

Quality Austria

Overview of Products 2007/2008



qualityaustria

Succeed with Quality



Quality Austria was founded as a limited company for training, certification and evaluation in 2004. It includes the four organizations OQS, OVQ, OQA and AFQM and stands for competence in the fields of quality, environmental and safety management and relating to the industry standards. The fact that the members have existed for many years ensures a high continuity. The collective expert knowledge of these organizations, which are Austria's most important quality organizations, turns Quality Austria into the national market leader and thus the primary contact for all matters regarding integrated management systems and industry standards.

Our close relationship with the partner organizations IQNet, EOQ and EFQM enables the mutual exchange of topical and global know-how. On a global scale, Quality Austria cooperates with around 100 member organizations in almost 50 countries. Thanks to regional managements, its own offices and exclusive partners, Quality Austria is also represented at the site in Eastern and South Eastern Europe, Northern Africa, Asia and South America.

Quality Austria covers the three business areas certification, evaluation and validation, provides training and individuals' certification as well as information, expert knowledge and service. This means that Quality Austria is a one-stop shop for comprehensive services. This secures successful implementation within the organization.

A handwritten signature in cursive script that reads "Scheiber".

Konrad Scheiber, General Manager, Quality Austria

System certification, evaluation and validation

In May 2006, accreditation owned by OQS was transferred to Quality Austria Training, Certification and Evaluation Ltd. (BGBL II No. 182/2006 (BGBL – Bundesgesetzblatt – Federal Law Gazette)). This means Quality Austria, which is the leading certification and evaluation partner in the fields of quality, environmental and safety management and according to the system standards that are most important worldwide, continues the professional services provided by OQS. The fact that more than 8,500 Certificates have been issued impressively reflects the positive balance.

Quality management

- ISO 9001:2000
- ISO/TS 16949:2002 (Automotive)
- VDA 6.1/2/4 (Automotive)
- KBA (Kraftfahr-Bundesamt – Federal Office for Motor Vehicles) (Automotive)
- AS/EN/JISQ 9100 (aerospace industry)
- TL 9000 (telecommunications)
- ISO 13485 (healthcare and medical products)
- ISO 14644 (cleanrooms)

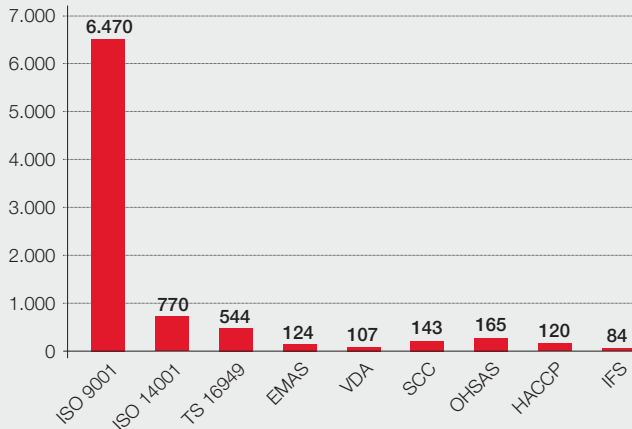
New in the product portfolio

- IRIS (International Railway Standard)
- SES CR (Common Requirements for the Provision of Air Navigation Services)
- ISO TS 29001 (Standard for Petroleum, Petrochemical and Natural Gas Industries)
- KTQ ("Kooperation für Transparenz und Qualität im Gesundheitswesen" – Co-operation for transparency and quality in the healthcare sector)



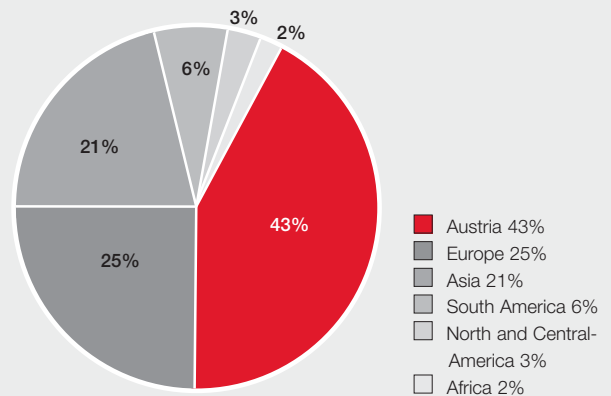
More than 8,500 Certificates

Number of Certificates issued per model (excerpt)



