



qualityaustria
Succeed with Quality


Overview of Services

2021/2022

Stand out with quality

Differentiate yourself from competitors!





Introduction
Your benefits

Page 3



Integrated
Management
System

Page 6



Quality

Page 7



Environment
and
Energy

Page 8




Occupational
Health & Safety

Page 9




Construction

Page 10



Public
Administration

Page 10



Automotive

Page 11




Food Safety

Page 12



Health, Social
Services and
Health Tourism

Page 13




Transport

Page 14



Risk, Security and
Compliance

Page 15



Medical
Devices

Page 15



Social
Accountability
(CSR)

Page 16



Excellence
(EFQM)

Page 17



Digital Economy

Page 18



Customized
Products for
Special
Industries

Page 19



INTERNATIONAL TRAINING PROGRAM

We offer a variation of training programs, personal certifications and online courses in different fields. The training courses contained in this brochure are offered in English language as inhouse trainings, on demand virtually and partly as public trainings through selected **qualityaustria** partners.

Train for your success!

www.qualityaustria.com/international-trainings





Dear readers,

2020 is a year we all will remember. Once again, we have been reminded that personal health is our most valuable asset. The coronavirus pandemic has shown us that things we might have taken for granted can change quickly and without warning, that certain challenges do not stop at national borders, and that it is often a small balancing act between professional and private life. During the last year, we have been adaptive, agile and flexible and realized that we can accomplish great things in a short time. We should see 2020 not only as a “catastrophic year”, but make use of the opportunities that arose from it.

ACCELERATED DIGITAL TRANSFORMATION

Digital transformation is on the rise. Not only is a new way of learning, working and communicating now part of our daily lives, but new business ideas are developing even faster and finding fertile ground. We, as Quality Austria, have expanded and adapted our range of services accordingly! Despite this inventiveness we must not forget about the contemporary issues of data protection and information security! The experts of our subsidiary CIS – Certification & Information Security Services GmbH offer a wide range of specialized know-how and services to provide organizations with targeted support.

STRUCTURE IS ESSENTIAL, ESPECIALLY IN TIMES OF CRISIS

In these times of uncertainty, system failure not only affects a company’s reputation, costs money and time, but – in a worst-case scenario – also jeopardizes its very existence. It is now more important than ever to have a well-functioning quality management system according to ISO 9001. This investment of the past years is now paying off! Standards such as ISO 22301 (Business Continuity Management) are an additional, beneficial and helpful tool to avoid business disruptions or disruption of the capability to deliver, and thus be able to quickly resume disrupted activities after an event of crisis. Simultaneously, ISO 45001 (Occupational Health and Safety) provides a holistic preventive approach. An implementation of both standards – ISO 22301 and ISO 45001 – supports organizations in systematically ensuring business continuity and protecting the health of employees.

FOCUSING ON SUSTAINABILITY

In 2020, many organizations have taken greater responsibility in social, societal and ecological matters – not only because consumers are placing greater value on domestic products and sustainability during time of crisis but also, for example, because many business trips have been cancelled or switched to remote appointments. Topics such as compliance with Sustainable Development Goals (SDGs) and the circular economy of companies are coming into focus. Since January 2021, the notification obligation to the new SCIP database also requires companies to submit clear statements on their circular economy, sustainability and transparency of supply chains. Companies with an implemented environmental management system according to ISO 14001 promote environmental protection, improve their environmental performance and act more sustainably.

Whether system and product certifications, assessments, validations, trainings and certifications of persons – we have the right offer for you!

Succeed with quality and best regards,

Konrad Scheiber, CEO Quality Austria

Your qualityaustria benefits

- We have the most extensive scope of accreditation in the field of management systems in Austria.
- We are a source of inspiration and an expert for the Integrated Management System.
- We are a member of the EOQ (European Organization for Quality) and therefore a direct line to a "European certificate".
- We are a center of competence through our participation in various ISO standardization bodies and international certification networks, such as IQNet, EFQM etc.
- We adjust the offer to our customers' needs and support them in focusing on long-term goals.

PAY ATTENTION TO THE ACCREDITATION!

Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH is accredited through the Federal Ministry for Digital and Economic Affairs in the areas of management systems acc. to ISO/IEC 17021-1, certification of persons acc. to ISO/IEC 17024 and certification of products acc. to ISO/IEC 17065.

Fairness, impartiality and validity of our procedures and certification programs are guaranteed and confirmed continuously. We have the broadest accreditation scope in Austria and as an accreditation body we are committed to ensure independence and objectivity.

qualityaustria certificates have an outstanding reputation and are an objective proof of competence due to their internationally accepted processes of examination, assessment and re-certification based on the ISO/IEC 17024 standard.

We offer more than 50 certification programs, most of them are nationally accredited.

More details regarding our accreditations and registrations can be found here:
www.qualityaustria.com/accreditation.

OUR TRAINING DESIGN FOCUSES ON YOUR COMPETENCE AS A KEY TO SUCCESS

The primary objective of our trainings is the increase of competence of all participants on a long-term basis.

This objective goes far beyond the mere imparting of knowledge and is supported by didactic and organizational measures. As for the contents, we put our focus on practice and value creation. Therefore, we combine the newest findings from studies, trend analyses, developments of standards and reports from practice with our practical know-how. With our webinars, online courses and information events we constantly aim to maximize value for our customers by staying on top of latest developments.

qualityaustria PERSONAL CERTIFICATES: RECOGNIZED WORLDWIDE



Due to our accreditation **qualityaustria** personal certificates are recognized worldwide.

You can therefore benefit not only in Austria but worldwide from a qualityaustria personal certificate.



qualityaustria personal certificate



Personal certificate of the European Organization for Quality (EOQ)

qualityaustria BONUS SYSTEM

Benefit from our bonus system for system certification as well as certification of persons! The **qualityaustria** bonus system offers the following options: pioneer bonus, corporation bonus, group bonus, early bird bonus and competence certificate bonus. For further information, please refer to www.qualityaustria.com/en/bonus.

