qualityaustria

- International Certification Programmes
- International Qualification Programmes
- e-Learning

www.qualityaustria.com
TABLE OF CONTENTS

Introduction 3
qualityaustria Training and Certification of Persons 4
The European Organization for Quality EQQ 5
The qualityaustria network 6

Risk Management 49
Risk Management Representative 50
Risk Manager 51
Business Continuity Management Representative 52
Business Continuity Management Manager 54

Quality Management 57
Quality Management Representative 57
Quality Management Internal Auditor 57

Environmental Management 58
Environmental Management Representative 58
Environmental Management Internal Auditor 58

Occupational Health and Safety Management 59
Occupational Health and Safety Management Representative 59
Occupational Health and Safety Systems Manager 59

ISO 19011 Lead Auditor 60

Excellence 60

Integrated Management System 9
Integrated Management System 9
Auditor 13
Lead Auditor 16
Seminar Internal Audits 18

Quality Management 19
Quality Management Representative 20
Quality Systems Manager 22
Laboratory Quality Assurance Manager and Laboratory Assessor 24

Environmental Management 27
Environmental Management Representative 28
Environmental Systems Manager 29
Energy Management 30
NEW: Refreshing Energy Management - Revision of 50001 under considera-
tion of ISO 50003ff

Occupational Health and Safety Management 33
Occupational Health and Safety Management Representative 33
Occupational Health and Safety Systems Manager 33
SPEV The new ISO 45001 36

Automotive 40
The new IATF 16949 41
Automotive Core Tools 41
Selection of suppliers / Supplier development 42

Food Safety 43
Food Safety Expert 45
Seminar Critically examine and optimize HACCP system 46
Seminar Internal Auditor - Professionally Performing Audits in the Food
Industry 46
Seminar IFS Representative – Compact Food Safety Management 47
Seminar Food Defense 47
Seminar ISO 22000 and FSSC 22000 - Basics and successful implemen-
tation of the requirements in practice 48
NEW: Food Fraud 48

General Information 63
Regional qualityaustria representatives 64

www.qualityaustria.com
A YEAR OF CHANGE

Society and economy are currently in a dynamic phase of upheaval. For courageous companies 2018 might be the perfect opportunity for important changes in order to face the numerous challenges ahead with new energy and vision.

Quality is always the stabilizing element when the other factors are unknown. In today’s world, certifications, quality projects, audits and initiatives for a continuous improvement process should not be perceived as a burden, but rather as a source of innovation. Change towards the right direction is not easy – but it is absolutely worth it!

CERTIFICATION, EVALUATION, VERIFICATION AND ASSESSMENT

Quality Austria certifies and assesses quality, environmental and occupational health and safety management systems according to international system standards. Moreover specific industry and special standards play an important role. The qualityaustria scope of service guarantees the customer long-term optimisation and further development of all organizational structures and processes. High reliability in all processes brings significant time and costs savings. The resources that are released in this process can then be allocated to core competences or be profitably put aside. Quality Austria secures all the prerequisites for increased value creation, and thus for a substantially improved market positioning of every organization involved. Quality Austria makes a clear and traceable contribution to the sustained development to each of the organizations it serves through its unrivaled competence in integrated management systems.

APPROVED qualityaustria AUDITING METHODOLOGY

The qualityaustria auditing methods show success factors and opportunities for improvement in management systems, which go far beyond the requirements placed by the standards and regulations, and thus enable consistent further development and continuous improvement of the systems of our customers.

ACCREDITED CERTIFICATES

Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH holds official Austrian government accreditation by the Federal Ministry for Digital and Economic Affairs. In the field of management systems according to ISO 17021 for personnel certification according to ISO 17024 and for products according to ISO 17065. Details regarding to the accreditation and registration can be found here: www.qualityaustria.com/accreditation.

Quality Austria has the most comprehensive accreditation scope in system and personal certification in Austria and is the leading certification and verification partner in the areas of quality, environmental and occupational health and safety management systems. Quality Austria, as the national representative of IQNet, is authorized to issue the worldwide valued IQNet certificates.

Succeed with quality and best regards,

Konrad Scheiber,
CEO Quality Austria
TRAINING AND CERTIFICATION OF PERSONS
Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH has been accredited for the certification of persons by the Federal Ministry for Digital and Economic Affairs according to ISO 17024. Quality Austria offers a worldwide acclaimed and acknowledged training programme comprising over 500 courses a year for quality, environmental and occupational health and safety management training as well as sector-specific training.

COURSE SERIES UPDATED
Due to the big changes in the Revisions, the series of courses “Integrated Management System” has been revised completely. In order to listen and respond to our customers’ everyday business as well as possible, no course will last for more than three days in a row or less than two days. As Quality Austria actively collaborates in national and international Standardization Bodies, Quality Austria can provide first-hand information and will always be at the pulse of time.

qualityaustria INTERNATIONAL CERTIFICATION PROGRAMMES
Single courses and modular structured course series lead to an exam and most of them to an accredited competence certificate, which is the equivalent to a state-licensed further education diploma. qualityaustria certificates have an outstanding reputation and are objective proof of competency due to the world wide accepted processes of examination, assessment and re-certification which are used, based on the ISO/IEC 17024 Standard. As a result of the harmonisation of course contents with the European EOQ schemes, Quality Austria has the authorization to issue certificates of the European Organization for Quality (EOQ). These international certificates can be requested in addition to the national certificates. As national certificates, the EOQ certificates are valid for a limited time period. More information can be found on the next page.

qualityaustria INTERNATIONAL QUALIFICATION PROGRAMMES
qualityaustria International Qualification Programmes are especially designed to provide initial qualification in the most frequently required training areas i.e. system management and auditing in the fields of quality, environment and occupational health and safety. They are designed as short, compact courses (maximum 5 days of training). In comparison with competence certification programmes, work experience and a competence examination are not required. The programmes are designed as such that they can be used as a credit towards qualityaustria International Certification Programmes.

qualityaustria INHOUSE TRAINING
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 programmes.

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 andrea.schwarzer@qualityaustria.com a tailored offer meeting the needs of your company.
INTRODUCTION

INTERNATIONAL EOQ CERTIFICATES

The European Organization for Quality, EOQ, is an autonomous, non-profit making association under Belgian law. The EOQ is the European interdisciplinary organization striving for effective improvement in the sphere of quality management as a coordinating body representing each of its national organizations. The EOQ was established in 1956 and its present effective membership is comprised of 34 national European quality organizations, as well as institutions, companies and individuals from all over the world.