Represented worldwide

International distribution of the Certificates



Levels of Excellence (acc. to the EFQM Excellence Model)

- validation for Committed to Excellence
- assessment for Recognised for Excellence

Environmental management

- ISO 14001, EMAS Regulation (EC) No. 761/2001
- sustainability reports acc. to GRI (Global Reporting Initiative)
- environmental reports acc. to ISO 14063
- review of the CO2 emissions acc. to § 9 Emission Certificate Act

Safety management

- OHSAS 18001 (Organizational Health and Safety Administration Systems), SCC, SCP, SQAS (Safety and Quality Assessment Systems)
- SA 8000, BS 8800

Food management

- ISO 22000, IFS International Food Standard
- IFS Logistic (new)
- HACCP/Hygiene Management acc. to Codex Alimentarius Food Hygiene Basic Texts
- BRC (British Retail Consortium) Global Standard – Foods
- EUREPGAP European Good Agricultural Practices
- FACE (Federación de Asociaciones de Celíacos de España)

Hygiene for manufacturers of packaging material

- BRC/IOP (Institute of Packaging) Packaging Standard
- CEN Management of Hygiene in the production of packaging for foodstuffs

Feed safety

- Pastus® Feed Directive published by Agrarian Market Austria Marketing Ltd.
- IFIS (IFSA Feed Ingredients Standard – IFSA – International Feed Safety Alliance)

- GMP+/QC acc. to PDV (Productschap Diervoeder – Product Board Animal Feed, NL)
- Q-S Quality and Safety; GTP Coceral

Additional industrial priorities

- building sector (ISO 9001, 14001, PV200, SCC, RT05)
- public administration (ISO 9001, 14001)

Industry and specific standards

Healthcare

- ISO 13485

Family and profession

- Audit “Family and Profession”
- Audit “Family and child friendly commune”

Transport

- SQAS

Public passenger transport

- EN 13816; Cableway Directive 2000/9/EC

Forest certification

- PEFC (Programme for the Endorsement of Forest Certification Schemes); FSC (Forest Stewardship Council)

Corrugated board industry

- “GMP – Good Manufacturing Practices” acc. to FEFCO

Welding technology

- ISO 3834-2

Waste management

- Specialized Waste Disposal Company

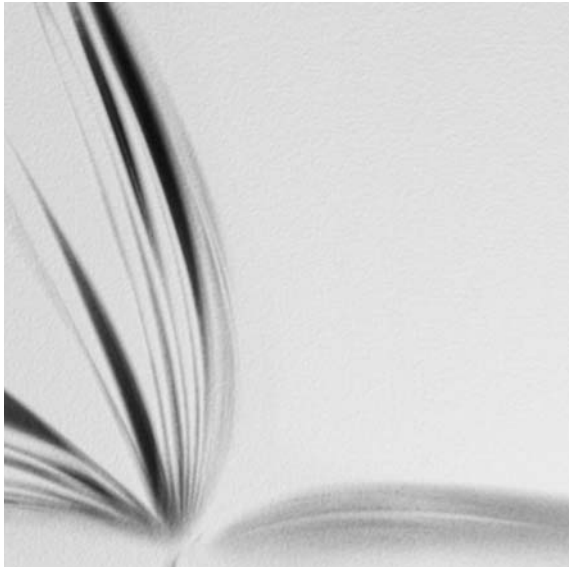
Education

- Education Certificate (new)

