

Quality Austria

System certification, evaluation and validation



qualityaustria

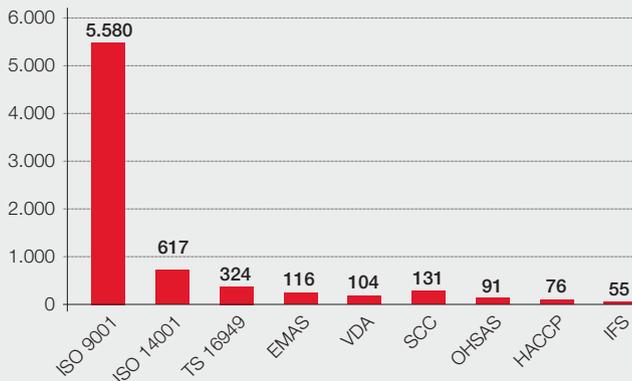
Succeed with Quality

System certification, evaluation and validation

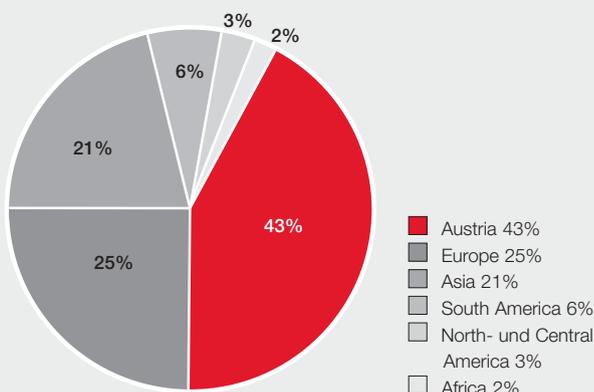
In May 2006, accreditation owned by OQS was transferred to Quality Austria Training, Certification and Evaluation Ltd. (BGBl II No. 182/2006 (BGBl – Bundesgesetzblatt – Federal Law Gazette)). This means Quality Austria, which is the leading certification and evaluation partner in the fields of quality, 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 7,500 Certificates have been issued impressively reflects the positive balance.

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.

More than 7,500 Certificates Number of Certificates issued per model (excerpt)



Represented worldwide International distribution of the Certificates



Quality management

The basis is formed by ISO Norm 9001:2000.

Customer benefits

There are many good reasons for establishing a quality management system acc. to ISO 9001 and the industry standards:

- intensified customer focus and traceable increase in customer satisfaction
- massive reduction of the number of complaints
- the process approach
- significant reduction in process costs and concealed costs
- promoting organizational development and internal communication
- people motivation
- significant increase of the sense of responsibility
- significant optimization of the assessment processes
- significant cost and resource savings
- traceable increase of the corporate value
- a significant contribution to securing the know-how
- the fact that successful certification helps the organization to be listed as a sub-supplier

Objectives and targets

Thanks to ISO 9001:2000, customer satisfaction becomes the main criterion for the effectiveness of a quality management system. In addition, the Series of Standards includes minimum requirements for assessing a quality management system and for periodic documentation (Quality Management Manual).

Target groups

The ISO 9000 Series of Standards has succeeded in establishing the features of organizational quality as a world-wide standard independently from the sectors and for all the company sizes.

