

## International Service Providers

Names	Description of ISQM 1 Products & Services	Retail Price	Discounted Price for ICAP members
<b>1. Mercia Group Ltd.</b>			
Products and Services	<b>1. International Quality Management Manual (International)</b>  Mercia offer prices for the manual according to the number of audit partners in the firm as follows: <ul style="list-style-type: none"> <li>1 Audit Partner</li> <li>2-4 Audit Partners</li> <li>5-9 Audit Partners</li> <li>10+ Audit Partners</li> </ul> <b>Mercia is offering 10% discount to ICAP members on ISQM Manual.</b>	<b>Annual subscription</b>	<b>Annual subscription</b>
		£350	£315
		£585	£526.50
		£820	£738
		Price on application	Price on application
	<b>2. ISQM trainings</b>	£199	
	<b>3. ISQM reviews</b>	Price on booking	
Features of the product	The ISQM Manual (International) can be browsed online or downloaded in <b>Microsoft Word or PDF</b> .  <b>Manual includes:</b> <ul style="list-style-type: none"> <li>Database of potential risk assessment tool.</li> <li>Quality control checklists.</li> <li>Quality management policies.</li> <li>Staff appraisal forms and processes</li> </ul> <b><u>Contents of the Manual</u></b> includes: <ul style="list-style-type: none"> <li>General requirements of developing a system of quality management.</li> <li>ISQM 1 risk assessment: <ul style="list-style-type: none"> <li>Risk assessment tool and example quality management policy.</li> <li>Template – Assessing your Service Provider</li> <li>Template – Annual declaration form for individuals</li> <li>Template – Fit &amp; proper form for staff</li> </ul> </li> </ul>		

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	<ul style="list-style-type: none"> <li>Staff appraisal form</li> <li>ISQM 1 Monitoring and Remediation: <ul style="list-style-type: none"> <li>Example quality management policy and quality control procedures program.</li> <li>Internal quality control checklist.</li> <li>Cold file review summary and review checklist.</li> <li>Root cause analysis program.</li> </ul> </li> <li>Support with other ISQM requirements -networks.</li> <li>ISQM 2 engagement quality review: <ul style="list-style-type: none"> <li>Example engagement quality review policy and</li> <li>EQ engagement forms</li> </ul> </li> </ul>		
How does it cater the bespoke nature of ISQM?	Risk assessment database with over 100 risks.		
	<b>Training Modules:</b>  There are 3 online on demand training modules which cover following areas: <ol style="list-style-type: none"> <li>Monitoring and Remediation (1 hour)</li> <li>Root cause analysis (1.5 hour)</li> <li>The annual evaluation (1.5 hour)</li> </ol>		
Web link:	<a href="https://www.mercia-group.com/support-overview/isqm/">https://www.mercia-group.com/support-overview/isqm/</a>		
Contact details	Hannah Howe FCA, Key Accounts Director <a href="mailto:Hannah.Howe@mercia-group.com">Hannah.Howe@mercia-group.com</a> <b>Telephone:</b> 0116 258 1203		
<b>2. PCP (Proactive Consulting for Practitioners Limited)</b>			
<b>Products and Services</b>	<ul style="list-style-type: none"> <li><b>ISQM Manual (International) (One - time purchase)</b></li> </ul>	£350	£280
	<ul style="list-style-type: none"> <li>Online ISQM 1 Training Tool</li> </ul>	£125 (likely to increase to £175)	£100
	<ul style="list-style-type: none"> <li>ISQM package (ISQM Manual + 12-month access to training)</li> </ul>	£425 (likely to increase to £475)	£340

