International training program

Train for your success!

The RIGHT training makes the difference

www.qualityaustria.com
We are the leading Austrian contact for the Integrated Management System, based on quality, environmental and OH&S (occupational health and safety) management, and the topic of business excellence. Our main focuses are system and product certification, training and personal certification. We are accredited by the Federal Ministry for Digital and Economic Affairs (BMDW) for system, product as well as personal certification and have many international registrations and accreditations. Furthermore, we present the Austrian Excellence Award together with the BMDW and award the Austria Quality Seal.

Additionally, we organize several forums and conferences and have issued numerous publications. We participate actively in standardization bodies and international networks such as EOQ, IQNet and EFQM. We cooperate with some 50 partner and member organizations worldwide and thus ensure the facilitation of global know-how.

Having more than 1,000 auditors, trainers, assessors and technical experts all over the world, we ensure 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. We adapt our offer according to our clients’ needs and support them in achieving their long-term goals!
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Dear readers,

„Succeed with quality“ is more than just a slogan – we live this principle every day! Enthusiasm and passion for our topics and a high identification with the tasks we perform characterize our corporate culture. Our customers can benefit from this not only in audits, but also in our training courses.

FOCUSBING ON COMPETENCE
We speak the language of our customers. Our auditors, trainers, assessors and technical experts come from practice and have in-depth expert expertise as well as sector and standard specific knowledge. You benefit from years of experience and proven knowledge. The high focus on practical relevance and the consideration of sector-specific conditions allow you to integrate the acquired know-how directly into your daily work.

BUNDLED KNOWLEDGE
As a strong, internationally anchored training, certification and assessment company, we actively contribute to the further development of knowledge and standards in the standardization committees and international working groups at several levels. We reflect current developments in our own work and ensure a transfer of knowledge. Our services include system, product and personal certification as well as a wide range of training and further education courses, which we present you in this International Training Program. Our training program is constantly being developed and adapted to current conditions.

Stay curious and benefit from our wide range of training offers! We hope that you will once again place your trust in us as your competent partner for internationally recognized training and that we may walk a part of your road of success together with you!

Best regards,

Konrad Scheiber
CEO Quality Austria
PAY ATTENTION TO THE ACCREDITATION!

Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH is accredited by 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 programmes 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.

SYSTEM CERTIFICATION
acc. to EN ISO/IEC 17021-1

PERSONAL CERTIFICATION
acc. to EN ISO/IEC 17024

PRODUCT CERTIFICATION
acc. to EN ISO/IEC 17065

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.

For more information visit www.qualityaustria.com/accreditation.

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.

LABEL: ACCREDITED CERTIFICATE
Pay attention to this symbol: It marks those certification programs, accredited by the Austrian Federal Ministry!

EOQ CERTIFICATE
European Organization for Quality (EOQ) Certificates are recognized in almost all European countries and on an international scale. Quality Austria is the only Austrian training and personnel certification body to be entitled to issue EOQ Certificates. At international job applications, an EOQ Certificate proves to be an effective door opener. Even for the national career, the renowned European Certificate demonstrates that its holder thinks globally and is motivated to grow beyond limits. For more information visit our website.

LABEL: EOQ CERTIFICATE
Pay attention to this symbol: It marks the possibility to apply for an EOQ certificate!

IQNET CERTIFICATES
The IQNet (International Certification Network) is the world’s largest network for management certification. Quality Austria in an exclusive partner of IQNet in Austria and is authorized to issue the corresponding certificates. For more information visit our website.

qualityaustria network partners
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.

SEMINARS

Seminars focus on discussing topical technical issues, update existing knowledge and take up new topics. Seminars offer an excellent opportunity for familiarizing oneself with new topics or updating one’s knowledge of other topics. Therefore, they are not only suitable for experts in the respective areas but also for leaders and managers and persons from other technical departments and divisions, who would like to acquire knowledge of a topic in a compact and well-adjusted manner. Therefore, exchange of experience is a fixed part of the training methodology.

COURSES AND SERIES OF COURSES

Single courses and modular series of courses serve to comprehensively elaborate a topic and prepare for an examination for a specified competence certificate. The upstream learning contents will lead from the basics via the methods to practical case studies. At most series of courses provided by Quality Austria, the qualifications that are imparted are harmonized all over Europe and recognized worldwide. Depending on the complexity of the topic, series of courses will be broken down into 1 to 5 courses. In most cases, the courses provided by Quality Austria can be attended independently one from another. In our opinion, however, knowledge can be interlinked best if you attend the courses in the order shown in the charts of overview.

E-LEARNING

Our training courses can not only be attended in person – we will increasingly focus on virtual trainings, and bring the training courses directly to you, no matter where you are. All you need is a multimedia device with camera (computer, tablet…) and microphone and a stable internet connection! Please find more information on our website or contact johanna.koller@qualityaustria.com.

REGISTRATION FOR EXAMINATIONS

Registration requirements for each exam can be found on our website, under the respective training course. After passing the exam, you will receive your qualityaustria Personal Certificate. For many training courses, an EOQ Certificate will be issued on request. For further information please contact johanna.koller@qualityaustria.com.

RECERTIFICATION, EXTENSION OF CERTIFICATES AND REFRESHER COURSES

qualityaustria Certificates are certificates of competence and therefore limited to three, five or ten years. For extending the validity of a certificate, the certificate holder must prove his competence in form of necessary practice hours and – for some specific certificates – by attending relevant refresher courses. A refresher course helps you to update and supplement your knowledge, methods and skills.

For further information please contact johanna.koller@qualityaustria.com.

INHOUSETRAININGS

The training courses contained in this brochure are offered in English language as inhouse trainings on demand and partly as public trainings through selected partners. It is also possible to book single modules or courses as inhouse training programs.

Learning in your own organization is one of the most efficient training options, when more people need to be trained:

- by having a look at topical case studies from one’s own sphere of work
- by determining the place and time of the training
- by supporting the internal communication and teamwork through a common learning process
- by saving travel costs and further expenses for participants

Please contact your regional manager or johanna.koller@qualityaustria.com for a tailored offer meeting the needs of your company.
INTEGRATED MANAGEMENT SYSTEM

COURSES
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- Course series Integrated Management System ...................... 09
- Course series Auditor ......................................................... 11
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CONTACT
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Johanna Koller
Proposals for and organization of Inhouse training sessions, International trainings
johanna.koller@qualityaustria.com
INTERNAL AUDITOR – COMPACT

JOB PROFILE
Internal Auditors – Compact have basic knowledge and skills to conduct internal audits and are able to audit their own organization. In addition, they have a basic knowledge about ISO 19011.

PREREQUISITES
Valid qualityaustria Certificate Quality Management Representative – Compact (incl. thematic focus) or successfully passed examination Quality Management Representative – Compact (incl. thematic focus)

TARGET GROUP
Employees of operating areas, case workers, group leaders and department managers of all business units, who have visited the course Quality Management Representative – Compact (incl. thematic focus)

CONTENTS
- ISO 19011
- Principles of auditing
- Opening and closing meeting
- Sampling procedures
- Inspection procedures during the audit
- Creation of audit reports
- Saw-tooth effect
- Up- and downsizing effect
- Quick scan audits

The content of the exam refers to the course IAK.

PREREQUISITES
Training according to the course IAK, Valid qualityaustria Certificate Quality Management Representative – Compact (incl. thematic focus) or successfully passed examination Quality Management Representative – Compact (incl. thematic focus)

FORMAT
The written examination will be conducted at the end of the course and consists of multiple choice questions. Duration: 30 minutes

CERTIFICATE
Internal Auditor – 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.

VALIDITY OF THE CERTIFICATE
5 years

CRITERIA FOR EXTENSION
- Proof (e.g. confirmation by the employer, interim certificate, self-declaration) of 3 years of professional experience within the last 5 years.
- Refresher Course for Quality Management Representatives (RQB) or appropriate qualityaustria training.
## INTERNATIONAL TRAINING PROGRAM

The colored arrows (blue, green, yellow etc.) represent the specific training courses and exams for each discipline. The red arrows highlight the integrated and mutually creditable training courses.

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* For the Systems Manager qualification the Management Representative examination is not required

** Holders of all three certificates (Systems Manager / Auditor or Lead Auditor for Quality, Environment and Occupational Health and Safety) can receive the certificate for Systems Manager / Auditor / Lead Auditor Integrated Management System upon request at no charge.
INTEGRATED MANAGEMENT SYSTEM IMS

**IMS**
3 days
09–17 h

Integrated Management System – Requirements

The goal is to put diploma holders in the position to understand their organization as a system, to recognize the functions and potentials of management systems, to implement the integration of management systems and to develop them further.

**PREREQUISITES**
Qualified and relevant professional experience is advantageous

**TARGET GROUP**
People who are responsible for the integration and further development of management systems.

**CONTENTS**
- System documentation
- Process management
- Norms, standards and their certification
- Risk management
- Management systems and their integration
- Group work

**IMSA**
3 days
09–17 h

Integrated Management System – Methods and Tools

This course teaches the best possible application of tools and methods for building, integrating and optimizing management systems.

**PREREQUISITES**
Mastery of the training material from previous courses, depending on the respective focus (see structure of the course series)

**TARGET GROUP**
Senior and junior managers who integrate quality, environmental, and occupational health and safety management systems and further develop organizations.

**CONTENTS**
- Methods for management systems
- Audits
- Legal aspects
- Group Work

**IMSO**
3 days
09–17 h

Integrated Management System – Organization Development

This course teaches know-how regarding essential management methods in IMS-organizations and highlights the interactions and correlations in systems.

**PREREQUISITES**
Mastery of the training material from previous courses, depending on the respective focus (see structure of the course series)

**TARGET GROUP**
Senior and junior managers who integrate quality, environmental, and occupational health and safety management systems and further develop organizations.

**CONTENTS**
- Strategic direction of organizations
- Determining the context and assessing risks and opportunities
- Planning and implementation of changes to the management system
- Knowledge and competence
- Management review
- EFQM Model

**IMSR**
2 days
09–17 h

Integrated Management System – Occupational Safety Law and Environmental Law

ISO 14001 and EMAS as well as ISO 45001 (previous OHSAS 18001) require the fulfillment of statutory requirements. This course focuses on the development and implementation of a systematic procedure for recognizing statutory and regulatory requirements and for assessing their impact on the organization.

**PREREQUISITES**
Mastery of the training material from previous courses, depending on the respective focus (see structure of the course series)

**TARGET GROUP**
Environmental Management Representatives/Managers, Occupational Health and Safety Management Representatives/Managers

**CONTENTS**
- Overview of occupational safety law and environmental law
- Introduction to administrative law and responsible authorities
- Statutory objectives for companies – a practical introduction
- Representatives versus responsible representatives
- Requirements of the different types of representatives
- Law governing of industrial plants and approval procedure
- Notification management and consensus examinations in practice
- Duty to report, to inspect and of documentation – a convenient guide through the jungle of regulations

www.qualityaustria.com/ims_e

INTERNATIONAL TRAINING PROGRAM
The course teaches participants the most important requirements, rules and standards, methods for preparing, performing and creating audit reports, and communication techniques for leading discussions and objectively presenting audit findings.