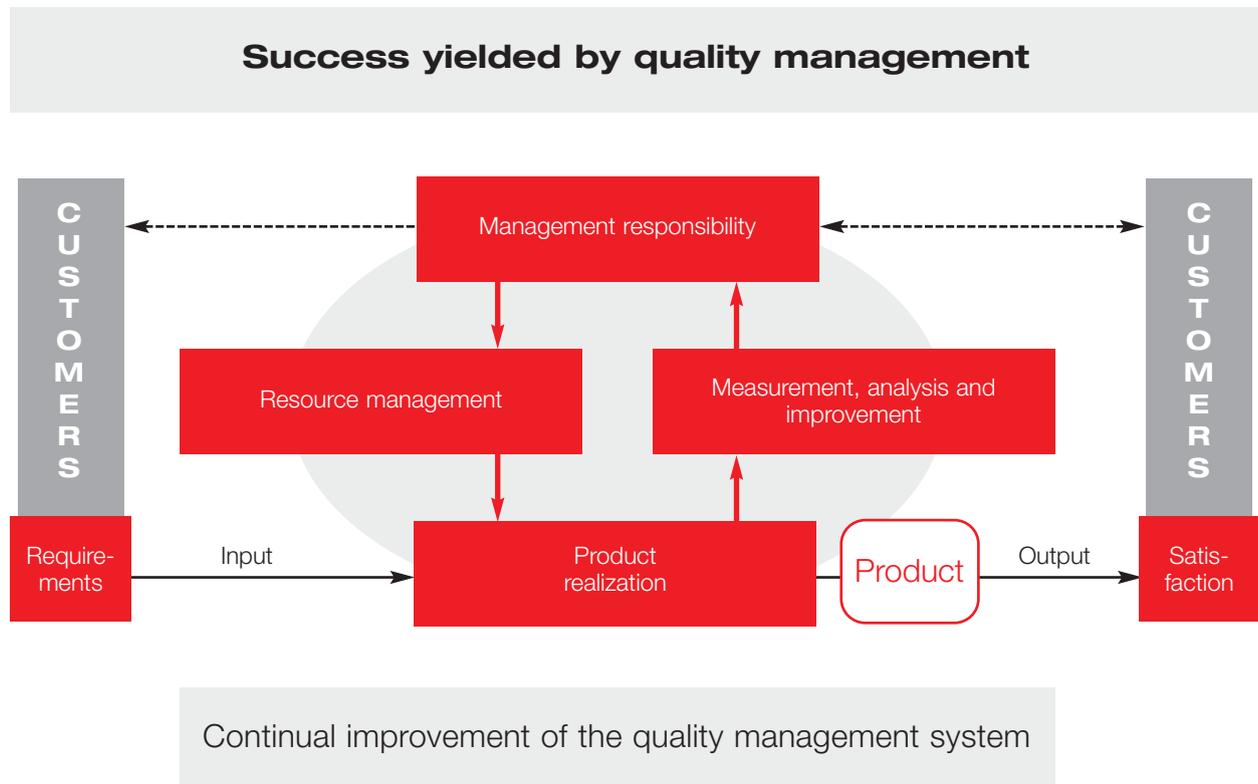
Product Portfolio

- 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)
- EN 13816 Quality in Transportation

8 principles of ISO 9001:2000

The 8 principles of quality management address Top Management, which can use them to improve the organization's efficiency. At the same time these prin-

ciples form the basis for the standards of the ISO 9000 Family, which refer to quality management systems.



1. Customer satisfaction

Organizations depend on their customers and therefore should understand current and future customer requirements, should meet customer requirements and strive to exceed customer expectations.

2. Leadership

Leaders establish unity of purpose and direction of the organization. They should create and maintain the internal environment in which people can become fully involved in achieving the organization's objectives.

3. Involvement of people

People at all levels are the essence of an organization and their full involvement enables their abilities to be used for the organization's benefit.

4. Process approach

A desired result is achieved more efficiently when activities and related resources are managed as a process.

5. System approach to management

Identifying, understanding and managing interrelated processes as a system contributes to the organization's effectiveness and efficiency in achieving its objectives.

6. Continual improvement

Continual improvement of the organization's overall performance should be a permanent objective of the organization.

7. Factual approach to decision making

Effective decisions are based on the analysis of data and information.

8. Mutually beneficial supplier relationships

An organization and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.



The bases are formed by ISO 14001:2004 and the COUNCIL REGULATION No. 1836/93 (EMAS REGULATION).

ISO 14001 and EMAS

Environmental management systems help to achieve both ecological and economic objectives and targets. They serve for systematization and thus for the improvement of internal measures for protecting man and nature. An organization establishing an environmental management system acts autonomously. It is committed to continual improvement of internal environmental protection, the further development of the environmental management system and thus to the improvement of environmental performance and to the use of processes, methods, materials or products avoiding, reducing or controlling adverse environmental impacts and pollution and their assessment. In addition, it is necessary to take the relevant environmental laws and regulations into account and to comply with them, to provide for an adequate structure and appropriate operational control and to provide open external and internal information on internal environmental protection.

Customer benefits

- minimizing risk by assessing the risk of environmental processes and their effects
- legal certainty enabled by legal compliance
- improving emergency preparedness and response

- minimizing and preventing emissions and wastes
- identifying environmental issues soon enough
- increasing confidence and acceptability among the employees, customers, official bodies and the public
- people motivation
- reducing costs by disclosing opportunities for saving resources and energy
- reducing the personal liability risk of Top Management and of the competent employees
- establishing a positive image in the public

Objectives and targets

The environmental aspects and the possible environmental impacts should be considered in daily business and when taking decisions relating to corporate policy.