THE EUROPEAN CERTIFICATE OF THE EOQ

With an EOQ-certificate you are part of the growing network of over 50,000 qualified experts, who possess competence recognition at a European level in the field of Quality, Environmental and Occupational Health and Safety Management Systems. Certificates of the EOQ are valid in almost all European states and correspond to state-licensed diplomas – like Quality Austria certificates at a national level. Due to the strict requirements of EOQ (accreditation, certification, compliance with special regulations of EOQ) Quality Austria is the only training and personal certification organization in Austria, that is authorised to issue certificates of the EOQ. Owners of EOQ Certificates have access to a European network of experts in various subjects in different countries. With the EOQ's central database you can make contacts within Europe or Worldwide through partner organizations such as JUSE in Japan or ASQ in the United States. This advantage is used more and more frequently by international companies, which are in a sensitive customer-supplier relationship, where quality, environmental or occupational health and safety factors play a central part e.g. in the automotive industry.

CAREER WITHOUT BORDERS

When applying for international jobs EOQ Certificates can be an effective help. But also to further your career within your own country, the highly esteemed EOQ Certificates attest your global thinking and your motivation to grow beyond borders. The background for the certificates of the European Organization for Quality is the harmonisation of course contents and examination regulations in the European EOQ member states. Most of all Quality Austria certification courses conform to the competence specifications and certification schemes and cover the same content as courses in Spain, Romania or the Czech Republic, to name only a few. For multinational enterprises in particular it is an advantage, if system managers in different subsidiaries possess the same approved certified level of knowledge.

THE WAY TO YOUR EOQ CERTIFICATE

As the Quality Austria has aligned its course content with the European training concept, Quality Austria is authorized to issue European Organization for Quality (EOQ) Certificates. Applications for EOQ Certificates should be directed to Quality Austria. These application forms are sent along with every first-issue or extended certificate - they are also available online.

PREREQUISITE: A valid qualityaustria Certificate as well as demonstrable workplace experience in the corresponding field are compulsory prerequisites for obtaining an EOQ Certificate. A Competence Certificate, which certifies a person’s theoretical knowledge just as much as his or her practical experience.

APPLICATION: The applications for EOQ Certificates will have to be addressed to Quality Austria. These applications will be sent along with each national Certificate that has been newly issued or prolonged. Furthermore, they are available online at www.qualityaustria.com. The issuing fee amounts to € 65 (excluding Value Added Tax). Customers submitting applications for EOQ Certificates via qualityaustria Partner Organizations will pay the fees of the respective partners. A processing period of about one month needs to be expected. EOQ Certificates and the commensurate Identity Cards will be sent to the private address along with the invoice.

VALIDITY: Depending on the underlying certification programme, a Certificate issued by the European Organization for Quality will be valid for three to five years. Upon expiration, new issuance can be applied for. In this case, it will, once again, be necessary to demonstrate compliance with the requirements.

IDENTITY CARD: As a holder of an EOQ Certificate, you will automatically obtain an Identity Card that is issued by EOQ and has the practical format of a credit card. This card serves as official evidence of qualification, which implies a high reputation.

CERTIFICATES OF THE EUROPEAN ORGANIZATION FOR QUALITY (EOQ)
IQNet RECOGNITION FOR TRAININGS SINCE 2018

IQNet - The International Certification Network has been active since 1990, and has almost 40 Partner certification bodies with more than 200 subsidiaries worldwide. Each of these IQNet Partners is a leader in their region; and collectively through IQNet, this represents the most extensive and reputable network of certification bodies worldwide.

We are pleased to announce that Quality Austria is recognized as IQNet partner since October 2017 and following two training courses are IQNet approved: Quality Management Representative (I-QR) and Quality Management Internal Auditor (I-QA or O-I-QA). For those two trainings an IQNet certificate will be issued in addition to the qualityaustria certificate for free and the certificate holder can be listed as recognized professional on IQNet’s website.

THE qualityaustria NETWORK

Quality Austria offers comprehensive expertise from a single source in the areas of quality, environment as well as health and safety management as also in industrial standards and business excellence and is an acknowledged focal point for competence in the Integrated Management System. With its team of over 1,000 auditors, trainers, assessors and experts Quality Austria assures the successful implementation of standards plus industry and product-specific know-how in organizations and does so to an outstandingly high level of practical content and relevance.

Building on a competence network coupled with an extensive fund of experience, trends are influenced, innovations interpreted and the requirements of tomorrow’s world are shaped and created by Quality Austria through our work in bodies active at national and international levels. Systematic competence building and a concentrated exchange process is always pursued by Quality Austria in the context of the requirement for continuous further development of the qualityaustria services.

NATIONAL NETWORKING

Quality Austria is connected throughout Austria with prominent partners such as CIS, AMA, ON and industry clusters in the provinces of Upper Austria, Lower Austria and Vienna.

INTERNATIONAL NETWORKING

Close relationships with the partner organizations IQNet, EOQ, IPC, EFQM, VDA-QMC and IATF assure the mutual exchange of the latest and industry-specific global know-how.

INTERNATIONAL COOPERATION

Quality Austria cooperates with some 50 partner and member organizations. Quality Austria is represented today throughout Eastern and Southern Europe, North Africa, Asia and South and Central America through regional managements, own bureaus and exclusive licensed partners on site.
CONTACT

Barbara Stöhrmann
International Trainings and Projects,
Integrated Management System of
Quality Austria
barbara.stoehrmann@qualityaustria.com

Andrea Schwarzer
International Trainings, Certificates
andrea.schwarzer@qualityaustria.com
qualityaustria INTERNATIONAL CERTIFICATION PROGRAMMES

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 bases via the methods to practical case studies. In most series of courses provided by Quality Austria, the qualifications that are conveyed 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. As the topics in the practical parts of the training are becoming more and more complex, you will thus optimally be prepared for your tasks.

EXAMPLE OF COURSE SERIES

QMA  QMAL  QMALP

MODULAR DESIGN – TRAINING SPECIFIC TO YOUR NEEDS
qualityaustria’s series of courses have a modular design. Courses that have been completed can be credited to further trainings. Seminars and refresher trainings, which serve to consolidate knowledge, complete the training programme. Quality Austria offers you solutions for technical and vocational further development and enables you to update competencies that you have acquired and thus to have the best and most topical methods for your work. Quality Austria guarantees up-to-date, technical expertise and the sustainability of your personal development of competencies.

