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About IMCHK

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

While we are counting down to the New Year 2021, I think everyone of us would tend to agree that 2020 is a memorable yet unusual year filled with challenges and anxieties.

Looking back on the past history, difficult times often inspire new creation and even accelerate change. The COVID-19 pandemic crisis has brought about many changes and innovations in the way we think and work. For example, we have seen widespread use of innovative methods and technologies by business entities to stay engaged with their customers. As management consultants, we are always one of the enablers to help organizations solve their problems innovatively and even transform their businesses to fit in the new normal.

The same happened to IMCHK where we successfully convened our Annual General Meeting in October and enabled 21 CMCs trained in ISO20700:2017 Self-declaration Checklist in late November through the use of virtual collaboration tools. These tools were never a priority in the past when we were able to meet face-to-face, but it could become our new or alternative mode of delivery in future training and meetings.

This year has not been easy for anyone, but each of us in the IMCHK family has tried to focus on what we can do best. Once again, thank you for being a part of our community and we look forward to a better year of 2021.

On behalf of the IMCHK Council, wish you a safe and happy festive season with your loved ones!

With warm regards,

Daniel Chan, CMC
President, IMCHK



IMCHK Activities

Hong Kong - List of ISO 20700 Accredited Trainers

IMCHK Council Members joined the ICMCI ISO 20700 Trainer Training on 2 October 2020 and 9 ISO 20700 trainers were accredited and certified by ICMCI in Hong Kong.

Daniel Chan, CMC

Wai Bo Wah, CMC

Barkis Kim Nang Ip, CMC

Lai Shiu Lun John, CMC

Suen Yee Mai, Ridy, CMC

Samson Ma Chi Wai, CMC

Wong, Siu Hung Patrick, CMC

Wong Chun Wah, CMC

Share Tai Ki, CMC

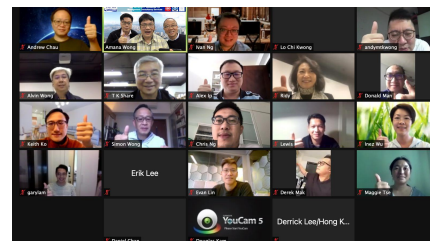
<https://www.iso20700.org/node/1091>



ISO 20700:2017 Training for CMC Members

The ISO 20700:2017 Guidelines For Management Consultancy Services training was arranged on 28/11/2020 (Saturday) 0900-1300 / 4 hours (via Zoom). A total 20 CMCs joined the training. The training aims to improve the transparency and understanding of consultancy assignments between management consultants and their clients. This was a half-day training on ISO 20700:2017 Guidelines for Management Consultancy Services which was specially organized by IMCHK for Certified Management Consultants. The Program outline included:

- A. Pre-course Study
- B. Zoom Training (0900 – 1300, 4 hours)
 - 1. Introduction by Chairman (20 mins)
 - 2. Small Corp Case Review & Q&A (45 mins)
 - 3. Grouping into 3 small teams (5mins)
 - 4. Break (15 mins)
 - 5. Medium Corp Case group discussion (60 mins)
 - 6. Group Presentation & Q&A @15mins x 3 (45 mins), Presenting key point samples (15mins)
 - 7. Closing by Vice-Chairman (20 mins)