Target groups

ISO 14001 is particularly suited for organizations that have already established a quality management system and want to additionally systematically identify and continually improve the environmental areas. In principle all the organizations can establish an environmental management system, independently from the sector or size.

Environmental activities

Environmental activities are specific to the sector and organization. When establishing the environmental management system, the organization specific environmental impacts will be identified systematically, modelled in material flows and assessed for their ecological impacts.

- research and development (R&D), engineering
- purchasing
- handling and storing raw materials
- production and maintenance processes
- laboratories
- transport
- marketing, PR
- customer service
- acquisition, erection or modification of property and facilities

Difference to the EMAS Regulation

ISO 14001 is part of the EMAS Regulation. One essential difference is that writing an Environmental Statement, which needs to be validated by an Environmental Verifier, is compulsory in EMAS. Furthermore, review at EMAS will be done on a legal basis (EU Regulation) and not on a purely normative basis.



The organization's commitment to protect the employees' health and safety is a characteristic factor in international competition. A certified labour protection, safety and health management demonstrates the firm resolution to protect the employees and their environment from events endangering safety.

It basically regulates the following items:

- organization and personnel
- identifying and assessing risks
- monitoring operations, safe execution of changes
- emergency preparedness and response
- continual preventive action
- systematic analysis of the accidents
- monitoring the efficiency and effectiveness of the safety management system
- systematic assessment and review

Implementing such a management system helps to ensure labour protection, to control safety and health related risks and to increase the organization's performance by means of a continual improvement process.

In the last few years, intensified commitment in the field of OH&S (occupational health and safety) has enabled organizations from all sectors and of all sizes to significantly reduce their accident rates. By now these endeavours are also expected from the partner companies

– i.e. contractors, personnel leasing companies – who provide the services on the organizations' premises or have them provided.

Customer benefits

- creating legal compliance
- continual improvement
- reduction of absence from work due to accidents and illnesses
- boosting the organization's image
- listing as a preferred supplier
- creating confidence among authorities, partners, neighbours and safety institutions

Objectives and targets

- guaranteeing legal compliance
- continual improvement of the safety and health related situation
- monitoring and assessing the safety relevant processes and operations and taking preventive action
- emergency preparedness and response
- raising awareness of the necessity to increase safety at work
- improving internal and external communication

Target groups

OHSAS 18001 is particularly suited for organizations that have already established a quality management system. In principle all the organizations can establish a safety management system, independently from the sector or size. SCC ("Sicherheitscertificat Contractor" – Safety Certificate Contractors) addresses technical service providers, in particular building trade and construction-related trade while SCP ("Sicherheitscertificat Personaldienstleister" - Safety Certificate personnel Providers) particularly refers to personnel providers and SQAS (Safety and Quality Assessment Systems Road System) to carriers and forwarders.

Product portfolio

- OHSAS 18001 – Occupational Health and Safety Administration Systems
- SCC (see above) – Safety management system for technical service providers
- SCP (see above) - Safety management system for training institutions
- BS 8800 – Occupational Health and Safety Management Systems, Guide (Addressing producing companies)
- SQAS - Safety and Quality Assessment Systems Road System
- SA 8000 - Social Accountability 8000

Utilizing synergies in the organization

An integrated management system is the integration of the environmental and safety related aspects in one existing quality management system. In practice the three specification models can be combined relatively easily. The Deming Circle, which serves for continual improvement, can be found in all the three management models. Organizations can extend their legal certainty with the focus on environmental protection and safety, effectively utilize the synergies between the model approaches and achieve further improvement measures and thus cost savings.*