Accreditations and registrations

Standards, laws and regulations	Area	Accredited	Registered	1 st Certificate issued	Besonderheit
ISO 9001	Quality management systems for organizations from all sectors and of all sizes	BMWA 07/1993		11/1989	First accredited Certification Body in Austria
VDA 6.1	Quality management systems for suppliers of automotive industry (standard of VDA – Verband der Automobilindustrie e. V.)		VDA-QMC 12/1996	01/1996	First Austrian Certification Body registered by VDA
VDA 6.2	Quality management systems for service providers in automotive industry (standard of VDA)		VDA-QMC 03/1999	12/2000	First Austrian Certification Body registered by VDA
VDA 6.4	Quality management systems for manufacturers of means of production (OEM's) in automotive industry (standard of VDA)		VDA-QMC 03/1999	09/2000	First Austrian Certification Body registered by VDA
QS-9000	Quality management systems for suppliers of automotive industry (standard of the "Big Three": General Motors, Ford, Chrysler)	BMWA 04/1997		03/1998	First accredited Certification Body in Austria
ISO/TS 16949	Quality management systems for suppliers of automotive industry (Harmonized Automotive Standard)		IATF 01/2001	06/2000	First Austrian Certification Body registered by International Automotive Task Force (IATF)
TL-9000	Quality management systems for telecommunication industry (standard of Quality Excellence for Suppliers of Telecommunications – in short QuEST Forum)	BMWA 04/2001		12/2000	First accredited Certification Body in Austria
EMAS	Environmental management systems on the basis of the EMAS Regulation (EC) No. 761/2001		BMWA 02/1996 BMLFUW 2001	04/1995	Registration as environmental verifier
ISO 14001	Environmental management systems for organizations from all sectors and of all sizes	BMWA 10/1997		02/1995	First accredited Certification Body in Austria
SCC	Management system for occupational safety, health and environmental protection (standard of the Committee "Safety Certificate for Contractors")	BMWA 01/2000		10/1998	First accredited Certification Body in Austria
SCP, SQAS, OHSAS 18001, BS 8800, SA 8000	Labour protection, safety and health	BMWA 05/2006			
RAEF	Requirements placed on specialized waste disposal companies		V.EFB 12/2000	03/2003	Registration as a Verifier for Specialized Waste Disposal Companies
EZG	Federal Act about the system for trading Greenhouse Gas Certificates (EZG BGBl (Emissionszertifikategesetz Bundesgesetzblatt – Emission Certificate Act, Federal Law Gazette) 46/2004)		BMLFUW 03/2005		Registration as independent testing body
AS/EN/JISQ 9100	Aerospace industry	BMWA 12/2005	ASD	12/2005	First accredited Certification Body in Austria
KBA	Automotive	06/2006	KBA	06/2006	First registration as Certification Body in the course of the registration procedure acc. to road law
ISO 14644	Cleanroom			02/2007	The accreditation procedure is under way
ISO 22000	Foodstuffs				The accreditation procedure is under way
IFS	Food	BMWA 02/2006	HDE	01/2005	First accredited Certification Body in Austria
BRC Global Food Standard	Food	BMWA 02/2006	BRC	01/2005	First accredited Certification Body in Austria
BRC IoP (Institute of Packaging)	Manufacturers of packaging material Hygiene	02/2006	BRC	06/2005	First accredited Certification Body in Austria
Pastus®	Feed				The recognition procedure is under way
GMP+ Animal Feed, IFIS	Feed				Offer with partner
PEFC, FSC	Forest certification				Accreditation acc. to market requirements
EUREPGAP	Agriculture				Audit performed by LATU Sistemas / Quality Austria
SES CR	Air traffic control	EU 500/204 AMEX 1 09/2006		11/2006	First accredited Certification Body in Austria
KTQ	Healthcare sector		KTQ BRD 11/2006		First accredited Certification Body in Austria
Certification for education	Vocational training and further training		Social partners 08/2006	08/2006	Certification partner of the Trade Union of Employees in the Private Sector and the Economic Chamber of Austria
IRIS	International Railway Standard				Co-operation with DQS
ISO 9001/RT05	Building trade and auxiliary building trade (EAC 28)	SINCERT 11/2003		12/2003	

Training and Individuals' Certification



The accreditation of OVQ (Österreichische Vereinigung für Qualitätssicherung – Austrian Association for Quality Assurance), which had been accredited as the first Individuals' Certification Body in Austria in 1995, was transferred to Quality Austria Training, Certification and Evaluation Ltd. on March 15th (BGBL 116/2006). In its capacity as leading educational institution for integrated management systems, Quality Austria is the partner in education for trade and industry, administration and public organizations. International and national management trends are imparted in a practice oriented manner by using up-to-date learning and training methods. Up to now more than 115,000 participants have profited from the training offer. More than 3,300 EOQ Certificates have been issued up to now.