CERTIFICATION AS A PROOF OF PERFORMANCE
qualityaustria certificates are acknowledged worldwide due to the standard ISO 17024 according to the processes of examination, monitoring and periodic reassessment and enjoy an excellent reputation as objective certificates of competence. Every series of courses is followed by an examination. On passing the examination candidates are issued with a certificate according to ISO 17024 by Quality Austria. Such a certificate is equivalent to a state-licensed diploma as a result of the position Quality Austria has as a certification body of persons.

qualityaustria Certificates have an outstanding reputation and are objective proof of competency due to the worldwide accepted processes of examination, assessment and re-certification which are used, based on the ISO/IEC 17024 Standard.

Pay attention to the sign of accreditation!

Pay attention to the sign of EOQ. It marks the international recognition by an EOQ Certificate.

SURVEILLANCE AND RE-CERTIFICATION
Competence certificates are valid for a limited period of time. In accordance with ISO/IEC 17024, the certification body has to ensure, by means of surveillance and a re-certification process that the competency of the certified person is maintained. qualityaustria Certificates are currently issued for a period of three years. To extend the certificate the owner has to prove his competence – most often through proof of work experience and – for certain certificates – by attending specific refresher courses. As a service of Quality Austria, each certificate’s owner will be informed of the expiration of the certificate’s validity in a timely fashion. For a detailed description of extension criteria for each certificate please refer to the examination descriptions. If the conditions are not met, the certificate cannot be extended.
INTEGRATED MANAGEMENT SYSTEM

The integration of management systems creates many advantages for organizations. How an optimal integration including a simultaneously more effective and efficient design of each system can be implemented, is provided in the qualityaustria courses with the thematic priority of the Integrated Management System. The modular course series link the different thematic priorities in the sense of integration. In this way, courses and certificates can be credited for further trainings.

Participants will benefit in practical terms from this scheme by learning how to fuse the different management systems and successfully implement their integration in the organization. They will be in a position to deal with the common system elements, and to do this in a manner that will also accommodate for specific requirements and obligations. This avoids the development of island solutions and management systems are created which provide optimal support for the development of the organization.

\[\text{QUALITY} \quad (s. \ p. \ 19)\]

\[\text{ENVIRONMENT} \quad (s. \ p. \ 26)\]

\[\text{OCCUPATIONAL HEALTH AND SAFETY} \quad (s. \ p. \ 33)\]

\[\text{** for the Systems Manager qualification the Management Representative examination is not required} \]

\[\text{** Holders of all three certificates (Systems Manager/ Auditor/ Lead Auditor for Quality, Environment and Occupational Health and Safety) can receive the certificate for Systems Manager/ Auditor/ Lead Auditor Intergrated Management System upon request at no charge.} \]
## INTEGRATED TRAINING AS AN AUDITOR

The training as an auditor is based on ISO 19011 and is available for all scientific disciplines within the system management area. Within this, also Risk Managers, Experts for Medical Products, Quality Operators and many others have the possibility to make this top training and obtain the certificate for Auditors. With a professional specialisation as a Systems Manager, the certificate for Lead Auditors can be acquired.

### QUALITY

<table>
<thead>
<tr>
<th>IMS</th>
<th>Integrated Management System – Requirements</th>
<th>3 days</th>
<th>19</th>
</tr>
</thead>
<tbody>
<tr>
<td>QMS</td>
<td>Quality Management Systems</td>
<td>3 days</td>
<td>11</td>
</tr>
<tr>
<td>IMSA</td>
<td>Integrated Management System - Methods and Tools</td>
<td>3 days</td>
<td>20</td>
</tr>
<tr>
<td>QBP</td>
<td>Examination Quality Management Representative</td>
<td>1 day</td>
<td>21</td>
</tr>
<tr>
<td>QME</td>
<td>Statistical Methods for Decision Making</td>
<td>3 days</td>
<td>21</td>
</tr>
<tr>
<td>IMSU</td>
<td>Integrated Management System – Corporate Development</td>
<td>3 days</td>
<td>22</td>
</tr>
<tr>
<td>QMSPR</td>
<td>Quality Management Systems – Project Management</td>
<td>2 days</td>
<td>22</td>
</tr>
<tr>
<td>QMPV</td>
<td>Preparation for the Quality Systems Manager Examination</td>
<td>1 day</td>
<td>22</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ENVIRONMENT</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>IMS</td>
<td>Integrated Management System – Requirements</td>
<td>3 days</td>
<td>26</td>
</tr>
<tr>
<td>UMS</td>
<td>Environmental Management Systems</td>
<td>3 days</td>
<td>11</td>
</tr>
<tr>
<td>IMSR</td>
<td>Integrated Management System – Occupational Safety Law and Environmental Law</td>
<td>2 days</td>
<td>12</td>
</tr>
<tr>
<td>IMSA</td>
<td>Integrated Management System - Methods and Tools</td>
<td>3 days</td>
<td>27</td>
</tr>
<tr>
<td>UBP</td>
<td>Examination Environmental Management Representatives</td>
<td>1 day</td>
<td>28</td>
</tr>
<tr>
<td>UMPRA</td>
<td>Environmental Management in Practice</td>
<td>3 days</td>
<td>28</td>
</tr>
<tr>
<td>IMSU</td>
<td>Integrated Management System – Corporate Development</td>
<td>3 days</td>
<td>29</td>
</tr>
<tr>
<td>UMP</td>
<td>Examination Environmental Systems Manager</td>
<td>2 days</td>
<td>29</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OCCUPATIONAL HEALTH AND SAFETY</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>IMS</td>
<td>Integrated Management System – Requirements</td>
<td>3 days</td>
<td>33</td>
</tr>
<tr>
<td>SMS</td>
<td>Occupational Health and Safety Management Systems</td>
<td>3 days</td>
<td>11</td>
</tr>
<tr>
<td>IMSR</td>
<td>Integrated Management System – Occupational Safety Law and Environmental Law</td>
<td>2 days</td>
<td>34</td>
</tr>
<tr>
<td>IMSA</td>
<td>Integrated Management System - Methods and Tools</td>
<td>3 days</td>
<td>11</td>
</tr>
<tr>
<td>SMOMT</td>
<td>Safety Management – Operational Management Techniques</td>
<td>3 days</td>
<td>12</td>
</tr>
<tr>
<td>SMP</td>
<td>Examination Occupational Health and Safety Systems Manager</td>
<td>2 days</td>
<td>34</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AUDITOR</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>QMA</td>
<td>Auditor</td>
<td>4 days</td>
<td>13</td>
</tr>
<tr>
<td>QMAP</td>
<td>Exam Auditor</td>
<td>1 day</td>
<td>13</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LEAD AUDITOR</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>QMAL</td>
<td>Lead Auditor</td>
<td>1 day</td>
<td>16</td>
</tr>
<tr>
<td>QMALP</td>
<td>Exam Lead Auditor</td>
<td>1 day</td>
<td>17</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>QUALITY</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>IMS</td>
<td>Integrated Management System – Requirements</td>
<td>3 days</td>
<td>11</td>
</tr>
<tr>
<td>QMS</td>
<td>Quality Management Systems</td>
<td>3 days</td>
<td>20</td>
</tr>
<tr>
<td>IMSA</td>
<td>Integrated Management System - Methods and Tools</td>
<td>3 days</td>
<td>21</td>
</tr>
<tr>
<td>QBP</td>
<td>Examination Quality Management Representative</td>
<td>1 day</td>
<td>21</td>
</tr>
<tr>
<td>QME</td>
<td>Statistical Methods for Decision Making</td>
<td>3 days</td>
<td>21</td>
</tr>
<tr>
<td>IMSU</td>
<td>Integrated Management System – Corporate Development</td>
<td>3 days</td>
<td>22</td>
</tr>
<tr>
<td>QMSPR</td>
<td>Quality Management Systems – Project Management</td>
<td>2 days</td>
<td>22</td>
</tr>
<tr>
<td>QMPV</td>
<td>Preparation for the Quality Systems Manager Examination</td>
<td>1 day</td>
<td>22</td>
</tr>
<tr>
<td>QMP</td>
<td>Examination Quality Systems Manager</td>
<td>2 days</td>
<td>23</td>
</tr>
</tbody>
</table>
OVERVIEW
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. The fundamentals of conveying this expertise are methods of process and project management along with norms and standards. Quality management techniques for controlling documented information are taught in a practice-oriented manner and are deepened during group work in the form of concrete assignments.