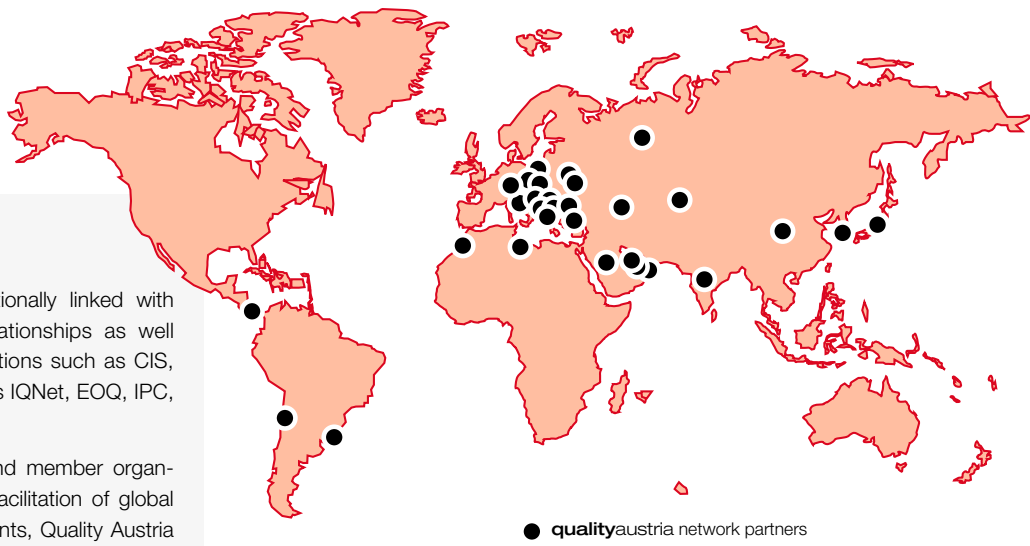


OUR AUDIT PHILOSOPHY: BENEFITS AND VALUE

From the beginning, the qualityaustria audit design has been focused on creating value for our customers.

- Customer expectations significantly influence audit objectives and benefits.
- Auditor competence is of extreme importance.
- Performance and effect of the audited Integrated Management System is crucial.
- People meet each other during an audit.
- Auditing with the right attitude and values leads to the desired audit quality.

Characteristics such as independence, transparency, comprehensibility, professional due diligence, factual illustration, integrity and confidentiality are a given for **qualityaustria** auditors. They comprehensibly contribute to company success within the context of this philosophy. The benefit of the Integrated Management System is reinforced with the recurring audit, which is to be understood as a constructive intervention.



● qualityaustria network partners

AN INTERNATIONAL NETWORK

Quality Austria is nationally and internationally linked with prominent partners and keeps close relationships as well as mutual exchange with partner organizations such as CIS, AMA, ON and industrial clusters as well as IQNet, EOQ, IPC, EFQM and many more.

We cooperate with around 50 partner and member organizations worldwide and thus ensure the facilitation of global know-how. Thanks to regional managements, Quality Austria is nowadays also represented by competent contact persons onsite in Eastern and Southern Europe, North Africa, Asia and South and Central America.

Benefit from our up-to-date, sector-specific and global know-how and choose a reliable partner for almost every region in the world.

For more information visit us at www.qualityaustria.com/en/international.

FIELD-TESTED AND COMPETENT: OUR AUDITORS AND TRAINERS KNOW WHAT THEY ARE DOING

Having more than 1.000 auditors, trainers, assessors and technical experts all over the world, we secure the successful implementation of standards and regulations within the organizations and provide sector and product specific knowledge with a very high focus on practical relevance. More than 10.000 customers in approx. 30 countries and over 6.000 annual participants in our trainings benefit from the long-standing expertise of our organization.

Through our work in bodies active at international and national level and years of experience our clients can rely on an extensive network of competence.

We influence trends, interpret innovation and shape norms actively – therefore, **qualityaustria** clients can always count on being up-to-date and on having competent auditors, trainers, assessors and experts by their side.

We support you by focusing on your long-term goals!

IMPARTIALITY

Quality Austria is aware of the importance of impartiality when acting as a certification body. In order to guarantee objectivity when conducting certification activities, the handling of potential conflicts of interest has been included in the management system of Quality Austria.

qualityaustria EVENTS (in German language)

We see ourselves as a creator of networks and are pleased to invite you, in addition to our annual industry events in the areas of food safety, health and environment and energy, to our 26th qualityaustria forum on March 17, 2021. Initially planned as an online event, it doesn't matter where you are - we will come to you with our exciting program!

On March 17, 2021 we will explore the following questions together with you: What awaits us in the next 10 years and beyond? What challenges should we expect and how can we meet them? How do you manage to act instead of improvise in your daily practice?

We are looking forward to discussing new approaches together!

For more information visit our website (German):

- www.qualityaustria.com/events/forum2021
- www.qualityaustria.com/events/staatspreis2021
- www.qualityaustria.com/events/lebensmittelforum2021
- www.qualityaustria.com/events/gesundheitsforum2021
- www.qualityaustria.com/events/umweltforum2021
- www.qualityaustria.com/events



Integrated Management System



Integration offers many advantages: clear and coordinated responsibilities and allocation of tasks, providing a better overview of the entire system in the organization and as a consequence cost optimisation. Integrated audits are the means for the certification of integrated management systems. It is not only possible to reduce effort significantly through the combination of models, but a much broader view of the company can be taken and with this even more useful recommendation to its further development can be identified. The entire field of integrated management is presented and trained in the **qualityaustria** courses on a highly effective basis, demonstrating how an optimal integration and at the same time an effective and efficient implementation of each separate system can be set up. In addition, participants benefit from credit transfer opportunities and thus already use synergies in the sense of integration during the training.