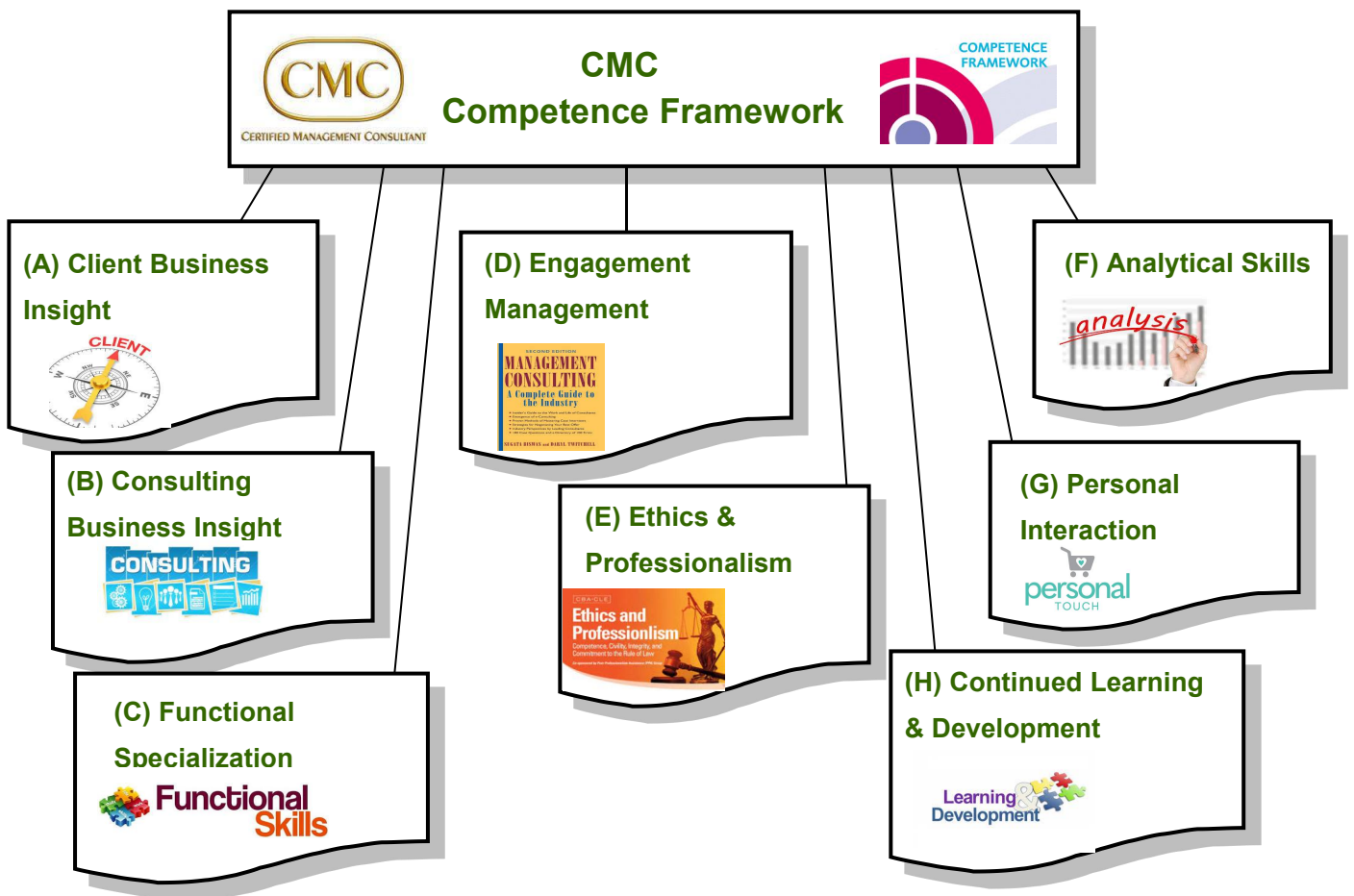
IMCHK Annual General Meeting (AGM) 2020

The AGM 2020 was convened on 22 October 2020 (Thursday) 20:00 - 21:30 (via Zoom). The AGM agenda included:

- 1. To receive from the Council and adopt a report of the activities of the IMCHK for the preceding year;
- 2. To approve the audited accounts of the IMCHK;
- 3. To authorize the Council Members to appoint an Auditor and determine the Auditor's remuneration;
- 4. To elect the Council for October 2020 to September 2022;
- 5. A.O.B.