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	<b>Discount available to ICAP members</b> (ISQM Manual + 12-month online training)	20%	
	<b>Discount code for ICAP members</b>	"ICAP20"	
	- ISQM reviews	Price on booking	
Features of the product	<p><b>ISQM Manual</b> comprise of three volumes:</p> <ol style="list-style-type: none"> <li>1. Risk Assessment;</li> <li>2. Policies and Procedures; and</li> <li>3. Templates and Forms, including a section on root cause analysis.</li> </ol> <p><b>PCP's Training Modules</b> are divided into four pre-recorded sections, totaling approximately 4 hours, and cover ISQM 1 generally.</p> <p>The training includes presentation slides, can be viewed multiple times by the purchaser.</p>		
Who is the target audience?	Various sizes of firms.		
How does it cater the bespoke nature of ISQM?	Customizable Toolkit.		
Access limited to a single user or shared across multiple team members	Can be used by multiple team members after one time purchase by the firm.		
Web link:	<p><a href="https://www.pcplimited.com/shop/">https://www.pcplimited.com/shop/</a></p> <p>(On purchase from the PCP online shop practitioners are provided with their own dedicated account where they are able to access and download PCP products. A discount code to be used by ICAP members when checking out from the online shop).</p>		
Contact details	<p>Margaret - <a href="mailto:Margaret@pcplimited.com">Margaret@pcplimited.com</a></p> <p>Director: Michael Scott - <a href="mailto:Michael@pcplimited.com">Michael@pcplimited.com</a></p>		

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<b>3. Croner-I Quality Management Tool</b>			
Products and Services	<p>ISQM contents are included in <b>Audit Quality and Compliance program</b> area of Navigate Audit</p> <ul style="list-style-type: none"> <li><u>3 years</u> <ul style="list-style-type: none"> <li>1<sup>st</sup> user</li> <li>Additional users</li> </ul> </li> <li><u>5 years</u> <ul style="list-style-type: none"> <li>1<sup>st</sup> user</li> <li>Additional users</li> </ul> </li> </ul> <p><b><u>Insight courses</u></b> (Audit and Accounting CPD)</p> <ul style="list-style-type: none"> <li><u>3 years</u> <ul style="list-style-type: none"> <li>1<sup>st</sup> user</li> <li>Additional users</li> </ul> </li> <li><u>5 years</u> <ul style="list-style-type: none"> <li>1<sup>st</sup> user</li> <li>Additional users</li> </ul> </li> </ul> <p><i>*Guidance and tools are based on the UK version of ISQM (UK) 1. The UK standard contains everything that is in the international standard but has some additions highlighted in grey on our platform and so are easy for your users to spot.</i></p>	<p>£54 / month £10.8/ month</p> <p>£48 / month £9.6 / month</p> <p>£45 / month £6.75/ month</p> <p>£40 / month £6 / month</p>	
Features of the product	<p><b><u>Sections</u></b> of ISQM includes:</p> <ol style="list-style-type: none"> <li><a href="#">Overview and scope of ISQM (UK) 1</a></li> <li><a href="#">The ISQM (UK) 1 risk assessment process</a></li> <li><a href="#">Components of the quality management system</a></li> <li><a href="#">Evaluating the quality management system</a></li> <li><a href="#">Documentation of the quality management system</a></li> <li><a href="#">Monitoring and remediation under ISQM (UK) 1</a></li> <li><a href="#">Networks under ISQM (UK) 1</a></li> <li><a href="#">Service providers under ISQM (UK) 1</a></li> </ol> <p><b><u>Tools</u></b> available are:</p> <ol style="list-style-type: none"> <li><a href="#">Quality Management Tool</a> (contains risk list of all the required objectives, risk identification phase, Progress checklist, many to one / one to many mapping of objectives, Monitoring and Remediation tab etc.)</li> </ol>		