TRAINING AND CERTIFICATION OF PERSONS

- Course Quality Management Representative and Internal Auditor – Compact

International training program

- Compact course Internal Auditor – Compact
- Course series Integrated Management System
- Course series Auditor
- Course series Lead Auditor
- Course series Internal Auditor and Supplier Auditor
- Virtual Refresher course Integrated Management System

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

CONTACT



Ekehard Bauer, MSc

Executive Vice President
Business Development Safety Management,
Business Continuity, Risk, Security, Compliance
and Transport
ekehard.bauer@qualityaustria.com



Axel Dick, MSc

Executive Vice President
Business Development Environment
and Energy, CSR
axel.dick@qualityaustria.com



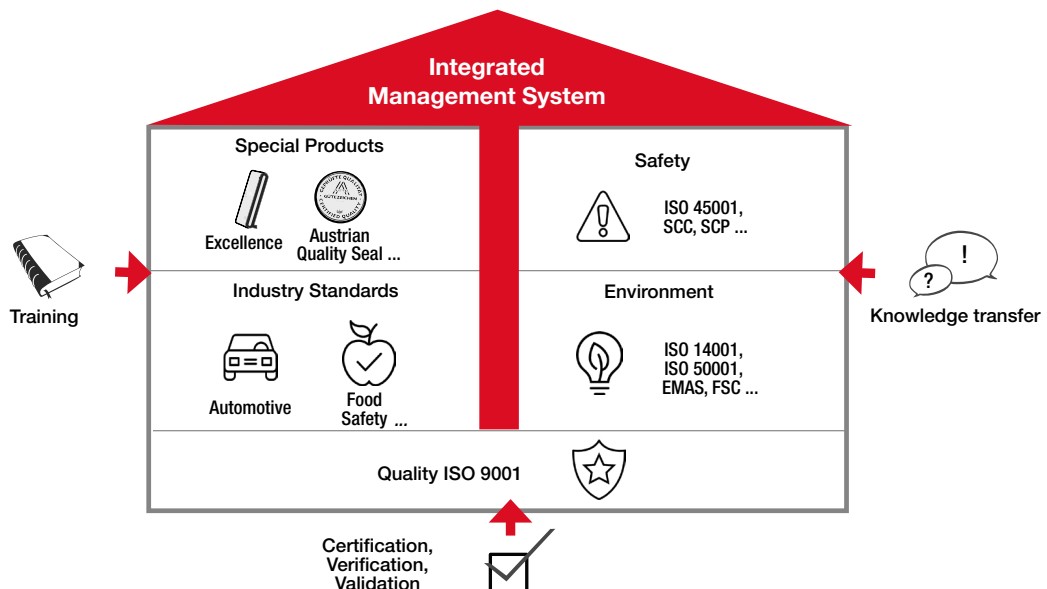
Dr. Anni Koubek

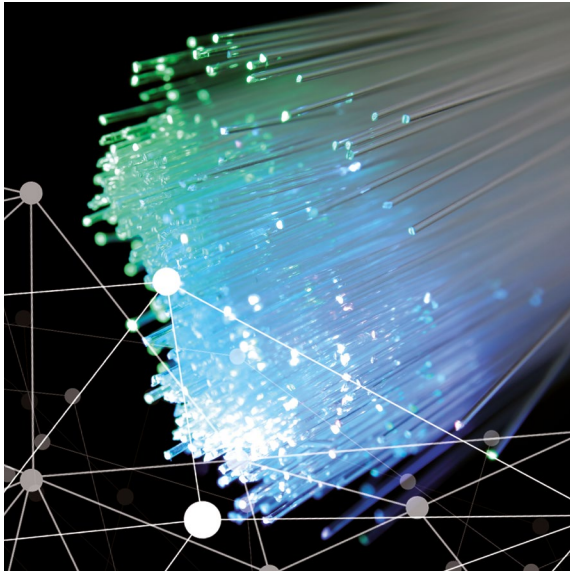
Executive Vice President
Innovation, Business Development
Certification Quality
anni.koubek@qualityaustria.com



Johann Russegger, MBA

Network partner
Product Expert Trainings Integrated
Management System, Quality
johann.russegger@qualityaustria.com





SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ISO 9001
- ISO 10001
- ISO 10002 (Guidelines for Complaints Handling in Organizations)
- ISO 10006 (Guidelines for Quality Management in Projects)
- ISO 10015 (Guidelines for competence management and people development)
- ISO 14644ff (Clean Rooms)
- ISO 41001
- Focus Audit BEST-Check (better, more efficient, faster fact-check)

TRAINING AND CERTIFICATION OF PERSONS

- Course Laboratory Quality Manager and Laboratory Assessor
- Complete Course Quality Management Representative
- Seminar Preparation for examination Quality Management Representative
- Refreshing for Laboratory Quality Managers and Laboratory Assessors

BLENDED LEARNING

- Blended Learning Quality Management Representative – Compact

e-LEARNING

- Webinar ISO 9001 for Dummies
- **NEW** ★ Webinar 5 Steps to an initial ISO 9001 certification

International training program

- Compact course Quality Management Representative – Compact
- Blended Learning Quality Management Representative – Compact
- Course series Quality Management
- Complete course Quality Management Representative
- e-Learning Complete course Quality Management Representative

- Course series Laboratory Quality Manager and Laboratory Assessor
- Course series Six Sigma Specialist (Green Belt)
- Seminar Upgrade for Quality Management Representatives – Compact
- QM-Workshop Quality Data Science
- Refresher Course for Laboratory Quality Managers and Laboratory Assessors

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

AUSTRIA QUALITY SEAL

- Austria Quality Seal products
- International Quality Seal
- Austria Quality Seal Austrian model company – quality specification for industrial works

ACCREDITATIONS AND REGISTRATIONS

Standards, norms, laws and regulations: ISO 9001
Area of application: Quality management system for organizations of all sizes and all industries
Accredited since: BMDW 07/1993
1st certificate/verification issued: 11/1989
Special distinction: The <u>first</u> accredited certification body in Austria

(excerpt)

CONTACT



Dr. Anni Koubek
Executive Vice President
Innovation, Business Development
Certification Quality
anni.koubek@qualityaustria.com



Johann Russegger, MBA
Network partner
Product Expert Trainings Integrated
Management System, Quality
johann.russegger@qualityaustria.com



Michael Lucyshyn
Network partner
Product Management Six Sigma and
Statistics
michael.lucyshyn@qualityaustria.com



ENVIRONMENTAL MANAGEMENT SYSTEMS

Environmental management systems help to increase continual development of environmental performance by ensuring systematic, objective and periodic assessment of environmental performance through information and an open dialogue with the public and by commitment to adhere to all environmental regulations (legal compliance).