PREREQUISITES
Valid qualityaustria Certificate Quality Management Representative or Systems Manager (incl. thematic focus, e.g. focus on healthcare or on food); Environmental Management Representative or Systems Manager (incl. thematic focus, e.g. focus on energy) or Occupational Health and Safety Management Representative or Systems Manager or Quality operator or assistant or Risk Manager (incl. thematic focus, e.g. focus on health care) or Business Continuity Manager or Corporate Social Responsibility and Sustainability Manager or Food Safety Expert or Expert of Medical Devices Development, Manufacturing and Distribution or Energy Management Representative or equivalent EOQ Certificate

TARGET GROUP
Senior and junior managers who aim to evaluate, assess and improve management systems regardless of the type, structure or size of the organization.

CONTENTS
- ISO 19011
- Preparation of audits, audit questions, checklists
- Performance of audits
- Proper formulation of nonconformities and potentials of improvement
- Audit methodology
- Communication and questioning technique
- 2 case studies with solutions

Note: If the proof of practical experience is missing, the respective certificate will be issued with the corresponding Auditor candidate status. As soon as Quality Austria receives the proof of practical experience, the certificate will be upgraded free of charge.

Holders of all three Auditor certificates (Quality / Environmental / Occupational Health and Safety Management Systems) can receive the certificate "Integrated System Auditor" upon request free of charge.
The contents of the examination refer to the course QMA.

PREREQUISITES

- Qualification in accordance with the course QMA
- Valid qualityaustria Certificate Quality Management Representative or Systems Manager (incl. thematic focus, e.g. focus on healthcare or on food); Environmental Management Representative or Systems Manager (incl. thematic focus, e.g. focus on energy) or Occupational Health and Safety Management Representative or Systems Manager or Quality operator or assistant or Risk Manager (incl. thematic focus, e.g. focus on health care) or Business Continuity Manager or Corporate Social Responsibility and Sustainability Manager or Food Safety Expert or Expert of Medical Devices Development, Manufacturing and Distribution or Energy Management Representative or equivalent EOQ Certificate
- Written proof of 4 years of practical professional experience in a specialist or technical position, which includes problem solving, decision making and communication with other managers or stakeholders as well as organisation of a working group in operational processes
- Implementation of audit activities, which means performance of at least 4 complete system or process audits in the respective management field of 20 days in total (minimum 12 days on site) within the last 3 years before certification

FORMAT

The written examination consists of multiple choice questions. The oral examination consists of a simulated audit situation (role play) and an interview (2 technical questions).

CERTIFICATE  Auditor (according to the focused field)

VALIDITY OF THE CERTIFICATE  3 years

CRITERIA FOR EXTENSION

- Proof in the form of a confirmation by the employer/contractor about at least 3 completed system audits in the respective field of at least 15 days in total (minimum 9 days on site) within the last 3 years
- Refresher course for Quality Managers and Quality Auditors in general (RQA) or with a free choice of main course focus or appropriate qualityaustria training.
- Quality Managers and Auditors with an additional automotive internal auditor qualification may alternatively attend the refresher course for Quality Managers and Auditors with focus on the Automotive industry (RQA-A).

REFRESHER COURSES: WE INFORM YOU ABOUT NEW DEVELOPMENTS AND TRENDS!

Refreshings are not only necessary to prove the maintenance of a qualityaustria personal certificate (such as quality system manager, auditor), they also provide the participants with the opportunity to learn news in the area of standards and interesting facts.

Refreshings aim to update the competence of the participants. On the one hand, the latest knowledge about quality management systems in the area of standards, methods and tools is conveyed. On the other hand, however, methods are also tested on the basis of practical examples. The active participation of the participants is a condition for the learning success and examples of implementation from their own companies are introduced and included in the spirit of the exchange of experiences. The aim is to look at specific practical questions not only from different perspectives, but also to find new approaches.

Refreshers courses require active participation but conclude without an examination.
LEAD AUDITOR

JOB PROFILE

Based on their fundamental competence as System Managers in the respective field, Lead Auditors are able to initiate, plan and conduct any kind of issue-specific audits according to ISO 19011 and ISO 17021. They can perform their work as sole auditor, in an audit team or act as the audit team leader (1st, 2nd and 3rd party audits, system, process, and compliance and product audits). The term “issue-specific” refers to certain fields, such as quality, environment or occupational health and safety, depending on the certificate requested.

Note: If the proof of practical experience is only provided for “Auditor”, the participants will receive the certificate “Auditor” after successful completion of the examination. If the proof of practical experience is missing, the respective certificate will be issued with the corresponding Auditor candidate status. As soon as Quality Austria receives the proof of practical experience, the certificate will be upgraded free of charge.

PREREQUISITES

- FULL Lead Auditor: Attendance of the course QMA and QMAL.
- FULL Lead Auditor (according to the focused field): Valid qualityaustria Certificate Quality Systems Manager (incl. those with focus on health care, medical devices, food safety) or Environmental Systems Manager (incl. those with focus on energy) or Occupational Health and Safety Manager or an equivalent EOQ Certificate.
- Written proof of 4 years practical professional experience in a specialist or technical position, which includes problem solving, decision making and communication with other managers or stakeholders as well as organization of a working group in operational processes.
- Implementation of audit activities, which means performance of at least 4 complete system or process audits in the respective management field of 20 days in total (minimum 12 days on site) within the last 3 years before certification. Out of these 4 audits, 3 audits have to be performed as audit leader (min. duration: 15 days, at least 9 days on site and 5 days as a team leader).

FORMAT

The written examination consists of multiple choice questions and takes 60 minutes followed by a practical case study example in which an audit is simulated (role play) and for which an audit plan and report must be produced (duration: 60 minutes). The oral examination consists of a simulated audit situation.

CERTIFICATE Lead Auditor (according to the focused field): On request: EOQ Quality Lead Auditor, EOQ Environmental Lead Auditor, EOQ Occupational Health and Safety Lead Auditor, EOQ Food Safety Auditor

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

- Proof in the form of a confirmation by the employer/contractor about at least 3 completed system audits in the respective field of at least 15 days in total (minimum 9 days on site) within the last 3 years. Out of these 3, at least one has to be performed as Lead Auditor.
- Refresher course for Quality Managers and Quality Auditors in general (RQA) or with a free choice of main course focus or appropriate qualityaustria training.
- Quality Managers and Auditors with an additional automotive internal auditor qualification may alternatively attend the refresher course for Quality Managers and Auditors with focus on the Automotive industry (RQA-A).
INTERNAL AUDITOR AND SUPPLIER AUDITOR

JOB PROFILE
Internal Auditors and Supplier Auditors know how to design an audit process for internal audits and supplier audits efficiently, how to apply audit methods and how to carry out the audit documentation correctly.

STRUCTURE OF THE COURSE SERIES

The course is aimed at people who want to carry out internal audits and/or supplier audits but who do not have any in-depth training in one of the system standards (e.g. ISO 9001).

PREREQUISITES
No specific professional knowledge required, but interest in carrying out internal audits and/or supplier audits.

TARGET GROUP
Employees who are intended to perform internal audits and/or supplier audits competently.

CONTENTS
- Audit-related terms, audit process, normative basics
- Types of an audit, methods of an audit and test procedures
- Preparing audit reports, incl. correct formulation of nonconformities and hints (improvements)
- The pillars of supplier audits (key requirements of the ISO 9001 standard)
- Quick scan audits
- Up- and downsizing effect
- Saw-tooth effect
- Questioning technique

EXAMINATION Internal Auditor and Supplier Auditor

The content of the exam refers to the course IILA.

PREREQUISITES
Training according to the course IILA.

FORMAT
The written examination will be conducted at the end of the course and consists of multiple choice questions. Duration: 30 minutes

CERTIFICATE Internal Auditor and Supplier Auditor

VALIDITY OF THE CERTIFICATE 5 years

CRITERIA FOR EXTENSION
Proof (e.g. confirmation by the employer, interim certificate, self-declaration) of 3 years of professional experience within the last 5 years.
QUALITY

COURSE SERIES
- Compact course Quality Management Representative – Compact ...... 16
- Blended Learning Quality Management Representative – Compact .... 17
- Course series Quality Management ........................................... 18
- Complete course Quality Management Representative .............. 21
- e-Learning Complete course Quality Management Representative ...... 21
- Course series Laboratory Quality Manager and Laboratory Assessor .... 22
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SEMINARS AND WORKSHOPS
- Upgrade for Quality Management Representative – Compact .............. 24
- QM-Workshop Quality Data Science ............................................. 24

REFRESHER COURSE
- for Laboratory Quality Managers and Laboratory Assessors ............ 24

CONTACT
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Proposals for and organization of Inhouse training sessions, International trainings
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QUALITY MANAGEMENT REPRESENTATIVE – COMPACT

JOB PROFILE
Quality Management Representatives – Compact have basic knowledge and skills to apply the most important methods and tools in the field of quality management. In addition, they have a solid knowledge base about ISO 9001.

PREREQUISITES
None

TARGET GROUP
Operational staff, clerks, group leaders and heads of the department of any business area, who should have basic knowledge about quality management and the associated methods and tools.

CONTENTS
- System documentation
- Process management
- Requirements of ISO 9001
- Quality planning
- Improvement and assessment of risks and opportunities
- Internal audits
- Methods and tools for quality management

The content of the exam refers to the course QBK.

PREREQUISITES
Training according to the course QBK.

FORMAT
The written examination will be conducted at the end of the course and consists of multiple choice questions. Duration: 30 minutes

CERTIFICATE
Quality Management Representative – 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.

VALIDITY OF CERTIFICATE
5 years

CRITERIA FOR EXTENSION
- Proof (e. g. confirmation by the employer, interim certificate, self-declaration) of 3 years of professional experience within the last 5 years.
- Refresher Course for Quality Management Representatives (RGB)
OVERVIEW

Our Blended Learning course consists of an e-learning part and a face-to-face workshop day. It combines traditional in-class teaching units with modern forms of digital knowledge transfer. During this course you will gather knowledge in 7 online modules, complete a knowledge check at the end of each module and apply what you have learned by solving interactive exercises. In addition, our experts will share their knowledge via video statements and you will get access to a practical online toolbox with various exercises and examples. We recommend scheduling about 7 weeks for completing the online learning phase, i.e. one week per module. Of course, time management is up to you, but we advise to calculate a minimum of 4 weeks. Once your payment has been received, you will be able to access the course online (not earlier than 4 months before, up until the date of the face-to-face workshop).

In addition to the interactive exercises, you will have to prepare and solve various tasks and bring them to the face-to-face workshop day where you will get the chance to discuss the results with your trainer. The face-to-face workshop concludes with a multiple choice test.

Upon successful completion of the examination you will receive the qualityaustria Certificate "Quality Management Representative – Compact" and, in addition, the corresponding IQNet Certificate.

Note: If a face-to-face workshop is not possible due to the long distance, we can also offer it online via Webex.