Courses

- Quality Techniques
- Statistical Techniques
- Quality Management QM
- QM in Healthcare
- QM in Building Industry
- QM in Cultural Institutions
- TL 9000
- IT Quality Management
- Senior Quality Manager
- Environmental Management EM
- Safety Management
- Auditor Courses for QM, EM and SM
- Integrated Management
- CSR and Sustainability Management
- Six Sigma Training (Green Belt)
- Process Management
- Project Management
- EFQM European Excellence Assessor
- Committed to Excellence Validator
- Expert for Medical Products
- Service Quality in Passenger Traffic

- Best Health Expert
- Cleanroom Management
- Hygiene Management
- Excellence Leader
- Risk Management

Seminars

Foodstuffs

- ISO 22000; IFS/BRC – International Food Standard: Tools for Practical Implementation
- Hygiene Training for Employees in Food Operations
- Pastus Feed
- Traceability – practical instructions for implementation
- Allergen Management
- Internal Auditor for Food Safety Standards (new)
- Hygiene Manager for Manufacturers of Packaging Materials; Crisis Management (new)
- Sensory Systems for Food; Kitchen Hygiene (new)
- Quality in Purchasing; Pest Control (new)

Management seminars

- Identifying the correct indicators for managing and controlling processes
- Knowledge Management
- Project management from the order to invoicing
- Trial Audit
- Integrated System Audits – a practical guide
- Problem Resolution Techniques
- 5S Programme (sorting; simplifying; sweeping; standardize; self discipline)
- Process Optimization
- Quality of Leadership
- Network Leader – managing from staff offices
- Successful in the first 100 days – tools and rituals in case of job promotion
- “Quality Glasses for Managers” Identifying and using opportunities for enhancing your success
- Stress Management in Daily Practice
- Safety Management Systems and Safety Audits
- SHE (Safety/Health/Environment) Training for Operative Managers and Employees (SCC)
- Six Sigma Training for Managers
- Laboratory Quality Management and GAP Programme (only in English)
- Quality Focused Management: bases of the EFQM approach
- Assessment and Self-Assessment: bases of the EFQM Excellence Model

In-house trainings

All the courses we offer publicly can also be organized in-house.

In-house events are tailored to the specific needs of your company. Therefore, the focal contents will be coordinated with you and our trainers on the phone.

Information, Expert Knowledge and Support

Advantages of in-house training:

- It is cost efficient (a lump sum is charged).
- The contents and examples of the training are directly adjusted to your company.
- The training takes place right in your company. This helps to save travelling and accommodation costs for your employees.
- The dates can be organized in a more flexible manner.
- It is possible to book special trainings and workshops that are not offered in our course programme.
- Even special developments, co-operations between your own trainings and our accredited trainings are possible.

Refresher Courses

- Refresher Course for Integrated Management Systems
- Refresher Course for Environment and Safety
- Refresher Course for Quality Managers and Auditors; on the second day, a sector or topic specific priority can additionally be booked:
 - food safety
 - service provision/administration
 - healthcare sector
 - IT industry
 - TQM and Business Excellence



Automotive

The training offers in the fields of Automotive and Aerospace Industries remain vested with OVQ Ltd. as a member of the Umbrella Organization of Quality Austria Ltd.:

- Aerospace Industry acc. to AS/EN/JISQ 9100 – Quality Management Systems for Design and Manufacture of Aerospace Products
- Internal Auditor for Aerospace Industry
- Internal Auditor Automotive ISO/TS 16949:2002, QS-9000, VDA 6.1
- Process Audit in Automotive Industry acc. to VDA 6.3 Automotive
- MSA – Measurement Systems Analysis
- FMEA – Failure Mode and Effects Analysis
- ISO/TS 16949:2002 – the global standard in automotive industry
- Project Management in Automotive Industry
- Practical Use of Statistical Techniques and Tools in Automotive Industry
- OVQ Quality Manager Automotive
- Supplier Evaluation/Selection
- Customer Satisfaction/People Satisfaction (motivation)
- Refresher Course for Internal Auditors Automotive

Winners' Conference

Learning from the best-in-class – Once a year national and European winners of the Austrian and European Quality Awards (EFQM Excellence Award) present their success strategies and secrets.

Austrian Quality Day

National and international trends and practical exchange of experience are on the agenda of the Austrian Quality Day, which is organized in autumn every year. Every year the Austrian Quality Award also is presented on the occasion of this event.