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ISO 14001
- EMAS (Eco Management Audit Scheme)
- ISO 50001

PRODUCT CERTIFICATION

- PEFC CoC (Programme for the Endorsement of Forest Certification Schemes)
- FSC® CoC (Forest Stewardship Council® Chain of Custody)
- ISO 38200

TRAINING AND CERTIFICATION OF PERSONS

International training program

- Compact course Environmental Management Representative – Compact
- Course series Environmental Management
- Course series Energy Management
- Seminar Fundamentals of Life Cycle Assessment and Carbon Footprinting
- Seminar Sustainable improvement in the supply chain
- Refresher course Energy Management – Revision of ISO 50001 under consideration of ISO 50003ff

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

ECOLABEL AND THE BLUE ANGEL

Quality Austria is an approved inspection body for selected ecolabels and registered for conducting external audits on the basis of the various RAL guidelines. For detailed information please refer to www.qualityaustria.com/environment.

ACCREDITATIONS AND REGISTRATIONS

Standards, norms, laws and regulations: EMAS
Area of application: Environmental management systems on the basis of the European Directive (EG) no. 1221/2009
Accredited: BMDW 02/1996, BMK 2001
1st certificate/verification issued: 04/1995
Special distinction: Accreditation as an environmental verifier organization
Standards, norms, laws and regulations: ISO 14001
Area of application: Environmental management systems for organizations of all sizes and industries
Accredited since: BMDW 10/1997
1st certificate/verification issued: 02/1995
Special distinction: The <u>first</u> accredited certification body in Austria
Standards, norms, laws and regulations: ISO 50001
Area of application: Energy management systems
Accredited since: BMDW 06/2011
1st certificate/verification issued: 08/2011
Standards, norms, laws and regulations: PEFC CoC, FSC CoC
Area of application: Wood processing, trade in paper, paper industry, printing and publishing, etc.
Accredited since: 08/2010 resp. 01/2015

(excerpt)

CONTACT



Axel Dick, MSc

Executive Vice President
Business Development Environment and Energy, CSR
axel.dick@qualityaustria.com



Wolfgang Hackenauer, MSc

Network partner
Product Expert Environment and Energy
wolfgang.hackenauer@qualityaustria.com



Peter Sattler, MAS

Network partner
Product Expert FSC CoC, PEFC CoC and ISO 38200
peter.sattler@qualityaustria.com



The implementation and application of an **occupational health and safety management system** (OH&S) is a significant help in the controlling and steering of work protection, health and safety risks. By using an occupational health and safety management system it is possible to reduce absences resulting from sickness and also from accidents at work. Moreover the management system is linked to a considerable improvement of legal certainty.

With an OH&S management system, safety and health protection activities in the company are systematized and integrated into operational processes. By actively involving employees, work-related risks are identified and reduced or prevented with preventive measures.



A **qualityaustria** certificate verifies that internal corporate processes have been checked and are in compliance with the relevant standard for occupational health and safety.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ISO 45001
- SCC (Safety Certificate Contractors) (SCC*, SCC**, SCC[®])
- SCP (Safety Certificate Personnel Leasing)
- AUVA-SGM (Safety and Health Management System of the Austrian Social Insurance for Occupation Risks)
- Focus Audit Legal Certainty for Occupational Safety

TRAINING AND CERTIFICATION OF PERSONS

International training program

- Compact course Occupational Health and Safety Management Representatives – Compact
- Course series Occupational Health & Safety Management
- Course series SHE Training for Operational Supervisors (SCC)
- Course series SHE Training for Operational Workers (SCC)
- Seminar Implementation of ISO 45001

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

AUSTRIA QUALITY SEAL

- GRL04: Austria Quality Seal for Fire Protection Management

ACCREDITATIONS AND REGISTRATIONS

Standards, norms, laws and regulations: SCC
Area of application: Management system for health and safety at work and environmental protection (Standard of the Safety Certificate for Contractors Committee)
Accredited since: BMDW 01/2000
1st certificate/verification issued: 10/1998
Special distinction: The <u>first</u> accredited certification body in Austria
Standards, norms, laws and regulations: SCP, ISO 45001
Area of application: Workplace safety and health
Accredited since: BMDW 05/2006
Standards, norms, laws and regulations: AUVA-SGM
Area of application: Safety and health management system of AUVA
Accredited since: BMDW 05/2009

(excerpt)

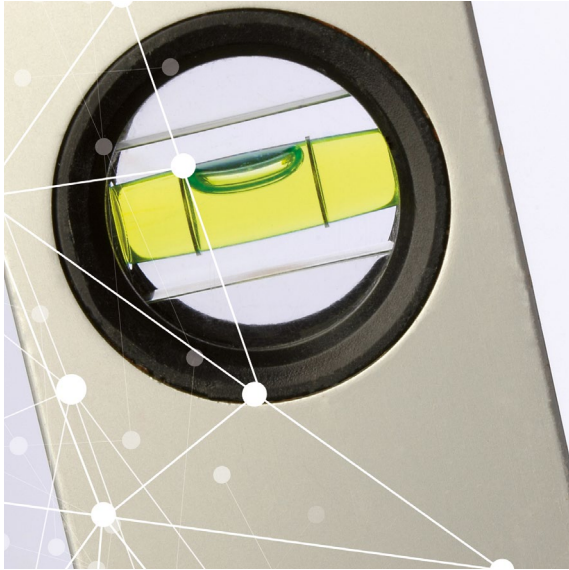
CONTACT



Eckehard Bauer, MSc
Executive Vice President
Business Development Safety Management, Business Continuity, Risk, Security, Compliance and Transport
eckehard.bauer@qualityaustria.com



Erich Birgmayr, MSc
Network partner
Product Expert Trainings Asset and Safety Management
erich.birgmayr@qualityaustria.com



Quality management in construction has become an absolutely essential requirement. Virtually all medium sized construction companies and particularly large enterprises are now highly concerned with the issue of further developing their quality management systems in the direction of integrated management systems.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- RT05
- ÖVGW – QS-GNB 200 (Quality Requirements placed on Gas Grid Operators)

PRODUCT CERTIFICATION

- Execution of Steel Structures and Aluminium Structures according to EN 1090

TRAINING AND CERTIFICATION OF PERSONS

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

ACCREDITATIONS AND REGISTRATIONS

Standards, norms, laws and regulations: ISO 9001/ RT05

Area of application: Construction and ancillary building trades (EAC 28)

Accredited since: ACCREDIA 11/2003

1st certificate/verification issued: 12/2003

Standards, norms, laws and regulations: EN 1090

Area of application: Construction and construction related industries

Notified since: 12/2012

Proof: Entry in the NANDO-list under number 1346

(excerpt)



Quality management as a strategic success factor is becoming more and more important in public administration. The decisionmakers in politics and administration have realized the enormous opportunities yielded by modern quality management systems for a long time.

