務院關於大力推進大眾創業萬眾創新若干政策措施的意見》（國發〔2015〕32 號）提出“探索通過創業券、創新券等方式對創業者和創新企業提供管理諮詢等服務，……，逐步形成可複製、可推廣的經驗”；《國務院關於印發《中國製造 2025》的通知》（國發〔2015〕28 號）將“加強品質品牌建設”作為戰略任務和重點，其中提出“扶持一批品牌培育和運營專業服務機構，開展品牌管理諮詢、市場推廣等服務”；《國務院關於加快科技服務業發展的若干意見》（國發〔2014〕49 號）將“科技諮詢服務”作為加快發展科技服務業的重點任務，鼓勵發展“管理諮詢”等科技諮詢服務業。

本國家標準的制定，將直接推動管理諮詢領域的標準化進程，回應國務院相關檔的精神。

(2) 有助於促進我國行業的規範發展。



從管理諮詢行業現狀來看，缺乏統一的行業標準和健全的行業自律，機構建設及從業人員水準參差不齊，嚴重影響了諮詢服務品質的提高。

管理諮詢行業的發展需要標準化工作在如下方面提供同步的支持，包括管理諮詢過程方面，實現管理諮詢事前、事中、事後過程的秩序化與效率最優；管理諮詢從業人員方面，開展評價、培訓及業績考核的標準化工作，進而提升從業人員整體水準；管理諮詢機構方面，健全機構工作激勵和約束機制，增強行業發展動能與活力；管理諮詢品質方面，在基本構成要素或環節設立相關標準，保證行業整體服務供給的品質。

(3) 有助於提高我國行業的綜合競爭力。

國外的諮詢業已經成為一個發展迅速的知識型產業部門，被列為高層次知識產權中的重要領域，成立了很多具有很高水準和威望的諮詢公司。

美國 75%的企業都要請教諮詢公司，日本 50%的企業要在諮詢顧問的幫助下改善管理。

2011 年歐洲就發佈了 EN16114:2011“Management consultancy services”《管理諮詢服務》，這意味著歐洲的管理諮詢市場在行業成熟度方面已經達到了國際領先水準，歐洲各國推動該項歐洲標準在 ISO 制定為國際標準，標誌著在國際範圍內已經達成了對於該項國際標準的共識。

我國的管理諮詢行業的發展水準和西方國家相比，存在較大差距。

要規範我國管理諮詢行業的發展，提高行業的綜合競爭力，必須要立足該項國際標準的要求，進而謀求更遠發展。

(4) 有助於健全我國國家標準體系。

《國務院辦公廳關於印發國家標準化體系建設發展規劃（2016-2020 年）的通知》（國辦發〔2015〕89 號）在“服務業標準化重點”提到加強科技諮詢、標準化服務等服務業標準化體系建設及重要標準研製。

儘快發佈科技諮詢和標準化服務相關的國家標準，將有助於健全服務業領域的國家標準體系，全面提高新興服務領域標準化水準。

中國標準化研究院作為國內技術對口單位，於 2014 年 10 月起作為 P 成員參與了 ISO 20700 標準 WD 稿制定，在 2015 年 10 月參與了 ISO/PC 280 第三次全體會議對標準 CD 稿的討論和修改，並於 2016 年 10 月承辦了 ISO/PC 280 第四次全體會議，參與了對標準 DIS 稿的討論和修改，作為歸口單位承擔 ISO 20700 國際標準。

範圍和主要技術內容

本標準將使用翻譯法，等同採用 ISO 20700:2017 “Guidelines for management consultancy services”《管理諮詢服務指南》，該國際標準基於國際領先的眾多管理諮詢服務提供商及其客戶的研究與經驗，在國際利益相關方協商一致的基礎上給出關於完善管理諮詢服務規範、執行、成果驗收和終止的建議。本標準將在廣泛調研我國國情、深入分析我國管理諮詢行業現狀和發展趨勢、充分結合我國管理諮詢行業標準化需求的基礎上，從範圍、規範性引用檔、術語和定義、原則、簽約、執行、終止等板塊出發，以便提高客戶與管理諮詢服務提供商之間的透明度和理解力，進而推動諮詢專案產生更好的成果，為我國管理諮詢行業標準化工作提供科學依據和技術準則，促進我國管理諮詢行業的規範發展，全面提升我國管理諮詢行業的綜合競爭力。ISO/PC 280 管理諮詢標準化技術委員會成立以來，我院作為國內技術對口單位，積極參與該技術委員會的國際標準化活動，在 ISO 20700:2017 制定過程中全面反映了我國的標準化訴求，能夠確保該項國際標準符合我國管理諮詢行業發展的需求，因此選擇等同採用為我國國家標準。

Reference:

<https://std.samr.gov.cn/gb/search/gbDetailed?id=6F6F168404F45547E05397BE0A0A3509>



ICMCI

The International Council of Management Consulting Institutes (ICMCI) has since 1987 been the professional body worldwide for management consultants. ICMCI since 2013 is called CMC-Global.