IMPRESSIONS:

CUSTOMER FEEDBACK

Read on page 20 what two participants have to say about their Blended Learning experience!
QUALITY MANAGEMENT

JOB PROFILES

Quality Management Representatives have the knowledge and skills needed for the implementation and further development of a quality management system based on standard requirements (ISO 9000 series with interfaces to other specifications and standards, as well as legal requirements). Furthermore, they are able to manage projects and analyze and improve organizational processes. They know essential quality management methods and can apply these within a team. In their role as a professional, competent and motivated contact person for internal and external interested parties in terms of quality-related issues, Quality Management Representatives use their communication skills.

Quality Systems Managers, in addition to Quality Management Representatives, have knowledge and qualification necessary to develop a quality management system towards sustainable business success of the organization, while taking into account the requirements of interested parties, market requirements and the organization’s context. They know about advanced management approaches, apply these approaches in their organization and support decision-making in this matter. By understanding models and systems, Quality Systems Managers are able to integrate the requirements of different standards into the organizational management system. They can also fulfill the tasks of an audit program manager.

QUALITY MANAGEMENT QM

Notes:

a) Should it not be possible to provide the proof of practical experience prior to the examination, it is still possible to take the examination. In this case, participants who pass the examination will obtain the certificate Quality Management Representative or Manager “Candidate”. As soon as Quality Austria receives the proof of practical experience the certificate will be upgraded free of charge.

b) For the Quality Systems Manager qualification the Quality Manager Representative exam is not required.

** Holders of all three certificates Systems Manager (Quality / Environment / Occupational Health and Safety) can receive the certificate Integrated System Manager upon request at no charge.

PREREQUISITES

Qualified and relevant professional experience is advantageous

TARGET GROUP

People who are responsible for the interpretation and/or the maintenance of quality management systems.

CONTENTS

- Objective and benefit of quality management systems
- ISO 9000 and ISO 10000 family
- Requirements of ISO 9001
- Expertise (case studies and solutions)

The improvement of systems and processes with the help of quality management systems requires detailed expertise on the series of standards ISO 9000ff. This course teaches comprehensive knowledge of ISO 9001, its correct interpretation and application.

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

PREREQUISITES

Attendance of the following courses: IMS, QMS and IMSA.

TARGET GROUP

Participants of the seminar are optimally prepared for the examination. The most important topics are explained in detail and trained in a goal-oriented manner.

CONTENTS

- Performing a multiple choice test with 20 questions (corresponds to the exam level)
- Solving several exam-specific questions (oral part)
- Reflection of the group results

For the Quality Systems Manager qualification the Quality Manager Representative exam is not required.

Holders of all three certificates Systems Manager (Quality / Environment / Occupational Health and Safety) can receive the certificate Integrated System Manager upon request at no charge.

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

PREREQUISITES

Attendance of the following courses: IMS, QMS and IMSA.

TARGET GROUP

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

CONTENTS

- Performing a multiple choice test with 20 questions (corresponds to the exam level)
- Solving several exam-specific questions (oral part)
- Reflection of the group results

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Holders of all three certificates Systems Manager (Quality / Environment / Occupational Health and Safety) can receive the certificate Integrated System Manager upon request at no charge.

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PREREQUISITES

Attendance of the following courses: IMS, QMS and IMSA.

TARGET GROUP

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

CONTENTS

- Performing a multiple choice test with 20 questions (corresponds to the exam level)
- Solving several exam-specific questions (oral part)
- Reflection of the group results

For the Quality Systems Manager qualification the Quality Manager Representative exam is not required.

Holders of all three certificates Systems Manager (Quality / Environment / Occupational Health and Safety) can receive the certificate Integrated System Manager upon request at no charge.

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

PREREQUISITES

Attendance of the following courses: IMS, QMS and IMSA.

TARGET GROUP

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

CONTENTS

- Performing a multiple choice test with 20 questions (corresponds to the exam level)
- Solving several exam-specific questions (oral part)
- Reflection of the group results

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Holders of all three certificates Systems Manager (Quality / Environment / Occupational Health and Safety) can receive the certificate Integrated System Manager upon request at no charge.

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

PREREQUISITES

Attendance of the following courses: IMS, QMS and IMSA.

TARGET GROUP

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

CONTENTS

- Performing a multiple choice test with 20 questions (corresponds to the exam level)
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Holders of all three certificates Systems Manager (Quality / Environment / Occupational Health and Safety) can receive the certificate Integrated System Manager upon request at no charge.

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

PREREQUISITES

Attendance of the following courses: IMS, QMS and IMSA.

TARGET GROUP

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

CONTENTS

- Performing a multiple choice test with 20 questions (corresponds to the exam level)
- Solving several exam-specific questions (oral part)
- Reflection of the group results

For the Quality Systems Manager qualification the Quality Manager Representative exam is not required.

Holders of all three certificates Systems Manager (Quality / Environment / Occupational Health and Safety) can receive the certificate Integrated System Manager upon request at no charge.

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

PREREQUISITES

Attendance of the following courses: IMS, QMS and IMSA.

TARGET GROUP

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

CONTENTS

- Performing a multiple choice test with 20 questions (corresponds to the exam level)
- Solving several exam-specific questions (oral part)
- Reflection of the group results

For the Quality Systems Manager qualification the Quality Manager Representative exam is not required.

Holders of all three certificates Systems Manager (Quality / Environment / Occupational Health and Safety) can receive the certificate Integrated System Manager upon request at no charge.

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

PREREQUISITES

Attendance of the following courses: IMS, QMS and IMSA.

TARGET GROUP

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.

CONTENTS

- Performing a multiple choice test with 20 questions (corresponds to the exam level)
- Solving several exam-specific questions (oral part)
- Reflection of the group results

For the Quality Systems Manager qualification the Quality Manager Representative exam is not required.

Holders of all three certificates Systems Manager (Quality / Environment / Occupational Health and Safety) can receive the certificate Integrated System Manager upon request at no charge.

The seminar is aimed at all persons who want to complete the examination for Quality Management Representative in the foreseeable future and who would like to prepare themselves.
The contents of the examination refer to the courses IMS, QMS and IMSA.

**PREREQUISITES**
Qualification in the courses IMS, QMS and IMSA; 2 years of practical professional experience, one of these in quality assurance or quality management

**FORMAT**
The written examination consists of multiple-choice questions and takes 30 minutes. The oral examination consists of an interview focused on the gained expertise and takes 10 minutes per candidate.

**CERTIFICATE** Quality Management Representative
*On request: EOQ Quality Management Representative*

**VALIDITY OF THE CERTIFICATE** 3 years

**CRITERIA FOR EXTENSION**
- Proof in the form of a confirmation by the employer about 1 year of professional practice in the field of quality management within the last 3 years.
- Refresher course for Quality Management Representatives (RQB) or appropriate qualityaustria training.
- Quality Management Representatives with an additional internal auditor automotive qualification may alternatively attend the refresher course for Quality Managers and Auditors with focus on the Automotive industry (RQA-A).

This course provides the necessary knowledge and skills for establishing, changing and further developing management systems through the application of project management.

**PREREQUISITES**
Mastery of the qualityaustria courses IMS, QMS, IMSA, QME and IMSO.

**TARGET GROUP**
People who are responsible for the integration and further development of quality, environmental and occupational health and safety management systems.

**CONTENTS**
- Introduction of a management system within a project
- Manage changes in the company within a project
- Group work

This seminar provides candidates with optimal preparation for the Quality Systems Manager examination. The most important issues are explained in depth and targeted training is given.

**PREREQUISITES**
Attendance of the following courses: IMS, QMS and IMSA. Ideally, the following courses should also have been attended: QME, IMSO and QMSPR.

**TARGET GROUP**
The seminar is addressed to all persons who intend to take the Quality Systems Manager examination within a foreseeable period and who wish to prepare themselves in a targeted manner with additional exercises.

**CONTENTS**
- Implementation of a multiple choice test comprising 40 questions (complies with the examination standard)
- Solving of two case studies in group work (the case studies comply with the examination standard)
- Presentation of the group work in the plenary (one person per case study and group)
- Reflection and comment on the moderation, presentation and group results by the trainer
The contents of the examination refer to the courses IMS, QMS, IMSA, QME, IMSO and QMSPR.

**PREREQUISITES**
Qualification in the courses IMS, QMS, IMSA, QME, IMSO and QMSPR; 4 years of practical professional experience with two of these in quality assurance or in quality management.

**FORMAT**
The written examination consists of multiple choice questions and takes 60 minutes. The oral examination consists of a group moderation (solving a case study), which takes 90 minutes and a concluding presentation, which takes 8-12 minutes per candidate.

**CERTIFICATE** Quality Systems Manager
On request: EOQ Quality Manager

**VALIDITY OF THE CERTIFICATE** 3 years

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**CUSTOMER FEEDBACK**

**Ana Carolina Fernández Mora, B.Eng.**
Quality Engineer
Participant of the Blended learning course "Quality Management Representative – Compact" in Summer 2020

**Joshua Quesada Giutta, B.Eng.**
Plant Manager
Participant of the Blended learning course "Quality Management Representative – Compact" in Summer 2020

RAU Precision Metals S.A. is a company located in Costa Rica. Since 2013, it is part of the business group G.RAU GMBH & CO. KG located in Pforzheim, Germany. RAU Precision Metals S.A. is a manufacturing company that produces high precision tubes and components from different metal alloys for the automotive and medical industries.

In order to meet and satisfy our customer requirements and improve our professional competences, we chose to participate in the qualityaustria course “Blended Learning Quality Management Representative – Compact”.

The training was carried out online and in English, which allowed us to be part of the training since travelling is not allowed due to COVID restrictions. The aim of the training was to deepen the knowledge about the management system, system documentation and several quality tools.

Performing this online training has been a great opportunity. The interface, the structure of the lessons and the presentation of the information was clear, competent and dynamic and allowed us to have an easy understanding of the topics. The possibility of analyzing our process progress in real time together with additional tools and examples helped us to have a better comprehension of each chapter.

The savings and advantages that this virtual modality can give are highly valuable for people with tight schedules and agendas. It is further step in the globalization and continual improvement process of trainings, and it gives the opportunity to choose the best and most recognized companies worldwide.

The whole experience fulfilled our expectations and we completely recommend Quality Austria to everyone who is interested in performing one of their training programs.
COMPLETE COURSE QUALITY MANAGEMENT REPRESENTATIVE

JOB PROFILE
Quality Management Representatives have the knowledge and skills needed for the implementation and further development of a quality management system based on standard requirements (ISO 9000 series with interfaces to other specifications and standards, as well as legal requirements). Furthermore, they are able to manage projects and analyze and improve organizational processes. They know essential quality management methods and can apply these within a team. In their role as a professional, competent and motivated contact person for internal and external interested parties in terms of quality-related issues, Quality Management Representatives use their communication skills.

This course teaches the specialized skills necessary to qualify as a Quality Management Representative in a condensed form.

