

## DIN EN ISO 20700



ICS 03.100.01

Supersedes  
DIN EN 16114:2011-12

**Guidelines for management consultancy services (ISO 20700:2017);  
English version EN ISO 20700:2018,  
English translation of DIN EN ISO 20700:2019-01**

Leitlinien für Unternehmensberatungsdienstleistungen (ISO 20700:2017);  
Englische Fassung EN ISO 20700:2018,  
Englische Übersetzung von DIN EN ISO 20700:2019-01

Lignes directrices relatives aux services de conseil en management (ISO 20700:2017);  
Version anglaise EN ISO 20700:2018,  
Traduction anglaise de DIN EN ISO 20700:2019-01

Document comprises 39 pages

Translation by DIN-Sprachendienst.

In case of doubt, the German-language original shall be considered authoritative.

*A comma is used as the decimal marker.*

## **National foreword**

The text of ISO 20700:2017 has been prepared by Technical Committee ISO/TMBG “Technical Management Board – groups” and has been taken over as EN ISO 20700:2018 by Technical Committee CEN/TC 381 “Management consultancy services” (Secretariat: UNI, Italy).

The responsible German body involved in its preparation was NA 159 BR *Beirat des DIN-Normenausschusses Dienstleistungen* (Board of DIN Standards Committee Services). The EN Standard was developed without the participation of German experts.

The DIN documents corresponding to the international documents referred to in this document are as follows:

ISO 9001:2015	DIN EN ISO 9001:2015-11
ISO 14001	DIN EN ISO 14001
ISO 21500:2012	DIN ISO 21500:2016-02
ISO 22301:2012	DIN EN ISO 22301:2014-12
ISO 26000:2010	DIN ISO 26000:2011-01
ISO 37001	DIN ISO 37001

## **Amendments**

This standard differs from DIN EN 16114:2011-12 as follows:

- a) the standard and all annexes have been restructured and extensively revised;
- b) an informative Annex A on supplementary information on ISO standards has been included;
- c) an informative Annex B on examples of typical stakeholders has been included;
- d) an informative Annex C on the basic structure of consulting activities has been included;
- e) an informative Annex D on examples of guidelines for MCSPs for a code of conduct has been included;
- f) an informative Annex E on examples of guidelines to manage conflicts of interest has been included;
- g) an informative Annex F on examples of criteria to evaluate capability has been included;
- h) an informative Annex G on examples of guidelines for MCSPs for typical risk management has been included;
- i) an informative Annex H on examples of typical understanding activities “pre-assignment” has been included.

## **Previous editions**

DIN EN 16114: 2011-12

**National Annex NA**  
(informative)

**Bibliography**

DIN EN ISO 9001:2015-11, *Quality management systems — Requirements (ISO 9001:2015)*

DIN EN ISO 14001, *Environmental management systems — Requirements with guidance for use*

DIN EN ISO 22301:2014-12, *Societal security — Business continuity management systems — Requirements (ISO 22301:2012)*

DIN ISO 21500:2016-02, *Guidance on project management (ISO 21500:2012)*

DIN ISO 26000:2011-01, *Guidance on social responsibility (ISO 26000:2010)*

DIN ISO 37001, *Anti-bribery management systems — Requirements with guidance for use*

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English Version

## Guidelines for management consultancy services (ISO 20700:2017)

Lignes directrices relatives aux services de conseil en  
management (ISO 20700:2017)

Leitlinien für Unternehmensberatungsdienstleistungen  
(ISO 20700:2017)

This European Standard was approved by CEN on 6 May 2018.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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