No matter whether it is a question of establishing a successful management tool or of turning from a body enforcing standards and laws and regulations while focusing on execution of the law to a citizen and customer focused service provider. Or of simplifying or accelerating procedures and proceedings when modernizing administration and of thus taking important systematic action for implementing the budgetary reform relatively easily, effectively and, above all, sustainably. By now public administrations like using quality management systems – above all ISO 9001 – as extremely helpful implementation tools. Furthermore, further development towards integrated management systems and particularly dealing with the environmental management system acc. to ISO 14001 are becoming more important.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- CAF (Common Assessment Framework)

TRAINING AND CERTIFICATION OF PERSONS

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

CONTACT FOR CONSTRUCTION AND PUBLIC ADMINISTRATION



Alfred Leitner, MSc, MBA

Executive Vice President
Sector Management Construction,
Public Administration, RT05
alfred.leitner@qualityaustria.com



An automobile is a highly complex and safety relevant product. As a rule, defects in production will have serious consequences and cause high costs. In order to prevent this, the automotive industry is trying to avoid this risk by imposing stringent rules and enormously high quality requirements on all the suppliers.

Quality Austria has already been intensively involved in this process by the manufacturers and associations since 1995 and offers all the required certifications or recognized trainings in order to enable the companies to meet these high requirements. In addition to the products mentioned below, we are also pleased to be at your disposal for special solutions and inquiries.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- IATF 16949
- VDA 6, Part 1 (German Association of the Automotive Industry)
- VDA 6, Part 2 (German Association of the Automotive Industry)
- VDA 6, Part 4 (German Association of the Automotive Industry)

TRAINING AND CERTIFICATION OF PERSONS

International training program

- Compact course Internal Auditor Automotive – Compact
- Seminar Automotive Core Tools
- Seminar Selection of suppliers / Supplier development

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

ACCREDITATIONS AND REGISTRATIONS

Standards, norms, laws and regulations: IATF 16949
Area of application: Quality management systems for automobile industry suppliers (Harmonised Automotive Standard)
Accredited IATF 01/2000
1st certificate/verification issued: 06/2000
Special distinction: The <u>first</u> certification body in Austria approved by the International Automotive Task Force (IATF)

Standards, norms, laws and regulations: VDA 6.1
Area of application: Quality management systems for Automobile Industry Suppliers (Automobile Industry Association Standard)
Accredited VDA-QMC 12/1996
1st certificate/verification issued: 12/1996
Special distinction: The <u>first</u> certification body in Austria approved by the VDA

Standards, norms, laws and regulations: VDA 6.2
Area of application: Quality management systems for service providers in the automotive area (Automobile Industry Association Standard)
Accredited VDA-QMC 03/1999
1st certificate/verification issued: 12/2000
Special distinction: The <u>first</u> certification body in Austria approved by the VDA

Standards, norms, laws and regulations: VDA 6.4
Area of application: Quality management systems for means of production manufacturers in the automotive area (Automobile Industry Association Standard)
Accredited VDA-QMC 03/1999
1st certificate/verification issued: 09/2000
Special distinction: The <u>first</u> certification body in Austria approved by the VDA

(excerpt)

CONTACT



Michael Dragosits, MSc

Executive Vice President
Sector Management Automotive
michael.dragosits@qualityaustria.com



Christoph Baumgartner, MSc, MBA

Business Development Automotive
christoph.baumgartner@qualityaustria.com

VDA QMC LICENCE TRAININGS IN COOPERATION WITH ÖQA ZERTIFIZIERUNGS-GMBH

ÖQA Zertifizierungs-GmbH (Certification Ltd.) is a cooperation partner of Quality Austria and offers VDA QMC trainings as licenced products:

www.qualityaustria.com/en/oeqa_vda_training.



SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ISO 22000 and FSSC 22000 for Food, Pet Food and Packaging Manufacturers, Logistics companies and Wholesalers
- EN 15593 Packaging – Management of Hygiene in the Production of Packaging for Foodstuffs
- EN 14065 Textiles – Laundry processed textiles – Bio-contamination Control System
- HACCP/General Principles of Food Hygiene (CAC/RCP 1-1969, Rev. 4-2003)
- FEFCO “GMP – Good Manufacturing Practice” for corrugated and solid Board Packaging
- EN ISO 15378 Primary Packaging Materials for Medicinal Products
- EN ISO 22716 Cosmetics – Good Manufacturing Practices (GMP) – Guidelines on Good Manufacturing Practices
- CEPA Certified – EN 16636 for Pest Management Services

PRODUCT CERTIFICATION

- IFS Food
- IFS Logistics, Broker, Wholesale/Cash&Carry
-  BRCGS Food, Packaging, Storage & Distribution
- IFS Global Markets: Program for assessing Food Safety of Products for small or less developed Businesses
- GFSI Global Market Standard
- Service Allergy Suisse Label
- McDonald’s Supplier Qualification Management System (in cooperation with partners)
- V-Label – the European “vegan” and “vegetarian” label

TRAINING AND CERTIFICATION OF PERSONS

International training program

- Course series Food Safety Expert
- Seminar Food Defense
- Seminar Internal Auditor – Professionally Performing Audits in the Food Industry

- Seminar Critically examine and optimize HACCP systems
- Seminar IFS Representative – Compact Food Safety Management
- Seminar Hygiene training course
- Seminar Allergen management
- Seminar ISO 22000 and FSSC 22000 – Basics and successful implementation of the requirements in practice
- Seminar Food Fraud

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

ACCREDITATIONS AND REGISTRATIONS

Standards, norms, laws and regulations: ISO 22000
Accredited since: BMDW 11/2006
Standards, norms, laws and regulations: FSSC 22000
Accredited since: BMBWF 02/2011
Certificate/verification issued: 07/2011
Standards, norms, laws and regulations: IFS
Accredited since: BMDW 02/2006
1st certificate/verification issued: 01/2005
Special distinction: The <u>first</u> accredited certification body in Austria
Standards, norms, laws and regulations: BRCGS Global Standard Foods
Accredited since: BMDW 02/2006
1st certificate/verification issued: 01/2005
Special distinction: The <u>first</u> accredited certification body in Austria

(excerpt)