PREREQUISITES None

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
OVERVIEW
This course teaches the best possible application of tools and methods for building, integrating and optimising management systems. The emphasis is on the conveyance of methodological competence in applying tools, tested in practice, to concrete tasks in the company. Furthermore, you will learn about the application of various approaches for improvement programmes, projects and activities. Legal aspects and management-related costs are topics that are covered as well.

PREREQUISITES
Completion of the qualityaustria courses
- Integrated Management System – Requirements (IMS)
- either Quality Management Systems (QMS), Environmental Management Systems (UMS) or Occupational Health and Safety Management Systems (SMS) - depending on the focus of the training
- if necessary Integrated Management System – Occupational Safety Law and Environmental Law (IMSR)

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

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

OVERVIEW
This course teaches know-how regarding essential management methods in IMS-organizations and highlights the interactions and correlations in systems. The development of strategic objectives while considering the business environment as well as personnel improvement and motivation are the main issues of this course.

PREREQUISITES
Completion of the qualityaustria courses
- Integrated Management System – Requirements (IMS)
- either Quality Management Systems (QMS), Environmental Management Systems (UMS) or Occupational Health and Safety Management Systems (SMS) - depending on the focus of the training
- if necessary Integrated Management System – Occupational Safety Law and Environmental Law (IMSR)
- Integrated Management System – Methods and Tools (IMSA)
- Statistical Methods for Decision Making (QME), Environmental Management in Practice (UMPRA), Safety Management - Operational Management Techniques (SMOMT) - depending on the focus of the training

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

CONTENTS
- IMS relevant management methods, especially
  - Management systems and corporate success
  - Strategic management
  - Knowledge Management
  - Motivation and leadership
AUDITOR

JOB PROFILE
AUDITOR

Based on their fundamental knowledge of system managements in the respective field, auditors are able to initiate, plan and conduct issue-specific audits according to ISO 19011, both as the sole auditor and in an audit team (1st party – internal audits, 2nd party – supplier audits, system, process and compliance audits together with experts). The term “issue-specific” refers to certain fields, such as quality, environment or occupational health and safety, depending on the certificate requested.

STRUCTURE OF THE COURSE SERIES

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
<th>Duration</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>QMA</td>
<td>Auditor</td>
<td>4 days</td>
<td>14</td>
</tr>
<tr>
<td>QMAP</td>
<td>Examination Auditor</td>
<td>1 day</td>
<td>14</td>
</tr>
</tbody>
</table>

* 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.
OVERVIEW
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. The auditor course is accessible to all personal certificate holders who participated in a fundamental course of management systems regardless of which field. The certificate will be issued according to the field of the fundamental course.

PREREQUISITES
Valid qualityaustria Certificate
- Quality Management Representative or Systems Manager (incl. those with focus on healthcare, medical devices or food safety) or
- Environmental Management Representative or Systems Manager (incl. those with focus on energy) or
- Occupational Health and Safety Management Representative or Systems Manager or
- Quality operator or assistant (Initial course as from 2011 - participants who completed this course before 2011 have to attend the seminar „Upgrade for Quality Operators and Assistants“, see QQAU) or
- Risk Manager (incl. those with focus on healthcare) or CSR and Sustainability Manager or BCM Manager or
- Food Safety Expert, Expert of Medical Devices Development, Manufacturing and Distribution, or Energy Management Representative

TARGET GROUP
Senior and junior manager 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
- Creation of audit reports
- Proper formulation of nonconformities and potentials of improvement
- Audit methodology
- Communication and questioning technique
- 2 case studies with solutions

PREREQUISITES
- Qualification in accordance with the course Auditor (QMA)
- Valid qualityaustria Certificate
  - Quality Management Representative or Systems Manager (incl. those with focus healthcare, medical devices or food safety) or
  - Environmental Management Representative or Systems Manager (incl. those with focus energy) or
  - Occupational Health and Safety Management Representative or Systems Manager or
  - Quality Operator or Assistant (Initial course as from 2011 - participants who completed this course before 2011 have to attend the seminar „Upgrade for Quality Operators and Assistants“, see QQAU) or
  - Risk Manager (incl. those with focus on healthcare) or CSR and Sustainability Manager or BCM Manager or
  - Food Safety Expert, Expert of Medical Devices Development, Manufacturing and Distribution, or Energy Management Representative
  - Equivalent EOQ Certificate
- Written proof of 4 years of practical professional experience in a specialists 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 of 20 days in total (minimum 12 days on site) within the last 3 years before certification

FORMAT
The written examination consists of 20 multiple-choice questions and takes 30 minutes. The oral examination consists of a simulated audit situation (role play) and an interview (2 technical questions).
CERTIFICATE
Upon successful completion of the examination and submission of proof of practical experience, the candidate will receive the quality-austria certificate for Auditor according to the focused field.