PREREQUISITES
Qualified and relevant professional experience is advantageous

TARGET GROUP
Specialists who are responsible for implementing and maintaining quality management systems

CONTENTS
Course material from 3 courses:

Integrated Management System – Requirements (IMS):
- System documentation
- Process management, risk management
- Norms, standards and their certification
- Management systems and their integration

Quality Management Systems (QMS):
- Objectives and benefits of quality management systems
- ISO 9000 and ISO 10000 family
- Requirements of ISO 9001
- Expertise (case studies and solutions)

Integrated Management System – Methods and Tools (IMSA):
- Methods for management systems
- Audits
- Legal aspects
- Group work

The contents of the examination refer to the course QBGS-E (contains course material from 3 courses [IMS, QMS, IMSA]).

PREREQUISITES
Qualification in the courses IMS, QMS and IMSA; 2 years of practical professional experience, 1 of these in quality assurance or quality management

FORMAT
The written examination consists of multiple-choice questions. The oral examination consists of an interview focused on specialist knowledge and implementation skills.

CERTIFICATE
Quality Management Representative
On request: EOQ Quality Management Representative

VIRTUAL POSSIBILITY
LEARN WHEREVER YOU WANT!
Our globally recognized training course for Quality Management Representatives is now available as virtual training! Also the examination can be conducted virtually.

What equipment do you need to get started? A functioning computer (or tablet) with microphone and webcam and a reliable internet connection!
LABORATORY QUALITY MANAGER AND LABORATORY ASSESSOR

JOB PROFILE
The European Organization for Quality (EOQ) training course is designed to teach laboratory personnel and future laboratory assessors how to install, maintain, improve and assess a Laboratory Quality Management System that meets the requirements of ISO/IEC 17025 Standard and OECD GLP, and is applicable for laboratories of any size and any activities related to calibration and testing. The training covers valuable topics for accredited or to-be accredited laboratories, such as uncertainty estimation, method validation, proficiency testing, calibration and modern interpretation of traceability subject, as well as audit methods and tools.

PREREQUISITES
- Either university degree or equivalent in chemistry, physics, engineering or relevant fields or
- Secondary education plus two years experience in a testing or calibration laboratory

CONTENTS
This modular training program includes 9 interrelated workshops (WS) and an examination:
- WS 1: ISO/IEC 17025, ISO 15189 Management System
- WS 2: Quality assurance and quality documentation
- WS 3: Basic statistical tools for Laboratories
- WS 4: Internal quality control for laboratories, method validation
- WS 5: Quantifying Uncertainty in Analytical Measurements
- WS 6: Traceability of measurements
- WS 7: Inter-laboratory quality control measures
- WS 8: Risk management
- WS 9: Laboratory audit

CRITERIA FOR EXTENSION
For Laboratory Quality Managers: The competence of a Laboratory Quality Manager shall be reconfirmed using at least two of the below described recertification methods:
1.) Professional development by task-specific/related training (on-site, videoconferencing or e-learning) of at least one day (8 hours), which may include a knowledge evaluation (covering e.g. new developments on standards and/or relevant laws/new methods and instruments).
2.) Examination: The examination shall be designed to comply with PRU 14: EOQ Harmonized Examination System – Framework. The minimum sum of ERP for the examination shall be 20.
3.) Providing evidence regarding professional practice: Declaration by the employer or by contractor(s) on at least one full year of work-experience in a function that includes tasks related to the “Laboratory Quality Manager” task description in the recertification period.

For Laboratory Assessors: At least three complete system audits with at least 15 audit days either internal, 2nd or 3rd party audits (9 days of them on site) in the last 3 years, as to be declared by the employer or contractor(s)/customer(s) of the certified person.
Alternatively: Evaluation by a designated peer: 2 days of on-site witnessing, where the candidate is acting as auditor. The audit documentation prepared by the candidate shall be evaluated by the peer.

INTERNATIONAL TRAINING PROGRAM
This course is designed to give participants an overview of the requirements necessary for successful implementation of Six Sigma in a company and to put improvement projects into practice.

**PREREQUISITES**
Experience in dealing with management systems

**TARGET GROUP**
Quality Engineers, Production Managers, Process Managers and persons responsible for change in the context of quality engineering

**CONTENTS**
- Transparent cost savings and improved process capabilities through increased process know-how and process understanding
- Six Sigma methodological competence
- DMAIC Model
- Project management in the context of Six Sigma
- Six Sigma process model
- Process diagrams
- Working with data for process characterization
- Introduction to a statistics software
- Measurement system analysis (Gage R&R)
- Process capability (Cp, Cpk)
- Graphical and statistical analysis tools

The contents of the examination refer to the course SIXGB.

**PREREQUISITES**
Qualification in the course SIXGB

**FORMAT**
The written examination consists of multiple choice questions. The oral examination consists of a presentation and an in-depth discussion with regard to the project work (preparation between SIXGB and SIXGBRW) as well as complementary questions.

**CERTIFICATE** Six Sigma Specialist (Green Belt)

**VALIDITY OF THE CERTIFICATE** 3 years

**CRITERIA FOR EXTENSION**
Proof (e.g. confirmation by the employer, interim certificate or self-declaration) of at least 2 implemented Six Sigma projects within the last 3 years.

**Note**: Part of the first training session is the definition of a pilot project relevant to the participant’s company. This project is practically driven acc. to the participants’ learning progress in the period between the SIXGB training course and the reflection workshop SIXGBRW. For the participants, this results in the additional benefit of being able to test and implement the acquired knowledge in practice. It should be possible to work out the pilot project within a period of 3 to 4 months. The company concerned thus benefits from the defined improvement project and its verifiable and measurable success during the training phase. You will receive information on how to select a suitable project during an information meeting with an expert from Quality Austria when you register for the training course. To participate in the training and to apply the skills acquired during the training, a statistics software is necessary. Each participant will receive a Six Sigma textbook and the Software Excel Add-In SigmaXL, which are included in the price of the training course.
In this one-day seminar, the participants are introduced to the tools and methods of the Integrated Management System, building on their training Quality Management Representative – Compact (see page 16). After completion of this seminar, you will be able to credit the IMSA (see page 10) course for your in-depth training in quality management.

**PREREQUISITES**
Valid qualityaustria certificate Quality Management Representative – Compact or successful completion of the exam Quality Management Representative – Compact

**TARGET GROUP**
Participants who have successfully completed the training Quality Management Representative – Compact

**CONTENTS**
- Legal framework
- 4D report, Mind Map
- In-depth (continuous) group work
- Knowledge check (self-check)

### QM-DS
1 day 09–17 h

The participants learn about the concepts of data science and methods of how you can use R (an open source data analysis tool) to efficiently work with your data.

**PREREQUISITES**
- Each participant must bring a Notebook
- Interested in working with data
- Familiar with Excel
- Basic knowledge in Statistics

**TARGET GROUP**
Six Sigma Belts, statisticians, Quality Management Representatives / Quality System Managers

**CONTENTS**
- Introduction to R/RStudio, data preparation
- Explorative graphical data analysis for numerical and text data
- Overview and application of some simple Machine Learning (ML) Tools, prospect AI: Deep Learning
- Practical exercises: “Bring your data”

### RLQMAT
2 days 09–17 h

The publication of the version ISO/IEC 17025:2017 is driven by the technological changes and general development in quality management system (QMS) approaches and structure.

**PREREQUISITES**
General understanding of QMS, work experience in the field of QMS, conformity assessment and/or organization dealing with calibration/sampling/testing

**TARGET GROUP**
Laboratory Quality Managers, Quality Managers, Laboratory Assessors, Internal Auditors, Top Managers of all types of government or industry owned laboratories

**CONTENT**
- Structure and requirements of the ISO 17025
- Process approach and process requirements of ISO 9001, ISO 17025 and ISO 15189
- Definition, description and visualization of processes in the laboratory; sources of risks and opportunities in the laboratory

**Note:** Participation in the Refresher course is one-time mandatory for prolongation of the certificates of Laboratory Quality Managers and Assessors.

### TRAINING TIP
If you are interested in statistics, we recommend as further training:

- **STPS**
  - Course Tools for data-driven process and quality control

- **QIISV**
  - Course Modeling of processes with experimental data

- **QIZA**
  - Course Modeling of reliability

For further information or if you would like to receive an offer for a training in your company, please contact:

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INTERNATIONAL TRAINING PROGRAM
ENVIRONMENT AND ENERGY

COURSES
- Compact course Environmental Management
  Representative – Compact ...................................................... 26
- Course series Environmental Management .............................. 27
- Course series Energy Management ........................................ 29

SEMINARS
- Fundamentals of Life Cycle Assessment and Carbon Footprinting .. 30
- Sustainable improvement in the supply chain .......................... 30

REFRESHER COURSE
- Energy Management – Revision of ISO 50001 under consideration of ISO 50003ff ...................................................... 30

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ENVIROMENTAL MANAGEMENT REPRESENTATIVE – COMPACT UBK

JOB PROFILE

Environmental Management Representatives – Compact

have basic knowledge and skills to apply the most important methods and tools in the field of quality management. In addition, they have a solid knowledge base about ISO 14001.

This training course gives a comprehensive knowledge based on the requirements of ISO 14001 for constructing an environmental management system. It outlines the procedures and organizational measures necessary to attain environmental objectives. It gives participants the understanding necessary for independently using the tools required to develop an environmental management system.

PREREQUISITES
None

TARGET GROUP

People who are responsible for the interpretation and/or the maintenance of environmental management systems.

CONTENTS

- System documentation
- Process management
- Requirements of ISO 14001
- Improvement and assessment of risks and opportunities
- Internal audits
- Methods and tools for quality management

EXAMINATION
Environmental Management Representative – Compact

The content of the exam refers to the course UBK.

PREREQUISITES
Training according to the course UBK.

FORMAT
The written examination will be conducted at the end of the course and consists of multiple choice questions. Duration: 30 minutes

CERTIFICATE

Environmental Management Representative – 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.

VALIDITY OF CERTIFICATE
5 years

CRITERIA FOR EXTENSION

- Proof (e.g. confirmation by the employer, interim certificate, self-declaration) of 3 years of professional experience within the last 5 years.
- Refresher Course for Quality Management Representatives (RGB)
Participants learn the requirements of ISO 14001 and EMAS regulations for constructing an environmental management system. They know how to formulate and pursue environmental objectives as well as how to identify and assess environmental aspects.

TARGET GROUP
Specialists who are responsible for establishing and maintaining environmental management systems such as Environmental Management Representatives, Environmental Systems Manager, Energy Management Representative and Waste Disposal Specialists.

CONTENTS
- Requirements of ISO 14001 and EMAS and their importance in practice; Comparison of ISO 14001 und EMAS
- Context analysis, objectives and environmental policy
- Role and responsibilities of the top management
- Compliance obligations
- Planning of resources, awareness-raising and competences
- Preparation of a life cycle inventory analysis (input-, output analyzes)
- Assessment of the environmental aspects of the activities, products and services and their environmental impact; ISO 14031
- Risk-based approach, emergency preparedness and response
- Life-cycle perspective

Note: Should it not be possible to provide the proof of practical experience prior to the examination, it is still possible to take the examination. In this case, participants who pass the examination will obtain the certificate Environmental Management Representative / Manager "Candidate". As soon as Quality Austria receives the proof of practical experience the certificate will be upgraded free of charge.
You recognize ecological interrelations, evaluate environmental trends, prepare material and energy balances and derive potentials for energy efficiency and possible savings.