CONTACT



Wolfgang Leger-Hillebrand

Executive Vice President
Sector Management Food Safety
wolfgang.leger@qualityaustria.com



Stefan Hainzl

Business Development Food Safety
stefan.hainzl@qualityaustria.com



Elisabeth Voltmer

Network partner
Product Expert Trainings Food Safety
elisabeth.voltmer@qualityaustria.com



Health Forum

10.11.2021
Save the date!

The dynamics in **healthcare** based on certifications, visitations, assessments, evaluations, accreditations, approvals, training and competence evidence continues inexorably. Our offers, trainings and expertise ensure that our customers are not only kept informed about the state-of-the-art knowledge, but can also generate wide-ranging and sustainable benefits.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ÖNORM EN 15224 Services in Healthcare — Quality Management Systems — Requirements based on ISO 9001
- EN ISO 15189 (as an audit objective within the scope of ISO 9001 audits)

Your qualityaustria training COMPACT

This compact course provides you with basic knowledge of EN 15224 as well as the most important methods and tools in the field of quality management.

Upon successful completion of the examination the candidate will receive the certificate Quality Management Representative in healthcare – Compact. As an additional service, the corresponding IQNet Certificate will be issued free of charge and you will enter the list of registered professionals on the IQNet Academy website.

You find more information in our International training program: www.qualityaustria.com/international-trainings.

In our International training program you will also find information about our other compact offers:

- Course Quality Management Representative – Compact
- Course Environmental Management Representative – Compact
- Occupational Health and Safety Management Representatives – Compact
- Internal Auditors Automotive – Compact

- GLP (Good Laboratory Practice) verification
- **NEW** Certification for Continence and Pelvic Floor Centres (in cooperation with MKÖ)
- **NEW** Certification for telemedicine companies (in cooperation with Telemed Austria)

TRAINING AND CERTIFICATION OF PERSONS

International training program

- Compact course Quality Management Representatives in healthcare – Compact

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

AUSTRIA QUALITY SEAL FOR SERVICES

- GRL01: Austria Quality Seal Care Facilities For elderly People (residential and in-patient)
- GRL03: Austria Quality Seal Health Tourism – Best Health Austria
- GRL06: Austria Quality Seal for Doctor's Offices
- GRL10: Austria Quality Seal At-Home Nursing Care

CONTACT



Dr. Günther Schreiber

Network partner

Project Management and Coordination

Sector Healthcare

guenther.schreiber@qualityaustria.com



Visit www.qualityaustria.com/compact for details of our compact trainings held in Austria:

- Blended Learning Quality Management Representative – Compact: online learning phase and face-to-face workshop day in Vienna.
- Course Quality Management Representative and Internal Auditor – Compact: one course, two certificates. 5 days in Linz.



PRODUCT CERTIFICATION

- ECM Attestation/Certification of Conformity for the Maintenance of Rail Vehicles
- EN 15085

TRAINING AND CERTIFICATION OF PERSONS

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- Safety Management to §39 Railways Act, EURL 2004/49 (European Railway Safety Directive)
- ISO 39001 (Road Traffic Safety)
- ECM Attestation/Certification of Conformity for the Maintenance of Rail Vehicles
- Railway Industry: IRIS – ISO/TS 22163
- EN 13816 (Passenger Transport Service Providers)
- Air Traffic Management: EC 550/2004
- **NEW** Risk management in the Railway Industry
- European cableways installation regulation (EU) 2016/424
- **NEW** Occupational Safety in the Railway Industry



Ekehard Bauer, MSc

Executive Vice President
Business Development Safety Management, Business Continuity, Risk, Security, Compliance and Transport
ekehard.bauer@qualityaustria.com



Wolfgang Pölz, MSc, MBA

Network partner
Product Expert International Railway Industry Standard (IRIS) and ISO/TS 22163
wolfgang.poelz@qualityaustria.com

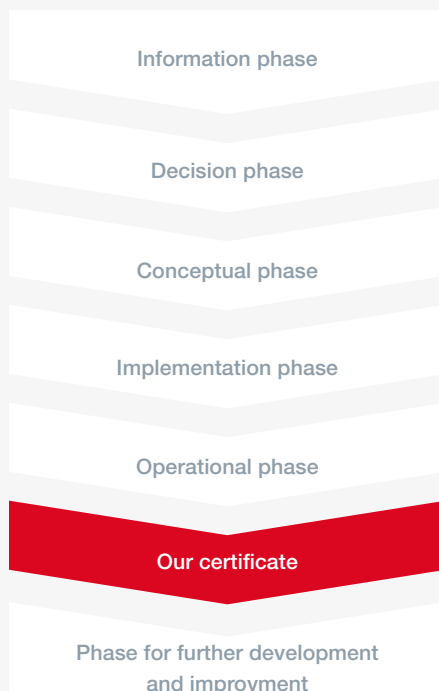


Rudolf Scharf

Network partner
Product Expert ECM
rudolf.scharf@qualityaustria.com

Your way to a certification

(System and product certification, verification and validation)



Information phase: Purchase of standards and regulations, attendance of information events and information talks, obtaining experience from already certified organizations.

Decision phase: Alignment of motivation for the management system and corporate business goals, estimate of internal resources and external costs, schedule creation.

Conceptual phase: Acquisition of internal know-how (e.g. **qualityaustria** training), elaboration of company specific standard interpretation, elaboration of scope of the management system, specification of corporate vision and policy, creation of the company specific process model.

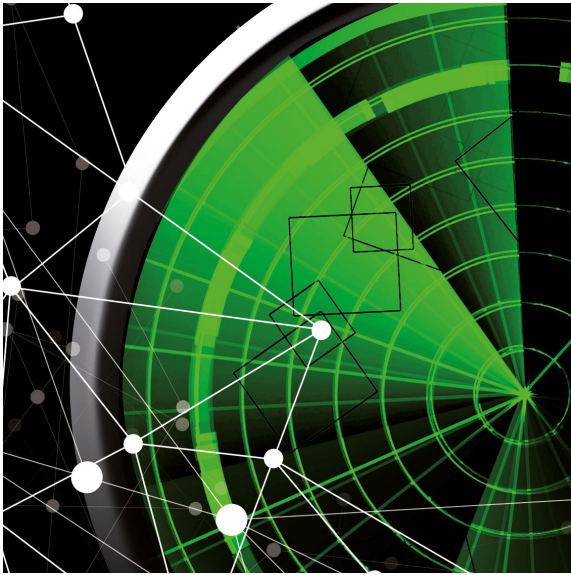
Implementation phase: In-depth process analysis and modelling. Optimization and implementation of a characteristic system, process and product variables and a coherent system documentation. Conduct of internal system audits and initial review of the management system.