Additionally the EOQ Quality Auditor or EOQ Environmental Auditor certificate can be issued on request.

If the proof of practical experience is missing, the respective certificate will be issued with the corresponding Auditor candidate status. Holders of all three Auditor certificates (Quality/Environmental/Occupational Health and Safety) can obtain the certificate Integrated System Auditor upon request free of charge.

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 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 quality-austria 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).

NOTE
The exact timing of the assessment days is dependent on the number of participants and may differ from the mentioned times.
As soon as Quality Austria will receive the proof of practical experience, the certificate will be upgraded free of charge. If there is insufficient evidence of audits performed, candidates may apply for the EOQ Quality Auditor (Junior).
STRUCTURE OF THE COURSE SERIES

QMA  QMAL  QMALP*

* Holders of all three Lead Auditor certificates can receive the certificate Integrated System Lead Auditor upon request free of charge.

<table>
<thead>
<tr>
<th>Course</th>
<th>Duration</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>QMA Auditor</td>
<td>4 days</td>
<td>14</td>
</tr>
<tr>
<td>QMAL Lead Auditor</td>
<td>1 day</td>
<td>17</td>
</tr>
<tr>
<td>QMALP Examination Lead Auditor</td>
<td>1 day</td>
<td>17</td>
</tr>
</tbody>
</table>

LEAD AUDITOR

JOB PROFILE

LEAD AUDITOR

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.
OVERVIEW
Based on the course Auditor, this course will convey competences for leading audit teams, additional knowledge of auditing of integrated management systems, auditing focused on added value, special audit methodology, and rules of the relevant accreditation norms.

PREREQUISITES
- Attendance of the course Auditor (QMA)
- Valid qualityaustria certificate
  - Quality Systems Manager (incl. those with focus on healthcare, 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

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

CONTENTS
- Leading an audit team
- Up- and downsizing effect
- Auditing of integrated management systems
- Auditing focused on added value
- SOS Audits
- SGU Audits
- Quick scan audits
- ISO 17021
- Case study with solutions

CONTENTS
The contents of the examination relate to the courses Auditor (QMA) and Lead Auditor (QMAL).

PREREQUISITES
- Qualification in accordance with the courses Auditor (QMA) and Lead Auditor (QMAL).
- Valid qualityaustria certificate Quality Systems Manager (incl. those with focus on healthcare, 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 specialists 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 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 40 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
Upon successful completion of the examination and submission of verification of practical experience, the candidate will receive the qualityaustria certificate for Lead Auditor according to the focused field.

Additionally the EOQ Quality Lead Auditor, EOQ Environmental Lead Auditor, EOQ Occupational Health and Safety Auditor, EOQ Food & Safety Auditor certificates can be issued on request.

Holders of all three Lead Auditor certificates (Quality/Environmental/Occupational Health and Safety) can obtain the certificate Integrated System Lead Auditor on request free of charge.

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 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).

NOTE
The exact timing of the assessment days is dependent on the number of participants and may differ from the mentioned times.
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 will receive the proof of practical experience, the certificate will be upgraded free of charge.

OVERVIEW
Internal audits are a recognized method for improving business performance capabilities as well as compliance with legals and standard requirements. They can provide active support to the management in leading the organization. Participants of the „Internal Audits“ seminar are taught the most essential basic skills for proper internal auditing. They learn how an audit process is designed, how added value is generated and how audit reports are formulated correctly. Furthermore, key concepts are annotated and the most important audit effects are described.

PREREQUISITES
No specific professional knowledge required; but interest in carrying out internal audits.

TARGET GROUP
Persons who are intended to perform internal audits competently.

CONTENTS
- Normative basics
- Audit-related terms
- Audit process
- Preparing audit reports, incl. correct formulation of nonconformities and hints (improvements)
- Saw-tooth effect
- The up and downsizing effect
- Methods of auditing with focus on added value
- Quick scan audits
- Questioning technique

SEMINARS
In seminars no examinations are included and therefore no certificates will be issued. After attending the course for at least 80 % a confirmation of participation will be issued.

LEAD AUDITOR
JOB PROFILE QUALITY MANAGEMENT REPRESENTATIVE

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.

JOB PROFILE QUALITY SYSTEMS MANAGER

Quality Systems Managers have, in addition to Quality Management Representatives, the 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 programme manager.

EOQ ACCREDITATION

Since January 2017 the EOQ (European Organization for Quality) – schemes for quality management personnel are recognized by the European Accreditation Forum as standard for personal certification. Quality Austria has received the accreditation according this standard for: Quality Management Representative, Quality Systems Manager, Quality Auditor/Lead Auditor.

STRUCTURE OF THE COURSE SERIES

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Duration</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMS</td>
<td>Integrated Management System – Requirements</td>
<td>3 days</td>
<td>11</td>
</tr>
<tr>
<td>QMS</td>
<td>Quality Management Systems</td>
<td>3 days</td>
<td>20</td>
</tr>
<tr>
<td>IMSA</td>
<td>Integrated Management System – Methods and Tools</td>
<td>3 days</td>
<td>12</td>
</tr>
<tr>
<td>QBP</td>
<td>Examination Quality Management Representative (optional)</td>
<td>1 day</td>
<td>20</td>
</tr>
<tr>
<td>QME</td>
<td>Statistical Methods for Decision Making</td>
<td>3 days</td>
<td>21</td>
</tr>
<tr>
<td>IMSU</td>
<td>Integrated Management System – Corporate Development</td>
<td>3 days</td>
<td>12</td>
</tr>
<tr>
<td>QMSPR</td>
<td>Quality Management Systems – Project Management</td>
<td>2 days</td>
<td>21</td>
</tr>
<tr>
<td>QMPV</td>
<td>Preparation for the Quality Systems Manager Examination (optional)</td>
<td>1 day</td>
<td>21</td>
</tr>
<tr>
<td>QMP</td>
<td>Examination Quality Systems Manager</td>
<td>2 days</td>
<td>22</td>
</tr>
</tbody>
</table>

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

PREREQUISITES
Mastery of the qualityaustria courses
- Integrated Management System - Requirements (IMS)

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)
- Group work

CONTENTS
The contents of the examination refer to the courses
- Integrated Management System – Requirements (IMS)
- Quality Management Systems (QMS)
- Integrated Management System – Methods and Tools (IMSA)

PREREQUISITES
Two years of practical professional experience, one of these in quality assurance or quality management. Qualification in the courses Integrated Management System – Requirements (IMS), Quality Management Systems (QMS), Integrated Management System – Methods and Tools (IMSA).