CMC-Global (ICMCI) is the international Management Consulting professional body, comprised of individual country-based, member Institutes of Management Consulting (IMCs). ICMCI works with many industry leaders, with academia, with consulting firms of all shapes and sizes, and have built a common standard for the individual certification of professional management consultants.

When you join a member IMC, you are also joining a global community of trusted, ethical, and committed colleagues. When you become a "Certified Management Consultant" (CMC) through IMCHK, you have shown that you possess the knowledge, competence, commitment and peer acceptance, that you are a true professional.



Nomination of ICMCI Academic Fellow

Academic Fellows of CMC-Global are professors (also assistant / associate / adjunct professors) whose research and/or teaching of internal or external management consulting at a publicly accredited university is deemed by peer reviews to be of a particularly worthy level of excellence. The ICMCI Academic Fellow designation is intended to be a mark of distinction which recognizes academic practitioners from around the world who have contributed to the study and teaching of management consultancy. It will be awarded by ICMCI to suitably qualified individuals based upon the recommendation of the local IMC.

This outreach initiative by CMC-Global and its country Institutes of Management Consulting is designed to build a closer link between Academia and the professional body, enhance exposure of the CMC designation to students, and to develop the intellectual capital of the global CMC community.

Benefits to the Academic Fellows include:

- Academic and professional profile arising from the appointment along with international peer recognition.
- Publication opportunities for their research via ICMCI channels.
- Invitations to conferences and meetings with the opportunity to showcase their applied research and publications.
- Support for appropriate research projects within the management consulting field, in terms of providing industry contacts and primary research respondents, along with endorsement of funding applications.
- Support for major student projects through CMC client introductions or directly for CMC practitioners.
- Once recognized, the ability to use the post-nominal designation CMC-AF.

IMCHK would like to represent Hong Kong to nominate the candidate of Academic Fellows with the following eligibility criteria:

- The candidate must hold a position at a recognized academic institution, specifically a publicly accredited university within his/her country.
- The candidate must be engaged in research and/or teaching within the external or internal management consulting field.
- The candidate can also be a practicing CMC who holds a part-time teaching or research role at a recognized publicly accredited university within his/her country. Such a teaching appointment would be on an adjunct, instructor or associate faculty basis with such a position.

IMCHK members may suggest potential candidates of Academic Fellows to IMCHK Council. IMCHK Council will identify the suitable candidates and process the nomination of Academic Fellows in January of each year.



**IMCHK Council
Members**

(2023 ~ 2024)

President:

Mr. Daniel Chan

Vice President:

Mr. Philip Wai

Honorary

Secretary:

Dr. Samson Ma

Honorary

Treasurer:

Ms. Ridy Suen

Council Members:

Mr. Share Tai Ki

Mr. Amana Wong

Mr. John Lai

Ms. Ada Wong

Mr. Allan Lee

Mr. Eric Lo

About ISO 20700:2017



ISO 20700:2017 Guidelines for Management Consultancy Services

This important role of management consulting in a modern economy and society has been the arena of CMC-Global for more than 30 years.

As part of its role as the self-regulatory body of the management consulting profession, ICMCI took the lead in initiating the production of the ISO 20700:2017 standard. This initiative came from its values to promote innovation, differentiation, ethical behaviour, service excellence, and continued improvement, with the customer focus as the core, to enhance transparency and understanding between clients and management consultancy service providers.

The contributions of CMC-Global lead to a modern standard that meets the requirements of clients as well as the management consulting industry by re-enforcing good consulting practices and ethical behaviour among practitioners, while focusing on outcomes by defining state-of-the-art successful assignments and accommodating the different cultures, size of projects, and approaches to consulting.

The focus on clients was with the purpose of providing them with a tool to assist in identifying and selecting professional providers that demonstrate good professional practices, as well as means to evaluate services received. This provides clients of management consultancy services with the assurance of professional behaviour and enhances trust that is based on a systematic scheme for consulting.

In order to provide practical and hands-on support for management consultants in demonstrating their work according to the ISO 20700:2017, CMC-Global has also developed a self-declaration checklist to the ISO 20700:2017 Guidelines for management consultancy services.

Links to press releases from ISO website:

<https://www.iso.org/news/2016/04/Ref2060.html>

<https://www.iso.org/news/ref2160.html>

<https://www.iso.org/news/2016/05/Ref2080.html>

Institute of Management Consultants Hong Kong

Visit IMCHK's website at www.imchk.com.hk