Operational phase: Taking corrective and preventive action, improvement projects, identification of system effectiveness through internal system audits and management review.

Our certificate: The **qualityaustria** certificate is regarded as evidencing conformity and serves for enabling internal and external communication of a successful certification.

Phase for further development and improvement: Philosophy of continual improvement: establishing and communicating strategic goals relating to further development.

Risk, Security and Compliance



SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ISO 22301
- ISO 31000
- ISO 37001
- **NEW** ★ ISO 37301
- **NEW** ★ ÖNORM D 4901
- ISO 55001
- **NEW** ★ Compliance: ISO 19600 and ONR 192050
- Risk Scan; Risk Quick Scan

TRAINING AND CERTIFICATION OF PERSONS

International training program

- Course series Risk Management
- Course series Business Continuity Management
- Seminar Prevention of corruption through ISO 37001
- Refresher course Risk Management and Business Continuity Management

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

CONTACT



Eckehard Bauer, MSc

Executive Vice President
Business Development Safety Management, Business Continuity, Risk, Security, Compliance and Transport
eckehard.bauer@qualityaustria.com



Klaus Weitmann

Key Account Management and Business Development
klaus.weitmann@qualityaustria.com



Martin Fridl

Network partner
Product Expert Compliance and Anti-bribery management systems
martin.fridl@qualityaustria.com

www.qualityaustria.com/risk

Medical Devices



The **medical technology** as well as the **medical device sector** show a high level of innovation. Hundreds of new products are approved weekly, so that existing laws and regulations appear in a new light and creative implementation strategies are required.

ISO 13485 provides an international standard for enabling manufacturers of medical devices to evidence an effective quality management system. This standard refers to all organizations that are operating within the supply chain or are involved in putting devices regulated by the relevant EU regulations (MDR, IVDR) into circulation.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- Certification according to ISO 13485
- Quick Scan for Beginners relating to ISO 13485
- Medical Devices and Pharmaceutical Products: GDP and GMP

TRAINING AND CERTIFICATION OF PERSONS

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

CONTACT



Ingrid Blaimauer

Business Development Medical devices
ISO 13485
(QMD Services GmbH for Quality Austria)
ingrid.blaimauer@qualityaustria.com



Andreas Aichinger, MSc

Network partner
Product Expert Trainings Medical devices
andreas.aichinger@qualityaustria.com

www.qualityaustria.com/medicaldevices

Social Accountability (CSR)



Social Accountability (CSR) is an issue of increasing relevance in integrated system management. Worldwide, there are more and more laws that oblige companies to demonstrate performance in certain sustainable areas and thus to assume more responsibility along the entire value chain. As a result, consumers, business partners and investors are demanding more transparency on non-financial information. Companies that want to expand or maintain their market position should therefore address the potential impact of their own activities on the environment and society.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- Validation of Sustainability Reports according to GRI
- ONR 192500
- SR 10 (in cooperation with IQNet Ltd)
- Social Audit Code of Conduct
- eccos²²® Sustainability assessment and International Quality Seal
- Quality Seal for Companies implementing Social Integration as partner of arbeit plus
- Verification as partner of Familie & Beruf Management GmbH:
 - Audit jobandfamily
 - Audit universityandfamily
 - Audit Work and Family for Health Care and Care Institutions

ASSESSMENTS

- **NEW** ★ Circular Globe (in cooperation with SQS)

TRAINING AND CERTIFICATION OF PERSONS

- **NEW** ★ Virtual course series Circular Globe Transformation Coach – Certification Course

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

CONTACT



Axel Dick, MSc

Executive Vice President
Business Development Environment and Energy, CSR
axel.dick@qualityaustria.com



Anneli Fischer, MSc

Network partner
Product Expert CSR
anneli.fischer@qualityaustria.com



Michael Reiter

Network partner
Product Expert Quality Seal for Social Profit Enterprises
michael.reiter@qualityaustria.com



Brunhilde Schram, MAS, MBA

Network partner
Product Expert eccos²²®
brunhilde.schram@qualityaustria.com



Circular Globe



Think about tomorrow today

The Circular Globe label connects people and organizations and serves as a compass for the global circular economy. It makes visible how companies and consumers are making sustainable, circular choices today for tomorrow. For the benefit of future generations, the environment and the economy.

The Circular Globe Label, a guideline and assessment model, serves as a compass to drive progress: in planning, implementation and not least in visualization.

Our new Circular Globe® Transformation Coach training also focuses on the circular economy. Graduates are able to assess the starting position of their organization as well as identify potentials in their own organization and derive feasible projects from them.

Circular Globe is a European initiative of Quality Austria and SQS.

Further information at:

www.qualityaustria.com/en/circular-globe

Excellence (EFQM)



Business excellence runs like a golden thread through the daily business of an organization: It is reflected in customer satisfaction, the employees' loyalty, an organization's innovative power and outstanding business results.

Organizations with a high business excellence are continuously achieving outstanding performances and will thus fulfill or exceed the expectations of their stakeholders.

- The design of business excellence will have a positive effect on the **long-term success** of the organization – independently from size, sector or whether it is a profit or non-profit organization.
- An increase in business excellence will demonstrably yield **economic success and sustainable positive results**.

AUSTRIAN EXCELLENCE AWARD

The Austrian Excellence Award stands for success, enthusiasm and courage!

The Austrian Excellence Award is the award for the excellent organizations of Austria.



The quality of each organization participating will be increased. Based on the EFQM Model (European Foundation for Quality Management), the strengths and areas of improvement are identified and the excellence level is emphasized.

An assessment is the ideal opportunity for promoting organizational development in a structured manner.

Participate at the Austrian Excellence Award! For more information please refer to

www.staatspreis.com (German).

ASSESSMENTS

All Assessments are carried out in accordance with the EFQM Model 2020:

- Committed to Excellence Validation (C2E)
- Committed to Excellence Assessment (C2E)
- Recognised for Excellence (R4E)
- Innovative Audit Excellence Check

TRAINING AND CERTIFICATION OF PERSONS

International training program

- Seminar Excellence

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.