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
Upon successful completion of the examination and submission of proof of practical experience, the candidate will receive the certificate Quality Management Representative. Additionally, the EOQ Quality Management Representative certificate can be issued on request.

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).

NOTE
- It is not required to take the Quality Management Representative examination in order to become a Quality Systems Manager.
- 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 Candidate. As soon as Quality Austria receives the proof of practical experience the certificate will be upgraded free of charge. Furthermore, if candidates have insufficient proof of practical experience, it is possible to apply for the EOQ Quality Management and EOQ Management Representative Junior certificate.
OVERVIEW
The focus of the course is on evaluation and presentation methods besides conveying fundamental knowledge about quality management relevant statistical methods for controlling processes. Calculations, evaluations and presentations are, if useful, supported by MS-Excel.

PREREQUISITES
Mathematical basic knowledge

TARGET GROUP
Senior and junior managers who aim to develop quality management systems in organisations.

CONTENTS
- Basics of probability theory and distributions
- Sampling
- Quality control chart
- Process capability
- Measurement process management
- Evaluation and presentation methods

NOTE
- This course will be recognised for ST/QII quality representatives, however, the modules Quality Planning and Fundamentals of Metrology are not covered by the ST/QII training. The participants are given the opportunity to work on the contents which have not been covered via self study (lecture notes must be purchased).
- The use of a notebook is recommended for the practical exercises during training. Notebooks will not be provided.
- The MS-Excel-based statistic software of Quality Austria is provided for free.

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

PREREQUISITE
Mastery of the qualityaustria courses
- Integrated Management System – Requirements (IMS)
- Quality Management Systems (QMS)
- Integrated Management System – Methods and Tools (IMSA)
- Statistical Methods for Decision Making (QME)
- Integrated Management System – Corporate Development (IMSU)

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
- Managing changes in the company within a project
- Group Work
CERTIFICATE
Upon successful completion of the examination and submission of proof of practical experience, the candidate will receive the certificate Quality Systems Manager.

Additionally the EOQ Quality Manager certificate can be issued on request.

Holders of all three systems manager certificates can obtain the certificate Integrated System Manager on request free of charge.

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION
- Proof in the form of a confirmation by the employer about 2 years of professional practice in the field of quality management 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).

NOTE
The exact timing of the two assessment days is dependent on the number of participants and may differ from the mentioned times. 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 Systems Manager Candidate. As soon as Quality Austria receives the proof of practical experience the certificate will be upgraded free of charge. Furthermore, if candidates have insufficient proof of practical experience, it is possible to apply for the EOQ Quality Manager Junior certificate.
OVERVIEW
This course teaches the specialized skills necessary to qualify as a Quality Management Representative in a condensed form.

PREREQUISITES None

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):
- Objective and benefit 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

FEE € 4,032,– (excl. 20 % VAT)

DATES
Vienna 01. – 05.04.2019
Vienna 08. – 10.04.2019

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

PREREQUISITES
Qualification in the courses IMS, QMS and IMSA; two 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
Upon successful completion of the examination and submission of proof of practical experience, the candidate will receive the certificate Quality Management Representative. Additionally, the EOQ Quality Management Representative certificate can be issued on request.

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).

FEE € 664,– (excl. 20 % VAT)

DATES
Vienna 06.05.2019
Since 2006 the qualityaustria training for Laboratory Quality Assurance Managers and Assessors is accepted as harmonized scheme by EOQ. Over 500 laboratory professionals have been trained in 22 different countries all over the world. Participants representing government metrological institutions, accreditation bodies, testing and calibration laboratories, private industry sectors, international consulting agencies benefited from the integration of qualityaustria know-how in design, implementation and practical application of quality management issues with laboratory specific quality control and assessment techniques.

**JOB PROFILE LABORATORY QUALITY ASSURANCE MANAGER AND LABORATORY ASSSESSOR**

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, ISO 15189 and OECD GLP, and 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.

---

**STRUCTURE OF THE COURSE SERIES**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Duration</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>LQMAT</td>
<td>Laboratory Quality Assurance Manager and Laboratory Assessor</td>
<td>9 days</td>
<td>24</td>
</tr>
<tr>
<td>LQMATP</td>
<td>Examination for Laboratory Quality Assurance Manager and Laboratory Assessor</td>
<td>1 day</td>
<td>25</td>
</tr>
</tbody>
</table>

---
OVERVIEW
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 17025:2017, ISO 15189:2012 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, so as well as audit methods and tools. During the course the participants obtain knowledge about modern approach to QMS based on new version of the Standard ISO 9001:2015.

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

TARGET GROUP
- Laboratory and Quality Managers
- Laboratory staff dealing with quality of analysis and/or calibration
- Laboratory Assessors

CONTENT
- Brief overview of modern QMS approach based on ISO 9001:2015
- International regulations related to quality of measurements and calibrations
- International accreditation networks

WS2: QUALITY ASSURANCE AND QUALITY DOCUMENTATION
- Process based management approach for laboratories
- Document management system
- Quality manual, SOPs, quality records
- IT solutions for quality documentation

WS3: BASIC STATISTICAL TOOLS FOR LABORATORIES
- Errors in quantitative testing, error propagation
- Characteristics of data population
- Distribution, tolerance and confidence intervals
- Significance tests

WS4: INTERNAL QUALITY CONTROL FOR LABORATORIES, METHOD VALIDATION
- Errors in calibration graphs; regressions
- Uncertainties and quality assurance in sampling
- Method validation practices: „Single-laboratory“ or „Inhouse“

WS5: QUANTIFYING UNCERTAINTY IN ANALYTICAL MEASUREMENTS
- Uncertainty sources and components
- Uncertainty estimation: „Top-down“ and „Bottom-up“ approaches
- Reporting uncertainty