**PREREQUISITES**
Mastery of the qualityaustria courses IMS, UMS, IMSR and IMSA.

**TARGET GROUP**
Individuals responsible for environmental protection, who wish to become Environmental Systems Managers; other professionals interested in acquiring an overview of ecology, environmental economy and environmental technology.

**CONTENTS**
- Current environmental trends and ecology
- Ecological context and raising environmental awareness
- Deepening the understanding of environmental aspects and environmental impacts, e.g. climate change, Austrian Assessment Report, ecological footprint, material cycles, biodiversity, etc.
- Material and energy efficiency – environmental technology
- Conveying practical technical basic knowledge
- Introduction in environmental technology
- Sustainable filtering concepts; environmental economy
- Calculation of efficiency of environmental actions
- Environmental controlling and environmental reporting
- Environmental cost accounting

The contents of the examination refer to the courses IMS, UMS, IMSR, IMSA, UMPRA and IMSO.

**PREREQUISITES**
Training in accordance with the courses IMS, UMS, IMSR, IMSA, UMPRA and IMSO; 4 years of qualified professional experience, two of these in the field of environmental management.

**FORMAT**
The written examination consists of multiple choice questions and takes 60 minutes. The oral examination consists of a group moderation (solving a case study), which takes 90 minutes and a concluding presentation, which takes 8-12 minutes per candidate.

**CERTIFICATE**
Environmental Systems Manager
On request: EOQ Environmental Manager

**VALIDITY OF THE CERTIFICATE**
3 years

**CRITERIA FOR EXTENSION**
- Proof (e.g. letter from employer, interim certification, self-declaration) about 2 years of professional practice in the field of environmental management within the last 3 years.
- Refresher course for Integrated Management Systems (RIMS) or appropriate qualityaustria training.

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Energy and environmental management systems provide companies with an energy saving potential of approximately 5 to 20%. Thus, energy management systems not only help to save the budget but also save the environment. It is therefore mandatory for large enterprises to implement such management systems, provided they employ at least 250 people or exceed the threshold values in terms of turnover and total assets. Alternatively, large enterprises can also appoint external consultants to carry out mandatory energy audits every fourth year and then report the results to the monitoring body (Austrian Energy Agency).

Axel Dick, Head of Business Development Environment and Energy as well as CSR of Quality Austria, considers the first-mentioned option as the more sustainable one: "In external energy audits, companies will only receive an audit report. In a management system, on the other hand, companies have to improve their performance every year as they are committed to increasing energy efficiency according to the standard."

Quality Austria was the first certification body in Austria to obtain accreditation for the revised Standard ISO 50001:2011. "With its successful accreditation, Quality Austria once again has demonstrated its pioneering role within the sector. We will consistently follow this path in the future," Axel Dick assures.

Are you interested? We gladly provide you with a free and non-binding quotation for your system certification. Just visit www.qualityaustria.com/request-for-quotation and fill out the form – a qualityaustria employee will get in touch with you!
ENERGY MANAGEMENT

JOB PROFILE
Persons successfully completing this course series have obtained the knowledge, skills and capabilities (requirements placed by ISO 50001 Energy Management Systems) that will enable them to assume their function as Energy Management Representatives towards the company owner, employees and public authorities. They will be able to prepare energy balances, recognize potential energy savings, plan and implement actions and update the energy planning process.

POSSIBLE SUPPLEMENTARY CERTIFICATES
Persons holding a valid certificate Environmental Management Representative or Environmental Systems Manager and a valid certificate Energy Management Representative are entitled to apply for the certificate Environmental Management Representative or Environmental Systems Manager with focus on Energy.

Note: After the Energy Management course (UMEM), a project work is planned as an integral part of the exam.

TRAINING TIP
The certificate Energy Management Representative qualifies the diploma holder to participate in the course Auditor. So based on this course, we recommend as a supplementary / further training:

QMA Auditor

(page 11)

1) If the fundamentals are not mastered yet, a self-study is required. The contents summarize the basic knowledge about PDCA cycle, documentation, leadership and commitment, control of documents and records, management review and corrective actions. The training material will be provided free of charge upon request.

CONTENTS
- ISO 50001; differences with regard to ISO 14001
- Climate and energy strategy 2030
- Establishing, implementing and developing energy management systems
- Energy planning process
- Collecting energy relevant information and data
- Assessment models
- Technological fundamentals
- Preparation of the project work

PREREQUISITES

- Self-study of the fundamentals of management systems* or mastery of the content of the course IMS (see page 10) or valid qualityaustria Certificate Systems Representative, Systems Manager
- Verifiable experience in the field of management systems

TARGET GROUP
Energy experts, Quality, Environmental or Occupational Health and Safety Systems Managers and persons who either aim to integrate energy management systems into existing management systems or to establish independent energy systems.

CONTENTS

- Technological fundamentals (deepening of the course Energy Management UMEM)
- Energy technological measures in practice
- Energy efficiency
- Energy technologies
- Renewable energies
- Interpretation of measurement results
- Economic framework conditions

PREREQUISITES
Mastery of the content of the fundamentals of management systems* or course IMS (see page 10); mastery of the content of the course UMEM

TARGET GROUP
Energy experts, Quality, Environmental or Occupational Health and Safety Systems Managers and persons who either aim to integrate energy management systems into existing management systems or to establish independent energy systems.
EXAMINATION
Energy Management Representative

The contents of the examination refer to the courses UMEM and UMET.

PREREQUISITES
Training in accordance with the courses UMEM and UMET; mastery of the fundamentals of management systems; completed project work.

FORMAT
The written examination consists of multiple choice questions and takes 30 minutes. The oral examination consists of a presentation and an in-depth discussion with regard to the project work (preparation between the courses Energy Management (UMEM) and Energy Technology (UMET)) as well as complementary questions. Duration: 20 min.

CERTIFICATE
Energy Management Representative

VALIDITY OF THE CERTIFICATE
3 years

CRITERIA FOR EXTENSION
- Proof (e.g. letter from employer, interim certification, self-declaration) about 1 year of professional practice in the field of energy management system within the last 3 years.
- Refresher course for Integrated Management Systems (RIMS) or appropriate qualityaustria training.

SEMINAR Sustainable improvement in the supply chain

In this seminar, the methods and concrete practical examples of various industries are clearly conveyed. Based on the acquired knowledge, potentials in your own company can be identified and first improvements can be achieved.

PREREQUISITES
None

TARGET GROUP
Companies of all sizes and industries; persons from purchasing, design and development, Environmental Management Representatives, Environmental Systems Managers, Facility Manager, Waste Management Representatives, Quality Systems Managers, Sustainability Management Representatives, consultants.

CONTENTS
- 10 principles of sustainable design in the supply chain
- ISO 14001 requirements for life cycle assessment
- Fundamentals for the analysis of a supply chain
- Specification of ecological and social criteria
- Practical methods and tools
- Determination of the "best value" taking into account life cycle costing.

SEMINAR Fundamentals of Life Cycle Assessment and Carbon Footprinting

In this refresher course, participants get impulses for the improvement of their energy management system and for the improvement of energy performance.

PREREQUISITES
None

TARGET GROUP
Companies of all sizes or industries; companies with high energy consumption, striving for compliance with CSR; Environmental Management Representatives or Environmental Systems Manager; Energy Management Representatives; Environmental / Energy Management Auditors; CSR Managers; consultants, persons working in product development and eco-design.

CONTENTS
- Basics of the life cycle analysis (LCA): Structure and procedures, system boundaries, data collection, impact assessment indicators and balances, interpretation and communication, quality characteristics
- Compensation mechanisms: What is behind all these statements?
- Focus on Corporate Carbon Footprint ISO 14064
- Balancing of electricity and specific characteristics
- Focus: Carbon Footprint of Products, ISO 14067
- Environmental footprint for a green Single European Market
- ISO 50001 revision – the revised standard in comparison with former ISO 50001
- Austrian climate and energy strategy 2030 as a relevant external context
- Severe risks and costs due to climate change
- Motivation and objectives / targets of ISO 50003
- Background information on calculation of audit time based on ISO 50003
- ISO 50004, ISO 50006 and ISO 50016
OCCUPATIONAL HEALTH & SAFETY

COURSES

- Compact course Occupational Health and Safety Management Representatives – Compact ............................................................. 32
- Course series Occupational Health & Safety Management .......... 33
- Course series SHE Training for Operational Supervisors (SCC) ...... 35
- Course series SHE Training for Operational Workers (SCC) .......... 36

SEMINARS

- Implementation of ISO 45001 ......................................................... 34

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OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT REPRESENTATIVES – COMPACT

JOB PROFILE
Occupational Health and Safety Management Representatives – Compact have basic knowledge and skills to apply the most important methods and tools in the field of quality management. In addition, they have a solid knowledge base about ISO 45001.

STRUCTURE OF THE COURSE SERIES

TRAINING TIP
Based on this course, we recommend as a supplementary / further training:
Internal Auditor – Compact

PREREQUISITES
None

TARGET GROUP
People who are responsible for the interpretation and/or the maintenance of occupational health and safety management systems.

CONTENTS
- System documentation
- Process management
- Requirements of ISO 45001
- Improvement and assessment of risks and opportunities
- Internal audits
- Methods and tools for quality management

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT REPRESENTATIVES – COMPACT

Developing and maintaining an occupational health and safety management system requires detailed knowledge of the ISO 45001 standards family, SCC/SCP and other regulations of the subject. In addition to providing comprehensive basic knowledge on the relevant standards and regulations and their possible interpretations, this course also instructs on the legal framework and on conducting OH&S audits and inspections.

The content of the exam refers to the course SBK.

PREREQUISITES
Training according to the course SBK.

FORMAT
The written examination will be conducted at the end of the course and consists of multiple choice questions. Duration: 30 minutes

CERTIFICATE
Occupational Health and Safety Management Representatives – 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.

VALIDITY OF CERTIFICATE
5 years

CRITERIA FOR EXTENSION
- Proof (e.g. confirmation by the employer, interim certificate, self-declaration) of 3 years of professional experience within the last 5 years.
- Refresher Course for Quality Management Representatives (RQB)
Establishing and maintaining an occupational health and safety management system requires a detailed knowledge of ISO 45001, SCC/SCP and other regulations on the subject. In addition to providing comprehensive basic knowledge on the relevant regulations and their possible interpretations, this course also informs about the respective legal framework as well as conducting internal audits.

**PREREQUISITES**
Qualified and relevant professional experience is advantageous

**TARGET GROUP**
Specialists, who are responsible for establishing and maintaining occupational health and safety management systems. This course is especially suitable for safety experts, occupational physicians and safety representatives.