Certified Management Consultant (CMC) Competence Framework (CMC002a)



CMC Competence Framework cover the professional competences that management consultant should develop

(A) Client Business Insight - Understands the internal and external factors impacting on the project

A1 Client understanding - Understands core business structures, processes, management and disciplines of client

A2 Client business knowledge - Studies the client's business and industry

A3 External awareness - Analyze the external impact (e.g. political, economic, social, technological, legal and environmental factors)

(B) Consulting Business Insight - Understands the management consultancy environment and its commercial aspects

B1 Consultancy business knowledge - Studies the structure and operation of consultancy (e.g. cash flow, profit and loss, intellectual property, risk management, local laws and regulations)

B2 Commercial aspects of assignments - Commercial awareness/participates, and understand the situation of job assignment (e.g. management, resource, skills, capability, pricing, scope, risk, negotiation)



(C) Functional Specialization - Recognized as an expert in own discipline

C1 Functional knowledge and skills - Builds technical expertise through education, qualifications and work experience

C2 Sectorial knowledge and experience - Demonstrates knowledge of the sector in which work is carried out

(D) Engagement Management - Determines the scope of client assignments. Manages client and other stakeholders' expectations. Engages expertise of others where appropriate

D1 Client Focus

D2 Assignment Management (*Manages client assignments effectively, Delivers timely solutions while balancing priorities and managing time effectively*)

D3 Consulting Knowledge (Captures, shares and applies knowledge in a structured way relevant to the engagement needs)

D4 Consulting Process Techniques (Uses a range of techniques, including facilitation, coaching and mentoring to deliver solutions of mutual benefit)

D5 Tools and methodologies (Selects and uses appropriate tools and methodologies)

D6 Risk and Quality Management (Defines risk criteria, identifying, mitigating and managing risks and outcomes, Defines quality standards, ensuring quality of delivery and client satisfaction)

(E) Ethics and Professionalism - Operates with professionalism and integrity in all aspects of role including conduct, adhering to codes of practice and working in the best interests of the client

E1 Demonstrating ethical behaviour

E2 Demonstrating professional behaviour

(F) Analytical Skills - Applies analytical and pro-active thinking to ensure the best support to client solutions

F1 Problem solving

F2 Decision making and recommendation

F3 Innovation

(G) Personal Interaction (Capability) - Takes and maintains responsibility for actions and impact of selected course of action on others, - Handles complexity in the operating environment, - Interacts effectively with others to achieve desired outcomes, - Demonstrates influencing skills, - Demonstrates communication skills

G1 Taking responsibility for own actions

G2 Handles complexity, G3 Interacts effectively with others

G4 Demonstrates influencing skills

G5 Demonstrates communication skills

(H) Continued Learning and Development - Plans self-development and shows track record of personal growth

H1 Self-development and actively seeks out new and appropriate tools



ISO20700:2017 for Management Consultancy Services

ISO 20700:2017

Certified Management Consultant



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, CMC-Global (ICMCI) took the lead in initiating the production of the ISO 20700 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 behavior** 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, CMC-Global has also developed a **self-declaration checklist** to the ISO 20700:2017 Guidelines for management consultancy services.

CMC-Global makes checklist in a "**Train the Trainer**" training provided to all its **IMCs** to accredit them to provide the training to their Management Consultants (MCs) and Certified Management Consultants (CMCs), with a certificate issued by the **IMCs** and **ICMCI**.

The self-declaration list (comprising of approximately 50 questions) accommodates all sizes of projects ("**Small**", "**Medium**", "**Large/Complex**") according to each consulting phase and ensures common understanding between provider and the recipient of the service.



Hong Kong - List of ISO 20700 Trained Consultants

A total 40 Certified Management Consultants (CMCs) of Institute of Management Consultants Hong Kong (IMCHK) were certified through the ISO20700:2017 training. The ISO 20700 trained CMCs are listed on the ICMCI website

<https://www.iso20700.org/node/1117>

Daniel Chan, CMC, Cheng Chi Keung, Anthony, CMC, Chu Siu Ou Porson, CMC, Barkis KN IP, CMC,

Hoi Yan Chow, CMC, Kai Chung, YIP, CMC, KF Cheng, CMC, Kwan Kam Wing, CMC,

Lai Shiu Lun, John, CMC, Lui Wing Hung Samson, CMC, Ma Chi Wai, CMC, IP Man-tin David, CMC