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	<ol style="list-style-type: none"> <li><a href="#">Record of Findings Tool</a> (collate all your findings and then determine which are considered to be a deficiency requiring a root cause analysis to be performed).</li> <li><a href="#">Root Cause Analysis Tool</a> (that can help you to perform RCA and to bring issues on surface)</li> <li>Example Files showing how the QM tool and RCA tool can be used.</li> </ol> <p><a href="#">Insight courses</a> on ISQM 1 includes the following features:</p> <ol style="list-style-type: none"> <li>15 – 30 minutes in length.</li> <li>Includes knowledge check questions, resources and a certificate of completion.</li> </ol>		
Web link:	<a href="https://library.croneri.co.uk/cch_uk/naaqm-02/qm1-1">https://library.croneri.co.uk/cch_uk/naaqm-02/qm1-1</a>		
Who is the target audience?	Various sizes of firms.		
How does it cater the bespoke nature of ISQM?	Flexibility for firms to edit and customize the toolkit as needed.		
<b>4. Insight training UK</b>			
Products and Services	- ISQM Toolkit	£250 + VAT	
	- ISQM Risk Assessment Questionnaire	Free	
	- Training, Consultancy and Workshops (ISQM)	Price available on booking	
	- ISQM Reviews		
Features of the product	<p><b>ISQM Toolkit</b> comprise of three parts:</p> <ol style="list-style-type: none"> <li>Quality objectives and risks</li> <li>Risk assessment and responses</li> <li>Monitoring and remediation</li> </ol> <ul style="list-style-type: none"> <li>Toolkit prompts for several likely risk areas; it doesn't contain a 'bank' of these and certainly doesn't set out a list of preloaded responses.</li> <li>Toolkit includes a resource pack with additional documents.</li> </ul>		

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	<p><b>Risk assessment questionnaire</b> comprise of 40 questions pertaining to following topics:</p> <ol style="list-style-type: none"> <li>1. Governance and leadership</li> <li>2. Ethics</li> <li>3. Acceptance and continuance</li> <li>4. Engagement performance</li> <li>5. Human resources</li> <li>6. Other resources</li> <li>7. Information and communication</li> <li>8. Monitoring and remediation</li> </ol>		
Web link:	<a href="https://insight-training.co.uk/isqm/">https://insight-training.co.uk/isqm/</a>		
Who is the target audience?	Firms with fewer than ten audit partners and 100 audits.		
How does it cater the bespoke nature of ISQM?	<ul style="list-style-type: none"> <li>• The documents (in Microsoft Word format)</li> <li>• Provide space for you to identify and assess the quality objectives, the quality risks your firm faces and the responses you need to adopt.</li> </ul>		
<b>5. Falconry360</b>			
<b>Products and Services</b>	<p>Falconry360 enables firms to digitalize their ISQM-1 compliance through automation, integration, and inspection-ready documentation. Through the ISQM-1 Module of Falconry360, firms can:</p> <ul style="list-style-type: none"> <li>• Establish a central risk and control repository aligned with ISQM-1 requirements, covering governance, ethics, client acceptance, engagement performance, human resources, and information systems.</li> <li>• Document and track deficiencies with built-in findings register linked directly to remedial actions and closure status.</li> <li>• Automate workflows for monitoring activities, periodic evaluations, and annual assessments of the SoQM.</li> <li>• Leverage dashboards and reporting to give leadership and partners a real-time view of quality objectives, risks, and remediation progress.</li> <li>• Integrate with other Falconry360 modules (e.g., AML/KYC, performance management, cybersecurity, and training) to</li> </ul>	AED 2,500/- per month	AED 2,200/- per month

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	<p>ensure quality management is not siloed but embedded across the firm's operations.</p> <ul style="list-style-type: none"> <li>Support inspections and regulatory reviews by providing inspection-ready documentation, audit trails, and evidence of monitoring, evaluation, and remediation activities.</li> </ul>		
	<p><b>Operationalisation Modules</b></p> <p><b>Engagement Management</b> Streamlines client onboarding and engagement decisions through risk scoring, automated approvals, and regulator-aligned documentation.</p> <p><b>Learning</b> Provides a centralized training hub with automated assignments, CPD/CPE tracking, and performance integration.</p> <p><b>Timesheet Management</b> Captures staff effort with digital timesheets, approval workflows, and utilization tracking, linking time to engagements and enabling productivity, budgeting, and ISQM-1 compliance.</p> <p><b>Cyber &amp; Privacy</b> Safeguards firm and client data with ISO/GDPR-aligned controls, risk assessments, breach management, and dashboards, ensuring cyber resilience and privacy compliance.</p> <p><b>Performance Management</b> Delivers structured appraisals, role-based KPIs, and quality-linked feedback with integration to learning and ethics.</p>	Add-on modules available separately (pricing on request).	
<b>Target Audience</b>	<p>Falconry360 caters to:</p> <ul style="list-style-type: none"> <li>Small firms: affordable entry point with preloaded libraries and simplified workflows.</li> <li>Mid-tier firms: integrated modules without heavy IT investment.</li> <li>Large firms: scalable dashboards, KPIs, KRIs, and inspection-ready automation.</li> </ul>		
<b>How does it cater the bespoke nature of ISQM?</b>	Customizable Objectives, Risks and Controls library for each ISQM-1 component with standard risks integrated into the module, editable templates for different firm sizes, assignment of control owners, one-click dashboard insights for Risk leaders across the firm with integrated KPIs and KRIs.		