**CONTENTS**
- Regulations covering occupational health and safety management such as ISO 45001, SCC/SCP as well as their interpretations
- Typical elements of occupational health and safety management systems such as policy, organisation, legal conformity, evaluation, preventive medicine, accident and emergency precaution, training and awareness raising, reporting and information systems, internal and external audits, management review
- Basic legal knowledge of occupational safety
- Conducting internal occupational health and safety audits and inspections
- Group work

**STRUCTURE OF THE COURSE SERIES**
- IMS
- SMS
- IMSR
- IMSA
- SBP*
- SMOQT
- IMSO
- SMP**

**Note:** Should it not be possible to provide the proof of practical experience prior to the examination, it is still possible to take the examination. In this case, participants who pass the examination will obtain the certificate Occupational Health and Safety Systems Representative / Manager “Candidate”. As soon as Quality Austria receives the proof of practical experience the certificate will be upgraded free of charge.

**OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT**

**JOB PROFILES**

**Occupational Health and Safety (OH&S) Representatives**

- have the basic knowledge, skills and capabilities necessary to establish and enlarge a company specific OH&S management system to the state of the art while considering standards and regulations commonly used, such as ISO 45001, SCC (Safety Certificate Contractors), SCP (Safety Certificate Contractors Examination) and can draw up evidencing documentation. They know how to drive integration with other management systems, e.g. environment and quality. Furthermore, the fundamentals for conducting internal audits are known to them.

**Occupational Health and Safety (OH&S) Systems Managers**

- have the knowledge and skills and capabilities necessary to establish and efficiently guarantee the further development of a company specific OH&S management system, draw up evidencing documentation and establish the basis for conducting internal OH&S audits. They know how to drive integration with other management systems, e.g. environment and quality. Furthermore, the corresponding tools can be applied to implement OH&S management with the company and improve the relevant processes.

**PREREQUISITES**
Training in accordance with the courses IMS, SMS, IMSR and IMSA; 2 years of practical professional experience, 1 of these in the field of occupational health and safety management

**FORMAT**
The written examination consists of multiple choice questions and takes 30 minutes. The oral examination consists of an interview focused on the specialist knowledge and the implementation skills and takes 10 minutes per candidate.

**CERTIFICATE**
- Occupational Health and Safety Management Representative
- On request: EOQ Occupational Health and Safety Management Representative

**VALIDITY OF THE CERTIFICATE**
- 3 years

**CRITERIA FOR EXTENSION**
- Proof (e.g. letter from employer, interim certification, self-declaration) about 1 year of professional practice in the field of occupational health and safety management within the last 3 years.
- Refresher course for Integrated Management Systems (RIMS) or appropriate qualityaustria training.
This course conveys the practical/operational implementation of legal and normative requirements on the subject of occupational health and safety management systems.

PREREQUISITES
Attending the following courses is recommended: IMS, SMS, IMSR and IMSA.

TARGET GROUP
Senior and junior managers who maintain and develop occupational health and safety management systems.

CONTENTS
- Causes of accidents and implications for occupational health and safety policy
- Methods for promoting occupational health and safety
- Hazard evaluation
- Work equipment and procedures
- Personal safety equipment
- Emergency planning, fire prevention, first aid
- Risks and protection actions (e.g. noise, electrical equipment, radiation exposure, high and low-lying work places, etc.)

Note: The course Safety Management – Operational Management Techniques (SMOMT) is recognized for Safety Operators (Proof: certificate from the respective training institution). The evidence of qualification for Safety Representatives can be issued on request upon attendance of all 24 teaching units of the course Safety Management – Operational Management Techniques (SMOMT).

The contents of the examination refer to the courses IMS, SMS, IMSR, IMSA, SMOMT and IMSO.

PREREQUISITES
Training in accordance with the courses IMS, SMS, IMSR, IMSA, SMOMT and IMSO; 4 years of practical professional experience, two of these in the field of occupational health and safety management

FORMAT
The written examination consists of multiple choice questions and takes 60 minutes. The oral examination consists of a group moderation (solving a case study), which takes 90 minutes and a concluding presentation, which takes 8-12 minutes per candidate.

CERTIFICATE Occupational Health and Safety Systems Manager
On request: EOQ Occupational Health and Safety Manager; SHE for Operational Supervisors; qualification for Safety Representatives

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION
- Proof (e.g. letter from employer, interim certification, self-declaration) about 2 years of professional practice in the field of occupational health and safety management within the last 3 years.
- Refresher course for Integrated Management Systems (RIMS) or appropriate qualityaustria training.

MODULAR DESIGN
The course “Occupational Health and Safety Management Systems (SMS)” and “Safety Management – Operational Management Techniques (SMOMT)” consist of various modules. These are, on the one hand, mandatory modules and on the other hand freely selectable modules, such as

- Working under voltage
- Working equipment procedures
- Working materials
- Construction work
- Radiation protection

In the course of a public training, you have the option to choose from a range of freely selectable modules which modules should be included in the training. This modular design will improve your benefits even further.

Only experienced Occupational Health and Safety Experts will be appointed as trainers.

OHSAS 18001 and some other occupational health and safety standards have been replaced by ISO 45001. The participants of this seminar will get a comprehensive overview of the essential changes and their practical application.

PREREQUISITES
Knowledge of the ISO 9001 or ISO 14001 are of advantage

TARGET GROUP
Employees of organizations that want to implement ISO 45001

CONTENTS
- Background and objective of the revision
- Comparison of ISO 45001 and OHSAS 18001
- Identification of essential changes
JOB PROFILE
They have the necessary knowledge relating to the required basics of Occupational Health and Safety, as defined by the sector committee SCC Austria in the SCC Document A17 / Version 2011. Furthermore, they have also obtained the basics for establishing verification documents and carrying out workplace evaluations.

Companies desiring a certification according to SCC checklist criteria must prove the qualified training and examination of their managers on the operative level. The seminar teaches the fundamentals of occupational safety, health and environmental protection.

PREREQUISITES
None

TARGET GROUP
Executive directors on the operative level (e.g. area director, assembly manager, foreman)

CONTENTS
- Fundamental knowledge about occupational health and safety management and respective European guidelines
- Causes of accidents and implications for occupational health and safety policy
- Methods for promoting occupational health and safety
- Procedures and labour permit
- Hazard evaluation
- Fire safety; first aid
- Risks and protection measures
- Dealing with hazardous materials and waste
- Ergonomics

This advanced course provides those participants who already have fundamental knowledge of occupational health and safety, and environmental protection with a reminder of the contents of the SGU course.

PREREQUISITES
Fundamental knowledge of occupational health and safety. A completed vocational training acc. to the Vocational Training Act or an equivalent or superior education, or a compensatory training for supervisors of at least 3 days (24 teaching units) with educational objectives according to SCC:2011

CONTENTS
- Fundamental knowledge about occupational health and safety management and respective European guidelines
- Causes of accidents and implications for occupational health and safety policy
- Methods for promoting occupational health and safety
- Procedures and labour permit
- Hazard evaluation; dealing with hazardous materials and waste
- Fire safety; first aid
- Risks and protection measures
- Ergonomics

The contents of the examination refer to the course SGU.

PREREQUISITES
- **Education**: Completed vocational training according to the Vocational Training Act or equivalent or superior education or
- **compensatory training** for supervisors: A course with educational objectives according to the regulations of SCC:2011, which takes at least 3 days (24 teaching units).

FORMAT
The written examination consists of multiple choice questions and takes 105 minutes.

CERTIFICATE
**SHE for Operational Supervisors**

The evidence of **qualification for Safety Representatives** can be issued on request upon attendance of all 24 teaching units of the course SGU.

VALIDITY OF THE CERTIFICATE
10 years
SHE TRAINING FOR OPERATIONAL WORKERS (SCC)

**JOB PROFILE**

They have the necessary knowledge relating to the required basics of Occupational Health and Safety, as defined by the sector committee SCC Austria in the SCC Document A18 / Version 2011. Furthermore, they have also obtained the basics for establishing verification documents and carrying out work place evaluations.

**PREREQUISITES** None

**TARGET GROUP**

Operational staff (e.g. workers, fitter, ...)

**CONTENTS**

- Basic knowledge of worker protection and European directives
- Accident causes and implications for security policy
- Methods to promote occupational safety and health
- Working procedures and work permits
- Risk assessment
- Fire protection
- First aid
- Risks and protective measures
- Dealing with hazardous substances and wastes
- Ergonomics

**EXAMINATION**

The contents of the examination refer to the course SGU-MA.

**PREREQUISITES**

- **Education:** Completed vocational training according to the Vocational Training Act or equivalent or superior education or
- **compensatory training** for supervisors: A course with educational objectives according to the regulations of SCC:2011, which takes at least 3 days (24 teaching units).

**FORMAT**

The written examination consists of multiple choice questions and takes 60 minutes.
AUTOMOTIVE

COURSES

- Compact course Internal Auditor Automotive – Compact .................. 38

SEMINARS

- Automotive Core Tools ..................................................................... 39
- Selection of suppliers / Supplier development ................................. 39

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INTERNAL AUDITOR AUTOMOTIVE – COMPACT

JOB PROFILE
Internal Auditors Automotive – Compact have basic knowledge on the conduct of internal audits in the sub-areas of their companies and can use this knowledge and skills to audit (1st party audit) their own organization. They also know about the fundamentals of the standards ISO 19011, ISO 9001 and IATF 16949 and have basic understanding of the Automotive Core Tools.

STRUCTURE OF THE COURSE SERIES

AQMS 2 days 09–17h
Internal Auditor Automotive – Compact

This course provides basic knowledge of the requirements of IATF 16949 and an extract of the specific certification requirements of IATF 16949.

PREREQUISITES
Knowledge of ISO 9001; qualified and relevant professional experience is advantageous

TARGET GROUP
Persons (e.g. auditors) responsible for the interpretation and/or maintenance of quality management systems.

CONTENTS
- Objectives and benefits of quality management systems
- Requirements of ISO 9001 and IATF 16949
- IATF certification requirements (excerpt)

The contents of the examination refer to the courses AQMS and AIAK.

PREREQUISITES
Training in accordance with the courses AQMS and AIAK

FORMAT
The written examination consists of multiple choice questions and takes 1 hour. The examination takes place directly after the course.

CERTIFICATE Internal Auditor Automotive – Compact

VALIDITY OF THE CERTIFICATE 3 years
This course provides participants with an overview of Automotive Core Tools, which have to be applied by suppliers and their employees during the entire product life cycle.

**PREREQUISITES**  None  
(Quality management or experience in the automotive industry is advantageous)

**TARGET GROUP**  
Employees in the automotive supplier industry, such as managers, project managers or employees, sales, key account managers, purchasing / procurement, quality assurance, SCM, production, test and measurement equipment / metrology, maintenance etc.