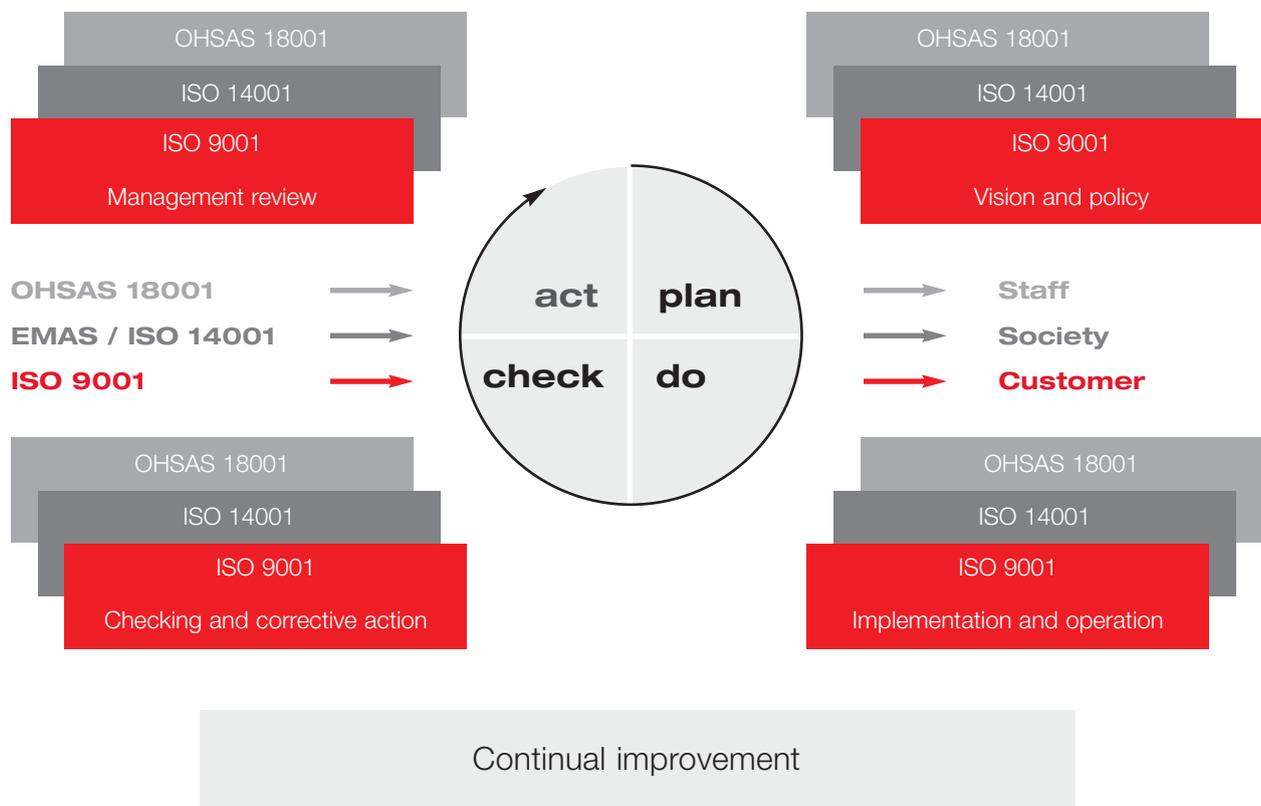
Customer benefits

- legal certainty
- cost saving opportunities
- clear objectives and targets instead of conflicting objectives and targets
- improved internal communication and thus less frictional loss
- motivated and autonomous employees
- effective and efficient processes
- documentation that is easy to grasp

Successfully utilizing comprehensive synergies with the support of Quality Austria

Please also request the course programmes of Quality Austria. Federally recognized courses about quality, environmental and safety management, consecutive seminars and refresher courses form the basis for successfully implementing a professional management system and continuing business success on a long-term basis. Up to now 100,000 participants have made use of the practice oriented training and further training programme of Quality Austria.

*DEMING Circle in all the Management Models



Accreditations and registrations

Standards, laws and regulations	Area	Accredited	Registered	1st Certificate issued	Special feature
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 – Verband der Automobilindustrie e. V.)		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 – Verband der Automobilindustrie e. V.)		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
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 Emissionszertifikatgesetz Bundesgesetzblatt 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				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
CEN Hygiene of packaging for foodstuffs	Manufacturers of packaging material Hygiene				The accreditation procedure is in preparation
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

BMWA: Bundesministerium für Wirtschaft und Arbeit – Federal Ministry for Economic Affairs and Labour / BMLFUW: Bundesministerium für Land- und Forstwirtschaft, Umwelt und Wasserwirtschaft – Federal Ministry for Agriculture and Forestry, Environment and Water Management / EZG BGBl: Emissionszertifikatgesetz Bundesgesetzblatt – Emission Certificate Act, Federal Law Gazette 46/2004 / BRC: British Retail Consortium; IFIS: International Food Information Service / PEFC, FSC: Programme for the Endorsement of Forest Certification Schemes; Forest Stewardship Council

Outlook:

52nd EOQ Congress 2008

June 4 to 6, 2008, Wiener Hofburg



Quality is back – back to quality

No Quality. No Business

Note this date as early as now!



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Succeed with Quality

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