Share Tai Ki, CMC, Suen Yee Mai, Ridy, CMC, Wan Chung Kenneth Chan, CMC, Wai Bo Wah, CMC

Wong Siu Hung Patrick, CMC, Wong chun Wah, Alvin, CMC, Yau Sing-Man, CMC, Yung Kin Yee, CMC

Chan Ying Chiu, CMC, Chau Hon Chung, Andrew, CMC, Erik Lee, CMC, Evan Lin, CMC,

Fung, Chiu Fai Lewis, CMC, IP Lun Shu, CMC, Kam Shu Tak, Douglas, CMC, Keith, KO Yuk Wing, CMC

Kwong Man Tit, Andy, CMC, Lam Wai Keung, Gary, CMC, Derrick Lee, CMC, Lo Chi Kwong, CMC

Mak Yau Ting, CMC, Man Kwok Leung, CMC, Dr. Ng Chun Pang, Ivan, CMC, Ng Shu Kong, Chris, CMC

Simon K. Wong, CMC, Tse Sau Han Maggie, CMC, Wong Man Fai, Amana, CMC, Inez Wu, CMC

ISO 20700 trained Certified Management Consultants may use the ISO 20700 Logo on their name card to present their professional standard in providing management consultancy services.



IMCHK Corporate Membership



The Consulting Industry in Hong Kong is one of the most professional in the world and ranks with the world's best in certain consulting areas.

The **Institute of Management Consultants Hong Kong, IMCHK**, is the professional body that sets and maintains high standards of quality, independence, objectivity, and integrity for Certified Management Consultants (CMC). The Institute pursues its goals through negotiations with the Government, major consulting firms and clients principally in Hong Kong but also in Greater China on standards, methods of consultant selection, methodologies and best practices, training and development, resolution of disagreement, and discipline and ethics.

Demonstrate Commitment to Clients, become a Corporate Member of IMCHK

Corporate Membership allows companies to gain exposure to leaders, access to standards of management consultancy and demonstrate competitive advantages of service to the industries. IMCHK offers corporate membership for member's companies that want to signify their service commitment and ethical practice to industries.

IMCHK Corporate Membership allows companies of corporate members to access IMCHK management consulting resources and knowledge, helps companies share and expand network with other corporate members to uplift their competitive edge in the industries.

The program provides IMCHK Corporate Members with opportunities to demonstrate themselves to the communities and industries that they committed to provide quality, professional and conscientious services to their clients as well as strengthen their business competition and development in industries.

Corporate Membership benefits

Post the Corporate Membership on IMCHK website

Access to the resources of IMCHK

Share resources, supports and network with IMCHK Corporate Members

Share knowledge, technologies and skills with members of IMCHK

Join training sessions, workshops and seminars of IMCHK

(6) Join and nominate service awards of IMCHK

(7) Join IMCHK seminar and discussion on Greater Bay Area development



Who is eligible to apply?

An organization providing consulting services to clients in Hong Kong or China and

1. with at least one Certified Member (CMC) or Certified Fellow (FCMC or FIMC) is working at senior level of its companies , or
2. agrees to nominate at least one of their staff in senior position to become a Certified Member (CMC) within one year,

is eligible to be an IMCHK Corporate Membership.

IMCHK Corporate Membership Scheme

(Be part of consulting service development program for the Greater Bay Area)

The Corporate Membership scheme is the major development program of IMCHK in coming years to expand and promote management consultancy to businesses, industries, and professional institutions in Greater Bay Area. The Corporate Membership scheme will be the part of the development program of our individual members to support the professional consulting services in Greater Bay Area.

The scheme of membership includes:

Corporate membership fee

The one-time registration fee is HK\$ 1,500.

The member's annual subscription is based on the number of individual members of the relevant employer organization.

- (1) Annual subscription for a business firm is HK\$9,000.
- (2) Annual subscription for an SME is HK\$6,000.