**CONTENTS**  
- Principles of statistics  
- Core Tools: Introduction and basics  
- Economic process design and process reliability  
- APQP/MLA: Project management and maturity level assurance  
- Control Plan: Production control plans, illustration of production and test procedures  
- FMEA: Identification, evaluation and control of risks in product and process development  
- MSA, SPC, PPAP/PPF, 8D method

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Based on the contents of IATF 16949 the requirements placed on organizations / suppliers will be addressed specifically. In particular, the focus is on risks, selection procedures, contract design, process acceptance sampling, ongoing monitoring, and supplier development. Participants learn how to prepare appropriate contracts with suppliers and how to conduct process acceptance.

**PREREQUISITES**  
Knowledge of IATF 16949 or VDA 6.1 is advantageous to participants

**TARGET GROUP**  
Employees in the fields of procurement, project management, quality assurance.

**CONTENTS**  
- Requirements of IATF 16949 for supplier selection and supplier development  
- MAQMSR (Minimum Automotive Quality Management System Requirements)
FOOD SAFETY

COURSES

- Course series Food Safety Expert ............................................................... 41

SEMINARS

- Food Defense .................................................................................................. 42
- Internal Auditor – Professionally Performing Audits in the Food Industry ................................................................. 42
- Critically examine and optimize HACCP systems ................................... 43
- IFS Representative – Compact Food Safety Management .................... 43
- Hygiene training course ............................................................................... 43
- Allergen management ................................................................................... 43
- ISO 22000 and FSSC 22000 – Basics and successful implementation of the requirements in practice .................................................... 44
- Food Fraud ..................................................................................................... 44

VIRTUALLY ON REQUEST!

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CONTACT
In this course fundamentals of microbiology and food law are conveyed. Participants are given an overview of the hazards associated with microorganisms and ways of influencing growth, multiplication and toxin production are imparted. They learn to identify and accurately assess microbiological risks and ensure their company’s success on the market through monitoring and preventive measures.

In order to better understand the prevailing legal situation for food safety and hygiene, the most important national and international legal requirements are explained in a practical context and a professionally founded way.

**CONTENTS**
- General legal basis of food safety
- Collaboration with the authorities
- Microbiological fundamentals and hygiene risks
- Classification of microorganisms
- Physiology and multiplication
- Pathogenicity and risk assessment
- Incidence and prevention

**PREREQUISITES**
Work experience in the fields of food hygiene and product safety

**TARGET GROUP**
Professionals in upper and middle management of food companies and gastronomical establishments who are responsible for implementing hygienic regulations, hygiene operators in production and quality assurance as well as future personnel trainers and internal/external auditors in the hygiene sector.

**PROJECT WORK**
A project must be produced between the course blocks LBPH and LMS. This project should include the most important parts of a food safety concept and is a prerequisite for successful completion of the course and the examination.
Hygiene Management – Management Systems, Norms, Standards

On basis of the requirements of common standards and regulations such as IFS, BRC, and ISO 22000 it is shown how to establish and maintain an effective food safety management system in a company.

**PREREQUISITES**
Work experience in the fields of food hygiene and product safety

**TARGET GROUP**
Professionals in upper and middle management of food companies and gastronomical establishments who are responsible for implementing hygienic regulations, hygiene operators in production and quality assurance as well as future personnel trainers and internal/external auditors in the hygiene sector.

**CONTENTS**
- Development of a management system for food safety according to ISO 22000
- Insight into the ISO 9000 family
- Overview of food safety standards (IFS, BRC, FSSC 22000)
- Effective prevention and monitoring of hazards to food safety based on good manufacturing practice, good hygiene practice
- Measurement, analysis, improvement
- Integration into the existing management system

EXAMINATION Food Safety Expert

The contents of the examination refer to the courses LMR, LBPH and LMS.

**PREREQUISITES**
Training in accordance with the courses LMR, LBPH and LMS; positive assessment of the project work between the courses

**FORMAT**
The written examination consists of multiple choice questions and takes 30 minutes. The oral examination consists of a presentation and an in-depth discussion of the project as well as additional questions from the courses.

**CERTIFICATE** Food Safety Expert

**VALIDITY OF THE CERTIFICATE** 3 years

**CRITERIA FOR EXTENSION**
- Proof (e.g., letter from employer, interim certification, self-declaration) of 2 years practical professional experience in the field of food safety/hygiene and HACCP or adequate consulting projects in this area within the last 3 years.
- Refresher course for Quality Managers and Quality Auditors in general (RQA) or with a free choice of main course focus – preferable in food safety (RQA-L), or appropriate quality.austria training.

Food defense is the collective term used by the FDA, USDA, DHS, etc. to encompass activities associated with protecting the nation’s food supply from deliberate or intentional acts of contamination or tampering. This term encompasses other similar verbiage (e.g., bioterrorism (BT), counter-terrorism (CT), etc.). According to USDA “Food Defense is the protection of food products from intentional adulteration by biological, chemical, physical, or radiological agents. It addresses additional concerns including physical, personnel and operational security.” The main objective of this seminar is to show how to implement a Food Defense Plan in order to reduce the risks deriving from an intentional adulteration.

**PREREQUISITES** None

**TARGET GROUP**
IFS, Food Defense Officer, Quality Manager, managers and senior management, internal auditors

**CONTENTS**
- Backgrounds for Food Defense
- Food Defense: what does that mean?
- Hazard Analysis and Risk Assessment (CARVER, TACCP)
- How to implement a Food Defense Plan successfully
- IFS version 6: Requirements of the standards and implementation in practice

Internal audits are an essential tool for reviewing the functions and the effectiveness of implemented Food Safety Systems. All necessary steps of an audit – from planning to conduct, preparation of corrective action plans, reporting to review of the effectiveness, are discussed and worked out using examples.

**PREREQUISITES** None

**TARGET GROUP**
Managers and employees, involved in food safety, quality assurance, production, technology, purchasing, logistics

**CONTENTS**
- Audit principles and audit process
- Requirements for auditors (expertise)
- Audit procedure – tips and tricks
- Practical exercises of different audit situations with the help of case studies
The effective implementation of a self-monitoring system according to HACCP as well as a conscientious training of employees participating in the HACCP teams is not only required by law but also by numerous food safety standards. In the course of this seminar the necessary theoretical basic knowledge is conveyed and the participants are encouraged to critically scrutinize and optimize the already existing firm-specific system. Besides the latest scientific findings and changes in legislation all internal changes which may impact product safety have to be considered when further developing the HACCP system.

**PREREQUISITES** None

**TARGET GROUP**
Members of the HACCP team and all employees who are responsible for product safety and legality, particularly employees working in the fields of acquisition, quality assurance, engineering and production.

**CONTENTS**
- HACCP acc. to the fundamentals of the Codex Alimentarius
- Critical examination of the internal HACCP concept and derivation of necessary improvement measures
- Requirements on the HACCP concept from the viewpoint of legislative authorities and respective food safety standards
- Verification of the HACCP concept – How effective is the system?
- Motivation of employees and awareness-raising – How to succeed in maintaining the system?

In order to create and maintain awareness, it is not only necessary that responsible employees have the appropriate know-how, but that they are also able to train and pass on the necessary knowledge and understanding. This training course is aimed at employees who are responsible for operational hygiene management and who, among other things, also carry out the legally prescribed personnel hygiene trainings. Basics regarding food hygiene, HACCP and health requirements are imparted and the participants learn how to succeed in conducting trainings efficiently and in a way to create awareness.

**PREREQUISITES** None

**TARGET GROUP**
Hygiene officers, Quality managers, employees from production and quality assurance as well as employees who are responsible for staff hygiene training

**CONTENTS**
- Hazards with regards to food safety (microbiological, chemical, physical); food defense
- Basic principles of HACCP
- Personnel and workspace hygiene; product handling, warehousing
- Allergen management; pest control
- Health requirements; cleaning and disinfection
- Practical hints regarding planning and carrying out of trainings

Food safety and product quality should be improved, protection and trust of customers should be raised and cost efficiency in the food supply chain should be increased by means of the IFS standard. The task of the IFS Representative is to guarantee that the requirements on the food safety management system are fulfilled and that the system is continuously improved and further developed.

**PREREQUISITES**
Basic knowledge of food law, personnel and industrial hygiene and HACCP are expected. The participation in the course series hygiene management and quality management for food safety are recommended but not required.

**TARGET GROUP**
IFS Representatives or employees of the IFS team, employees who are responsible for product safety and legality, particularly employees working in the fields of acquisition, quality assurance, engineering and production

**CONTENTS**
- IFS Food: background, development, objectives, requirements
- Basics of food law
- Implementation and preparation for the certification audit
- Optimization of the existing food safety management system - focus on HACCP: Food Defense and Food Fraud
- Internal audits: audit process and audit report
- Fulfillment of requirements in operational practice by means of case studies and exercises; knowledge check

The presence of allergens and substances that cause intolerance and the associated health effects have led to legal changes in the labeling of ingredients and, above all, to discussions regarding the labeling of unintended traces of allergens. Dealing with allergenic substances is a special challenge for many food companies. It is important to critically assess the hazards posed by allergens and to have control measures from receipt to dispatch in place, to ensure that unintended cross contamination by allergens is minimized. Furthermore, analytical challenges as well as legal requirements have to be considered when implementing an effective allergen management.

**PREREQUISITES** None

**TARGET GROUP**
Employees in the HACCP team, from production, purchasing, product development/marketing and quality assurance

**CONTENTS**
- Allergens and substances that cause intolerance: facts & basics
- Legal requirements
- Allergen management: implementation in practice (hazard analysis and assessment of associated risk, limits, challenges)
- Requirements from standards and norms
- Analytical methods
Food Fraud or EMA (Economically Motivated Adulteration) is a growing food risk. Health risks in this context are often more risky than the traditional food safety hazards because the contaminants are unconventional and in general the attackers are unscrupulous. Financial gain is the main motivation for committing food fraud. In order to achieve a high illicit profit, food is deliberately placed on the market with the intention of deceiving the consumer. Worldwide the threat of food fraud is difficult to estimate, because those who commit a food fraud, often adulterate products or deceive customers in a way that the fraud is not or only partly visible. For example conventional eggs are sold as organic eggs, farmed salmon is sold as wild salmon, olive oil is stretched with cheap mineral oil and horse meat is offered as beef. Learn more about the main reasons for the increase in fraud and how it is possible to develop strategies to protect your own products.

PREREQUISITES
Fundamental knowledge of the requirements on the personnel and industrial hygiene as well as basic knowledge of HACCP are required. Attending the course series Hygiene Management (HM) and Quality Management for Food Safety (LM) is recommended but not required.

TARGET GROUP
ISO 22000/FSSC 22000 Representatives or members of a food safety team, quality representatives and all employees, who are responsible for product safety and legality, especially employees of the departments acquisition, quality assurance, engineering and production.

CONTENTS
- ISO 22000/FSSC 22000: background, development, objectives
- Basics of the food law
- ISO 22000 + ISO/TS 22002-1 requirements and their practical implementation
- Preparation of the certification audit, procedure and assessment
- Continual improvement of food safety management systems
- Practical exercises and experience exchange
RISK, SECURITY AND COMPLIANCE

COURSES
- Course series Risk Management ................................................... 46
- Course series Business Continuity Management .......................... 48

SEMINAR
- Prevention of corruption through ISO 37001 ...................................... 47

REFRESHER COURSE
- Risk Management and Business Continuity Management .............. 47

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RISK MANAGEMENT

JOB PROFILES

**Risk Representatives** can systematically identify operational risks for the organization. In this respect, they have basic operational understanding of risks and know the most important legal and regulatory basic conditions as well as the fundamental methods and tools.