WS6: TRACEABILITY IN CHEMICAL MEASUREMENTS
- International system of quantities and units (SI)
- Traceability of measuring standards
- Certified reference materials (CRM) and reference materials (RM)
- Traceability of equipment

WS7: INTER-LABORATORY QUALITY CONTROL MEASURES
- Proficiency testing schemes, inter-comparison and collaborative studies
- Operation principle of proficiency testing schemes
- Data processing in proficiency testing schemes

WS8: PROJECT MANAGEMENT – IMPLEMENTING QMS
- Project processes and key project factors
- Planning and implementing the project
- Organizing team work
- Effective communication with laboratory stakeholders

WS9: LABORATORY AUDIT
- Accreditation standards and guidance documents: Requirements of ISO 19011 standard
- Audit process activities: planning, preparation, review, monitoring, reporting, follow up and corrective action
- Audit documentation
- Roles and responsibilities of assessor, auditee and client
- Psychological aspects of audits
- Qualification of Assessor

DATES
Vienna 19. – 30.11.2018
Vienna 13. – 24.05.2019
Vienna 11. – 22.11.2019

For more information about public training dates and registration please follow the link www.qualityaustria.com/LQMAT

FEE (EXCL. 20% VAT)
10 days training including examination € 3,500.00 The workshops also can be attended selectively. Daily fee € 440.00 (excl. 20% VAT)
CONTENT
The purpose of the examination is to assess applicant’s knowledge of the following subjects:
- Quality management system – development, maintenance, improvement
- Specific quality assurance and quality control tools for calibration and testing laboratory
- Laboratory assessment: standards, tools, approaches

PREREQUISITES
Attendance of qualityaustria/EOQ training course for Laboratory Quality Assurance Managers and Laboratory Assessors

FORMAT
- Written test (multiple-choice)
- Group work followed by presentation

DATE
<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vienna</td>
<td>30.11.2018</td>
</tr>
<tr>
<td>Vienna</td>
<td>24.05.2019</td>
</tr>
<tr>
<td>Vienna</td>
<td>22.11.2019</td>
</tr>
</tbody>
</table>

For more information about public examination dates and registration please follow the link www.qualityaustria.com/LQ-MAT

FEE
The price of the examination is included in the course.

CERTIFICATE
Upon successful completion of the examination and submitted practical evidence the participants receive the certificate Laboratory Quality Assurance Manager and/or Laboratory Assessor and are entitled to apply for European Organization for Quality (EOQ) certificates of Laboratory Quality Assurance Manager and/or Laboratory Assessor. The EOQ certificates are valid in more than 34 countries. EOQ certificates are subject to EOQ rules and regulations.

VALIDITY OF THE CERTIFICATE
3 years

CRITERIA FOR EXTENSION
- For Laboratory Quality Assurance Managers: practical experience in the field of testing and/or calibration including quality management activities during the last 3 years.
- For Laboratory Assessor: at least 3 internal or external audits (15 audit days, therefrom 9 days on-site) performed during the last 3 years

NOTE
- If participants do not have the requested practical experience, the certificate Laboratory Quality Assurance Manager and Laboratory Assessor Candidate will be issued.
- For certificates candidate the validity can be extended for one period, then an upgrade is necessary.
J JOB PROFILE ENVIRONMENTAL MANAGEMENT REPRESENTATIVE

Environmental Management Representatives have obtained the knowledge, skills, and capabilities in establishing and maintaining environmental management systems as well as in carrying out internal audits. They are supporting the company owner, are motivating and training employees and are important contact person for public authorities.

J JOB PROFILE ENVIRONMENTAL SYSTEMS MANAGER

Environmental Systems Managers have additional knowledge and skills to further develop the environmental management system. They understand the fundamental ecological relations that support training and awareness of employees and promote evaluation of environmental aspects. Environmental Systems Managers are also familiar with the principles of material and energy efficiency, environmental cost accounting as well as eco-controlling. This knowledge facilitates the preparation of environmental reports.

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Duration</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMS</td>
<td>Integrated Management System – Requirements</td>
<td>3 days</td>
<td>11</td>
</tr>
<tr>
<td>UMS</td>
<td>Environmental Management Systems</td>
<td>3 days</td>
<td>27</td>
</tr>
<tr>
<td>IMSR</td>
<td>Integrated Management System – Occupational Safety Law and Environmental Law</td>
<td>2 days</td>
<td>11</td>
</tr>
<tr>
<td>IMSA</td>
<td>Integrated Management System – Methods and Tools</td>
<td>3 days</td>
<td>12</td>
</tr>
<tr>
<td>UBP*</td>
<td>Examination Environmental Management Representative (optional)</td>
<td>1 day</td>
<td>27</td>
</tr>
<tr>
<td>UMPRA</td>
<td>Environmental Management in Practice</td>
<td>3 days</td>
<td>28</td>
</tr>
<tr>
<td>IMSU</td>
<td>Integrated Management System – Corporate Development</td>
<td>3 days</td>
<td>12</td>
</tr>
<tr>
<td>UMP**</td>
<td>Examination Environmental Management Representative</td>
<td>2 days</td>
<td>28</td>
</tr>
</tbody>
</table>

1 for the Environmental Systems Manager qualification the Environmental Management Representative exam is not required

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

Certified environmental management representatives are able to apply the necessary tools to develop an environmental management system independently. They are aware of the factors of success. The focus is also on the promotion of standard competency, i.e. the participants understand the main standard requirements, can interpret them situationally and implement them in practice.

PREREQUISITES
Mastery of the qualityaustria courses
- Integrated Management System – Requirements (IMS)

TARGET GROUP
Specialists who are responsible for establishing and maintaining environmental management systems like
- environmental management representatives
- environmental systems managers
- energy management representatives
- waste disposal specialists

CONTENTS
- Requirements of ISO 14001:2015 and EMAS and their importance in practice
- Comparison of ISO 14001:20015 and 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-, Outputanalysis)
- 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

CONTENTS
The contents of the examination refer to the courses
- Integrated Management System – Requirements (IMS)
- Environmental Management Systems (UMS)
- Integrated Management System – Occupational Safety Law and Environmental Law (IMSR)
- Integrated Management System – Methods and Tools (IMSA)

PREREQUISITES
Two years of qualified professional experience, one of these in the field of environmental management; Training in accordance with the courses Integrated Management System – Requirements (IMS), Environmental Management Systems (UMS), Integrated Management System – Occupational Safety Law and Environmental Law (IMSR) and Integrated Management System – Methods and Tools (IMSA).