Terms of individual members under the Corporate Membership Scheme

- (1) Eligible to be selected to the committee of IMCHK Council
- (2) Join workgroups (sub-committees, such as specific Greater Bay Area development workgroup) under the IMCHK Council
- (3) Be Invited to join special meetings of specific industries with IMCHK Council

Corporate Membership packages

- (1) List and post the company name on IMCHK website
- (2) Receive and post IMCHK certificate of Corporate Membership in office
- (3) Promote company profile and services at IMCHK annual activities and Greater Bay sharing activities

Enquiry and application please contact IMCHK administration

Secretary Office Tel (852) 28562018 Fax (852) 28667052 e-mail: adminsec@imchk.com.hk



CMC- Global Directory



The consulting industry is at a state of change, as are most industries in to-day's world. The globe is shrinking, and our ability as consultants to interact with peers is becoming increasingly important. The CMC-Directory provides us, as Certified Management Consultants, a means to find each other, and to be in touch with each other. As a bonus, as our Directory grows, we will be a place where potential clients can also find us. You are one of over 8,000 CMCs that work around the Globe. This is your opportunity to engage with like-minded CMCs so you can leverage this unique resource in your own practice. Registration is simple. Enter your LinkedIn URL and the relevant information and your photo will be transferred. Then complete the profile information to let your fellow members know of your areas of expertise.

Special Offer - Subscribe before October 2021 and get a 75% Discount Join the CMC-Global Directory and take advantage of the special offer of €25

Reach out to fellow CMCs to collaborate on project team formation and make yourself available to their teams. The price, €100 per year, is a very good deal for the CMCs who are first to join – join now to meet new colleagues and help build this new Directory into an amazing resource for all CMCs.

Here are some of the benefits you can already enjoy:

Promote your international profile and your own practice by letting everyone know you are a member of the CMC-Global Directory.

- Share knowledge. Ask questions and gain advice easily from colleagues
- Learn together at regular virtual meetings where you can hear from an expert and then participate in the discussion.
- Be at the front of the line. Global projects looking for project team members will be promoted through the Directory. As the directory grows, we will develop relationships with those seeking specialized services.

For more details you can visit cmcdirectory.cmc-global.org



IMCHK Council Members

(2021 ~ 2022)

President:

Mr. Daniel Chan

Vice President:

Mr. Philip Wai

Honorary Secretary:

Dr. Samson Ma

Honorary Treasurer:

Ms. Ridy Suen

Council Members:

Mr. Alvin Wong

Mr. Antony Yip,

Mr. Share Tai Ki

Mr. Barkis Ip

Mr. John Lai

Mr. Patrick Wong

Ms. Ada Wong

Professional Training



ISO 20700, A Standard for Outstanding Practices (2-hour talk for introduction), 2 CPD units

Introduction to ISO 20700 (Understand client's expectation towards the consultants & service providers), Face-to-face or Online <https://www2.hkma.org.hk/general/GSOP/>

Time: 23 April 2021 (Fri) 3:30 - 5:30pm, Application Deadline: 16 April 2021 (Fri)



ISO 20700 Training for Consultants & Service Providers (1-Day Training) , 7 CPD units

Providing ISO 20700 training and certification to consultants or service providers (Enhance service quality & build trust with clients),

Face-to-face or Online <https://www2.hkma.org.hk/general/GISO/>

Time: 8 May 2021 (Sat) 9:00am -5:00pm, Application Deadline: 1 May 2021 (Sat)



Executive Certificate in Change Management in the Digital Transformation Era, 35 CPD hours

Equipping knowledge to adopt digital economy and transformation, understanding concepts, theories and approaches of change management in Digital World, acquiring skills and tools for leading, managing and presenting in business innovation.

Time: 5 days (on Saturday), Start Date: To be advised and re-schedule after COVID-19.

<https://hkuspace.hku.hk/prog/exe-cert-in-change-management-in-the-digital-transformation-era>

Institute of Management Consultants Hong Kong

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