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<b>Web link</b>	<a href="https://www.firmgrc.com">https://www.firmgrc.com</a> <a href="https://falconry360.com/firmsgrc/">https://falconry360.com/firmsgrc/</a>		
<b>Contact Details</b>	Mr. Uzair Aman, ACA Senior Manager – GRC Solutions, Falconry LLC. <a href="mailto:contact@falconry.solutions">contact@falconry.solutions</a>		
<b>6. Scribd</b>			
Products and Services	• Auditing documents (quality management manuals etc.)	Free trial 30 days, then \$9.99/month	
	▪ ISQM Test Checklist 2024		
Web links:	<a href="https://www.scribd.com/document/717124539/International-Standards-on-Quality-Management-part-1-ISQM-1">https://www.scribd.com/document/717124539/International-Standards-on-Quality-Management-part-1-ISQM-1</a> <a href="https://www.scribd.com/document/697469809/ISQM-Test-Checklist-2024">https://www.scribd.com/document/697469809/ISQM-Test-Checklist-2024</a>		
<b>7. HAT ISQM Pack</b>			
Products and Services	ISQM 1 pack (on-demand training, risk assessment documentation, completed risk assessment)	£400 + VAT	
Features of the product	ISQM 1 pack includes the following: <ul style="list-style-type: none"> <li>• ISQM 1 compliance pack containing risk assessment and annual review documentation.</li> <li>• Audit Regulatory and ISQM procedures pack</li> </ul>		
Web link:	<a href="https://hatgroup.co.uk/isqm-1-support/">https://hatgroup.co.uk/isqm-1-support/</a>		
Who is the target audience?	From sole practitioners to firms with around a dozen partners		
How does it cater the bespoke nature of ISQM?	The ISQM pack is issued in Word format with a guide on what must be completed and tailored. Firms can add additional guidance or cross-reference to existing procedures.		



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<b>8. Inflo QMS</b>			
Products and Services	Quality Management Solution (QMS creation, risk management, task management)	Price on booking	
Web link:	<a href="https://www.inflo.com/quality-management/">https://www.inflo.com/quality-management/</a>		
Who is the target audience?	Scalable to any firm's size		
How does it cater the bespoke nature of ISQM?	Flexibility to tailor the system to a firm's specific needs through easy customization screens.		
<b>9. Zampa partners</b>			
Products and Services	<ul style="list-style-type: none"> <li>ISQM assessment</li> <li>Customized training</li> <li>Review of completed engagements</li> </ul>	Price on booking	
Services offered	<ol style="list-style-type: none"> <li>Assisting firms in drafting ISQM 1 manual.</li> <li>Review of ISQM 1 manual</li> <li>Assessment of firms' risk assessment procedures</li> <li>Design and implementation of monitoring activities</li> <li>Guidance on annual requirement to carry out evaluation of the firms' system of quality management.</li> </ol>		
Web link:	<a href="https://zampapartners.com/services/audit-engagement/">https://zampapartners.com/services/audit-engagement/</a>		

## Local Service Providers

<b>1. Muhammad Ahsan &amp; Co. Chartered Accountants</b>	
<b>Services offered</b>	- Updating existing quality control policies and procedures to align them with ISQM 1 and ISQM.
	- Capacity-building programs and training sessions
	- Engagement quality reviews and cyclical reviews
	- Annual or interim evaluations of system of quality management
<b>Contact Person</b>	Mohammed Ahsan - <a href="mailto:ahsan@mahsanco.com">ahsan@mahsanco.com</a>