EXCELLENCE-BLOG

Always a step ahead:

www.staatspreis.com/blog (German)

CONTACT



Nicole Mayer, MSc

Business Development
Business Excellence (EFQM)
nicole.mayer@qualityaustria.com



Manuela Eigelsreiter, MA

Operations Business Excellence (EFQM)
manuela.eigelsreiter@qualityaustria.com

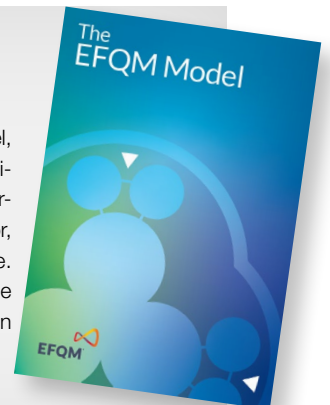


EFQM Model Version 2020

The EFQM Model is a flexible model, based on seven criteria, which provides support in analyzing and understanding an organization's behavior, its way of thinking, and its culture. Using the EFQM Model offers the opportunity to see an organization as a whole.

Download a short version for free:

www.staatspreis.com.





We are currently experiencing a massive acceleration in digitalization. Not only is our daily life being shaped by a new way of learning, working and communicating with one another, but new business ideas are also sprouting up faster and falling on fertile ground. Information security is of particular importance in this context. In order to support you in the best possible way, we have intensified our cooperation with the renowned CIS GmbH. You benefit from proven expertise and holistic approaches.

The digital transformation of our working world offers many opportunities that can now be realized more quickly than many previously thought. However, new strategies for the digital economy are now also required. New business models and solutions are emerging in order to shape the networked future in the best possible way. The possibilities are endless, but information and data security should always be a top priority.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- Telecommunication: TL 9000

Certifications in cooperation with CIS GmbH

- Blockchain Assessment
- IT Service Management acc. to ISO 20000



As a recognized certification body, CIS is specialized in information security, IT services, cloud computing, data center as well as business continuity management. The excellent reputation of CIS certificates nationally and internationally as well as among public authorities and customers is regarded as a real competitive advantage and a door opener in business cases worldwide. The reason for this is the high quality of CIS accreditation awarded by the Federal Ministry for Digital and Economic Affairs (BMDW) as well as the proven certification procedure. A CIS certificate will not only provide an organization with an independent review of its process management system, CIS auditors also actively provide their in-depth technical knowledge during the preparations for certification as well as the subsequent audits. www.cis-cert.com

- Information security acc. to ISO/IEC 27001
- **NEW** ISO 27701
- ISO 27017 (Extension of ISO 27001, includes security in the cloud)
- ISO 27018 (Extension of ISO 27001, includes data protection in the cloud)
- ISO 27019 (Specialization of ISO 27001 for energy supply companies)
- EN 50600 (Certification of data centers)
- NISG – Audit acc. to NISV/NISG (critical infrastructures)
- TISAX – Assessments acc. to TISAX Standard (for Automotive Industry)
- GDPR Assessment – Short legal assessment for GDPR compliance
- Assessment in accordance with the German Energy Industry Act („Energiewirtschaftsgesetz“) § 11 on the basis of ISO 27001

TRAINING AND CERTIFICATION OF PERSONS

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

CONTACT



Dr. Anni Koubek


Executive Vice President
Innovation, Business Development
Certification Quality
anni.koubek@qualityaustria.com

Customized Products for Special Industries



We are continuously updating our proven certification models by adding new standards used in specific sectors. Once again integration of management systems is our main concern. In addition to the specific technical standards, **qualityaustria** auditors are usually qualified in several additional management system standards or models. Thus we support our customers in establishing and improving specific tailored management systems and acknowledge the effectiveness of their systems by certifying them.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

-  AS/EN/JISQ 9100/9110 (Aerospace Industry)
- Welding Manufacturing Companies: ISO 3834/1-5
- Standards for Training and Education Providers: ISO 29993 and ISO 21001
- Quality for the Oil and Gas Industry: ISO 29001 (Petroleum, petrochemical and natural Gas)
- Assignment to the National Qualification Framework for the NQR in Austria

PRODUCT CERTIFICATION

- EN 15085

TRAINING AND CERTIFICATION OF PERSONS

International training program

- Seminar ISO 29993 Internal Specialist

For further information about our international training and certification program visit

www.qualityaustria.com/international-trainings.

AUSTRIA QUALITY SEAL FOR SERVICES

- Austria Quality Seal Austrian Model Company – Floor layer companies
- GRL07: Austria Quality Seal Property Management
- GRL08: Austria Quality Seal Fitter
- GRL09: Austria Quality Seal Manpower Providers
- GRL11: Austria Quality Seal House caretakers

ACCREDITATIONS AND REGISTRATIONS

Standards, norms, laws and regulations: ISO 3834

Area of application: Quality requirements for fusion welding of metallic materials

Accredited since: BMDW 01/2012

Standards, norms, laws and regulations: AS/EN/JISQ 9100

Area of application: Aerospace

Accredited since: BMDW 12/2005

Authorised: ASD/AAI

1st certificate/verification issued: 12/2005

Special distinction: The first accredited certification body in Austria

(excerpt)

CONTACT



Dr. Anni Koubek

Executive Vice President
Innovation, Business Development
Certification Quality
anni.koubek@qualityaustria.com

Please note

Quality Austria reserves the right to introduce changes to its products. The data in the context of laws, standards and directives refers to the situation at the time of printing. We kindly ask for your understanding.

Imprint

Responsible for the contents:
Quality Austria - Trainings, Zertifizierungs
und Begutachtungs GmbH
Subject to changes and misprints
Edition: March 2021



qualityaustria

Succeed with Quality

Quality Austria

Trainings, Zertifizierungs und Begutachtungs GmbH

www.qualityaustria.com

office@qualityaustria.com

Headquarters

Zelinkagasse 10/3
1010 Vienna, Austria
Tel.: +43 1 274 87 47
Fax: +43 1 274 87 47-100

Customer Service Center

Am Winterhafen 1/1
4020 Linz, Austria
Tel.: +43 732 34 23 22
Fax: +43 732 34 23 23