Viennese Congress

Quality is back. Back to Quality.

From June 4 to 6, 2008, Quality Austria will organize the 52nd EOQ Congress in the Wiener Hofburg. Lectures about topical developments and trends, best-practice examples, expert corners and panel discussions offer a comprehensive international programme. As for further information, please refer to www.eoq2008.com.

Further Training for Managers

- Excellence Workshop
- From QM to Excellence, workshop

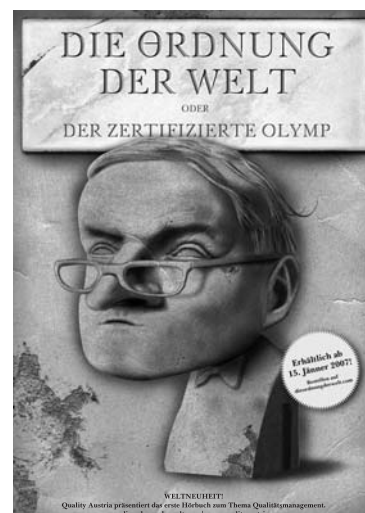
Support in Achieving Levels of Excellence

- Quick Scan Workshop
- Facilitation of Self-Assessment Projects, workshop

Technical Conferences and events specifically handling topical issues

Technical Literature and Publications

The First Audio Book dealing with Quality Management



The Audio Book was granted the Venus Award Bronze in the categories illustration and packaging design at the Venus Award 2007 of the Creativ-Club Austria (CCA).



More than 60 years Austria Quality Label, this is a unique success story. Acc. to a Fessel GfK survey made in Oct. 2005, 76% of the Austrians know the Austria Quality Label. The fact that this label is graded with the mark 1.8 shows how credible the Austria Quality Label is. OQA (Österreichische Arbeitsgemeinschaft zur Förderung der Qualität – Austrian Society for the Promotion of Quality) was founded in 1946. To date OQA as a non-profit and independent association is the only Austrian body that is authorized by the federal government and entitled to award and monitor the Austria Quality Label. Since 2004, OQA has additionally been accredited as a Certification Body by BMWA (Bundesministerium für Wirtschaft und Arbeit – Federal Ministry for Economic Affairs and Labour) acc. to EN 45011 for the scope services, which includes the following Quality Guidelines (see the list at the bottom). OQA is a member of Quality Austria Training, Certification and Evaluation Ltd..

In its capacity of competent supervisory body, BMWA grants and monitors the right to grant the Austria Quality Label on the basis of the Label Regulation dated 1942. Organizations whose services or products meet the high quality requirements and present a positive report about ongoing review/monitoring, which has been written by an accredited body, will be entitled to mark their services or products with the Austria Quality Label.

Austrian Quality Award

Since 1996, AFQM has granted the Austrian Quality Award in co-operation with the Federal Ministry for Economic Affairs and Labour. This Award distinguishes Austrian organizations for consistently implementing excellent management and for their success (in analogy to the EFQM Excellence Award).

Types of distinction

- Award Winners
- Finalists
- Prize Winners

Benefits that can be drawn from the application

- All the applicants will get a feedback report, which presents the organization's strengths and areas for improvement in detail and support the organization's sustainable further development.
- The criteria and approaches are uniform all over Europe. This enables direct comparison of organizations and thus international benchmarking and learning beyond industry boundaries.
- All the organizations participating have the opportunity of being granted an award that is recognized all over Europe by EFQM.



Austria Quality Label

- Austria Quality Label (national)
- Quality Label (international)
- Austrian Model Company (e.g. for at-home nursing care)
- GRL00/General Requirements for the Use of the OQA Quality Label

- GRL01/Nursing facilities for the elderly (inpatient)
- GRL03/Health Tourism
- Austria Quality Label, fire protection management
- Austria Quality Label, Corporate Social Responsibility (CSR) (under way of elaboration, status 03/2007)



www.qualityaustria.com

Quality is back – back to quality
No Quality. No Business.

52nd EOQ Congress Vienna
June 4th – 6th 2008, Hofburg, Vienna



www.eoq2008.com



qualityaustria
Succeed with Quality

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Partners of Quality Austria worldwide

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- Kosovo
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