**Risk Managers** have the knowledge, skills and capabilities necessary to systematically identify and assess general and specific risks for the organization and to develop and implement action plans for averting or avoiding risks. In this respect, they have comprehensive operational and systematic understanding of risks, know the most important legal and regulatory basic conditions as well as the methods and tools and are capable of systematically integrating operational risk management in the management processes.

Organizations take risks in order to maximise their opportunities. For sustainable success, it is important to know and control the risks. Risk analysis, risk evaluation and risk control are the essential elements of a risk management process. In this course the required fundamentals along with practice oriented methods are taught and exercised.

**PREREQUISITES**

Experience in the fields of quality, environmental or occupational health and safety management is beneficial

**TARGET GROUP**

Operative managers, who should make an essential contribution to risk management (such as executive directors, authorized signatories, process owners, process team members), legally fully integrated employees of the company as well as management representatives (e.g. safety operator, waste management representative, etc.). In addition, those target groups that would like to obtain further training to become a risk manager or assessor.

**CONTENTS**

- Fundamentals of risk management
- The risk management process (ISO 31000 ff. and ÖNORM 49001 resp. ÖNORM D 4901)
- Risk identification, assessment and evaluation
- Root cause analysis
- Risk assessment methods
- Risk treatment and options
- Practical application of each process step

**STRUCTURE OF THE COURSE SERIES**

- **RB** 2 days 09–17 h
- **RBP** 2 days 09–17 h
- **RM** Project work
- **RMP**

*) For the Risk Manager qualification the Risk Management Representative exam is not required.

**Note**: Should it not be possible to provide the proof of practical experience prior to the examination, it is still possible to take the examination. In this case, participants who pass the examination will obtain the certificate Risk Manager „Candidate“. As soon as Quality Austria receives the proof of practical experience the certificate will be upgraded free of charge.

**PREREQUISITES**

Training in accordance with the course RB

**FORMAT**

The written examination consists of multiple choice questions and takes 30 minutes. The examination takes place directly after the course.

**CERTIFICATE** Risk Management Representative

**VALIDITY OF THE CERTIFICATE** 3 years

**CRITERIA FOR EXTENSION**

- Proof (e.g. letter from employer, interim certification, self-declaration) about 1 year of professional practice in the field of risk management within the last 3 years.
- Refresher course Risk Management (RMM) or appropriate qualityaustria training.
Risk management is an organizational cross sectional task which is meaningfully integrated into a company-wide management system. This course teaches how risk management systems are specifically set up, integrated and further developed. Special points of contacts with management systems (e.g. ISO 9001/ISO 14001/ISO 45001, etc.) are considered. In addition ISO 31000 and statutory framework conditions will be covered in depth. Furthermore, aggregation of individual damage potentials of an overall risk position are conveyed.

**PREREQUISITES**

Training in accordance with the course RB; based on the integrative approach of risk management, experience in the areas of quality, environmental or safety management or as a risk management representative is beneficial.

**TARGET GROUP**

Executive directors, authorized signatories and other managers, controllers, internal revision, quality, environmental and safety managers, IT-responsible, business consultants, etc.

**CONTENTS**

- Establishment of a risk management system
- Interfaces of risk management to other management systems (quality, environment, occupational health and safety), functions as well as their integration – use of synergies
- Risk management – information systems, early warning systems
- Risk identification, assessment and evaluation, monitoring, risk communication
- Human Factors
- Integration in legal compliance
- Advanced methods and exercises
- Preparation of the project work

Participants hear about the central and practical elements of anti-bribery management and learn which steps to take for systematic mitigation of the risks of corruption and how to profit from anti-bribery management in the context of international tenders and supplier relationships.

**PREREQUISITES**

Experience in the field of compliance or business organization or as a Systems Manager are an asset but not a requirement.

**TARGET GROUP**

Managers in the field of compliance, law, controlling, finance, human resources, auditing, organization and risk management; System Managers; Management board.

**CONTENTS**

- Legal framework (anti-bribery laws etc.)
- Content, practical implementation and integration of ISO 37001
- Supplier management, internal audits, and prevention practice

The contents of the examination refer to the courses RB and RM.

**PREREQUISITES**

Training in accordance with the courses RB and RM; 4 years of qualified professional practice; out of these 2 years in a company with systematic risk assessment (e.g. companies with an implemented management system); project work.

**FORMAT**

The written examination consists of multiple choice questions and takes 30 minutes. The oral examination consists of a presentation and an in-depth discussion of the project work as well as additional questions from the courses RB and RM (duration: 30 minutes).

**CERTIFICATE** Risik Manager
On request: EOQ Risk Manager

**VALIDITY OF THE CERTIFICATE** 3 years

**CRITERIA FOR EXTENSION**

- Proof (e.g. letter from employer, interim certification, self-declaration) about 2 years of professional practice in the field of risk management within the last 3 years.
- Refresher course Risk Management (RMM) or appropriate qualityaustria training.

This refresher course highlights the current contents and developments, e.g. ISO 31000 as well as the ÖNORM D 4900 Series and their new requirements. Furthermore, the changes related to risks and opportunities from quality and environmental management will be discussed as well as requests from participants.

**PREREQUISITES** None

**TARGET GROUP**


**CONTENTS**

- Normative and legal changes
- Deepening the content from customer feedback
- Developments in BCM
- Integration into management systems and processes
- Exchange of experience, practical issues
BUSINESS CONTINUITY MANAGEMENT

JOB PROFILE

Risk Representatives can systematically identify operational risks for the organization. In this respect, they have basic operational understanding of risks and know the most important legal and regulatory basic conditions as well as the fundamental methods and tools.

Business Continuity Managers have the knowledge and skills and capabilities necessary to systematically identify and assess general and specific risks for the organization and to develop and implement action plans for averting or avoiding risks. In this respect, they have comprehensive operational and systematic understanding of BCM, know the most important legal and regulatory basic conditions as well as the methods and tools.

PREREQUISITES

Training in accordance with the course RB; experience in the areas of quality, environmental or safety management is beneficial

TARGET GROUP

Executive directors, authorized signatories and other managers, controllers, internal revision, quality, environmental and safety managers, managers responsible for IT, business consultants, etc.

CONTENTS

- BCM relevant standards (e.g. ISO 22301, ÖNORM D 4900 ff./ ONR 49000 ff.)
- Risk and disruption, business impact analysis
- Business continuity strategies, plans and procedures
- Exercise program, incident, disruption, contingency, crisis
- Preparation of the project work

The contents of the examination refer to the courses RB and BCMM.

PREREQUISITES

Training in accordance with the courses RB and BCMM; project work

FORMAT

The written examination consists of multiple choice questions and takes 30 minutes. The oral examination consists of a presentation and an in-depth discussion of the project work as well as additional questions from the courses RB and BCMM (duration: 30 minutes).

CERTIFICATE Business Continuity Manager

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

- Proof (e.g. letter from employer, interim certification, self-declaration) about 2 years of professional practice in the field of risk management system within the last 3 years.
- Refresher course Risk Management (RRM) or appropriate qualityaustria training.
CUSTOMIZED PRODUCTS FOR SPECIAL INDUSTRIES

COURSES
- Compact course Quality Management Representatives in health care – Compact ................................................................. 50

SEMINARS
- Excellence .................................................................................. 51
- ISO 29993 Internal Specialist ......................................................... 51

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QUALITY MANAGEMENT REPRESENTATIVES IN HEALTH CARE – COMPACT

JOB PROFILE
Quality Management Representatives in health care – Compact have basic knowledge and skills to apply the most important methods and tools in the field of quality management. In addition, they have a solid knowledge base about EN 15224:2016.

STRUCTURE OF THE COURSE SERIES

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.

PREREQUISITES
None

TARGET GROUP
Employees of operating areas, case workers, group leaders and department managers of all business units, who should have basic knowledge in quality management and its methods and tools.

CONTENTS
- System documentation
- Process management
- Requirements of EN 15224
- Quality planning
- Improvement and assessment of risks incl. clinical risks and opportunities
- Internal audits
- Methods and tools for quality management

TRAINING TIP
Based on this course, we recommend as a supplementary / further training:

Internal Auditor – Compact

EXAMINATION
Quality Management Representative in health care – Compact

The content of the exam refers to the course QBGWK.

PREREQUISITES
Training according to the course QBGWK

FORMAT
The written examination will be conducted at the end of the course and consists of multiple choice questions. Duration: 30 minutes

CERTIFICATE
Quality Management Representative in health care – 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.

VALIDITY OF CERTIFICATE
5 years

CRITERIA FOR EXTENSION
- Proof (e.g. letter from employer, interim certification, self-declaration) about 3 years of professional practice in the field of risk management system within the last 5 years.
- Refresher course for Quality Management Representatives (RQB) or appropriate qualityaustria training.
This seminar conveys the concepts which the European Excellence approach is based on, the fundamentals of the EFQM Model as well as an overview on possible applications. The close connection to (quality) management systems and the approach for its continuous improvement are explained. In addition, the seminar outlines the international recognition schemes and excellence awards as well as basic knowledge regarding choice and application of the appropriate (self-) assessment methods.

**PREREQUISITES**
- A will to improve performance and results in one’s own organization (with the focus on self-assessment)
- Experience in management and fundamental understanding of correlations within a company

**TARGET GROUP**
- Managers and junior managers who want to learn more about the concept of quality-orientated management and the approach of Excellence in Europe
- are striving for practical initiation in self-assessment according to the Excellence Model as well as for information on the selection and use of different methods

**CONTENTS**
- Management and quality (understanding in context and Excellence)
- Basics of the Excellence approach
- EFQM Model
- RADAR Scoring
- Correlation with the certification of management systems
- Benefits of Excellence
- Methods for Excellence assessment and self-assessment
- Discussion of the present situation of the organization

**QUALIFICATION EXAMINATION**
Written examination based on multiple-choice questions. The duration of the examination is 40 minutes. Upon successful completion the candidate will receive an unlimited qualification certificate.

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This workshop focuses on the requirements of the international standard ISO 29993:2017. The participants understand how to interpret the norm and how the requirements are transformed into practice. They understand the documentation requirements and the methods to fulfill the standard.

**PREREQUISITES**
Experience with quality management systems and standards e.g. ISO 9001

**TARGET GROUP**
- Persons, who have the responsibility to implement and to maintain the ISO 29993
- Everyone interested in the standard

**CONTENTS**
- Scope, terms and definitions
- Structure of the standard
- Needs analysis and curriculum development
- Service delivery
- Assessment and monitoring
- Role of facilitators

**QUALIFICATION EXAMINATION**
Written examination based on multiple-choice questions. The duration of the examination is 20 minutes. Upon successful completion the candidate will receive an unlimited qualification certificate.
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