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
Upon successful completion of the examination and submission of proof of practical experience, the candidate will receive the certificate Environmental Management Representative.
Additionally, the EOQ Environmental Management Representative certificate can be issued on request.

VALIDITY OF THE CERTIFICATE
3 years

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

NOTE
It is not required to take the Environmental Management Representative examination in order to become an Environmental Systems Manager. 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 Candidate. As soon as Quality Austria receives the proof of practical experience the certificate will be upgraded free of charge.
OVERVIEW
They 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
- Integrated Management System – Requirements (IMS)
- Environmental Management Systems (UMS)
- Integrated Management System – Occupational Safety Law and Environmental Law (IMSR)
- Integrated Management System – Methods and Tools (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 action
- Environmental controlling and environmental reporting
- Environmental cost accounting
- Environmental indicators
- Insight into greenhouse gas balancing
- Reporting acc. to ISO 14064

NOTE
The exact timing of the two assessment days is dependent on the number of participants and may differ from the mentioned times. 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 Systems Manager Candidate. As soon as Quality Austria receives the proof of practical experience the certificate will be upgraded free of charge. Furthermore, if candidates have insufficient proof of practical experience, it is possible to apply for the EOQ Environmental Manager Junior certificate.

CONTENTS
The contents of the examination refer to the courses
- Integrated Management System – Requirements (IMS)
- Environmental Management Systems (UMS)
- Integrated Management System – Occupational Safety Law and Environmental Law (IMSR)
- Integrated Management System – Methods and Tools (IMSA)
- Environmental Management in Practice (UMPRA)
- Integrated Management System – Corporate Development (IMSU)

PREREQUISITES
4 years of qualified professional experience, two of these in the field of environmental management. Training in accordance with the courses Integrated Management System – Requirements (IMS), Environmental Management Systems (UMS), Integrated Management System – Occupational Safety Law and Environmental Law (IMSR), Integrated Management System – Methods and Tools (IMSA), Environmental Management in Practice (UMPRA) and Integrated Management System – Corporate Development (IMSU).

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
Upon successful completion of the examination and submission of proof of practical experience, the candidate will receive the certificate Environmental Systems Manager. Additionally, the EOQ Environmental Systems Manager certificate can be issued on request.

Holders of all three systems manager certificates can obtain the certificate Integrated System Manager on request free of charge.

VALIDITY OF THE CERTIFICATE 3 years

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

JOB PROFILE ENERGY MANAGEMENT REPRESENTATIVE

The 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 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.

STRUCTURE OF THE COURSE SERIES

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
<th>Duration</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>UMEM</td>
<td>Energy Management</td>
<td>2 days</td>
<td>31</td>
</tr>
<tr>
<td>UMET</td>
<td>Energy Technology</td>
<td>2 days</td>
<td>31</td>
</tr>
<tr>
<td>UMEBP</td>
<td>Examination Energy Management Representative</td>
<td>1 day</td>
<td>32</td>
</tr>
</tbody>
</table>

UMEM: Project work
OVERVIEW
The participants learn the specific requirements of ISO 50001 for establishing an energy management system. Furthermore, the linking elements as well as the fundamental differences with regard to ISO 14001 will be conveyed. Additionally, the course teaches the concrete requirements of these norms and enables the participants to apply the necessary tools independently.

PREREQUISITES
- Self-study of the fundamentals of management systems (the training material will be provided free of charge upon request, see note below) or
- Mastery of the content of the course „Integrated Management System – Requirements (IMS)“ 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
- ISO 50001
- Differences with regard to ISO 14001
- Legal basis
- Establishing, implementing and developing of energy management systems
- Energy planning process
- Collecting of energy relevant information and data
- Assessment models
- Technological fundamentals
- Preparation of the project work

NOTE
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
The contents of the examination refer to the courses
- Energy Management (UMEM)
- Energy Technology (UMET)

PREREQUISITE
Training in accordance with the courses Energy Management (UMEM) and Energy Technology (UMET)

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 supplementary questions. Duration: 20 min

CERTIFICATE
Upon successful completion of the examination, the candidate will receive the 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 System (RIMS) or appropriate qualityaustria training

NOTE
The certificate Energy Management Representative qualifies the diploma holder to participate in the course Auditor.

OVERVIEW
On basis of IAF Resolution 2014-13, accredited certification bodies were required to implement ISO 50003 until 14 October 2017. ISO 50003 is relevant for accredited certification bodies; however, the requirements of the standard indirectly also affect other organizations, for example in terms of input parameters for determining audit times, energy management system improvements and energy performance as well as evaluation of nonconformities. As a result, also the Guidelines ISO 50004, ISO 50006 and ISO 50015 gain in importance.

PREREQUISITES
Previous knowledge about ISO 50001 and / or EN 16247-4

TARGET GROUP
Companies certified against ISO 50001, environmental system representatives, energy officers, energy representatives, internal energy auditors

CONTENTS
- 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
- ISO 50001 in comparison with ISO 14001
- Motivation and objectives / targets of ISO 50003
- Background information on calculation of audit time based on ISO 50003
- Risk analyses of insurance companies
- Facts and figures from the current climate protection report
- ISO 50004, ISO 50006 and ISO 50016
- ISO 50004 – Energy management systems – Guidance for the implementation, maintenance and improvement of an energy management system
- ISO 50006 (under revision) – Energy management systems – Measuring energy performance using energy baselines (EnB) and energy performance indicators (EnPI)
- ISO 50015 – Energy management systems – Measurement and verification of energy performance of organizations – General principles and guidance
- Case-Study – Calculation of key figures (indicators) and normalization using regression analyses

Seminars
In seminars no examinations are included and therefore no certificates will be issued. After attending the course for at least 80 % a confirmation of participation will be issued.
OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

JOB PROFILE OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT REPRESENTATIVE

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.

JOB PROFILE OCCUPATIONAL HEALTH AND SAFETY SYSTEMS MANAGER

Occupational Health and Safety (OH&S) Systems Managers have the knowledge, 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 bases 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 within the company and to improve the relevant processes.

STRUCTURE OF THE COURSE SERIES

- IMS: Integrated Management System – Requirements
- SMS: Occupational Health and Safety Management Systems
- IMSR: Integrated Management System – Occupational Safety Law and Environmental Law
- IMSA: Integrated Management System – Methods and Tools
- SBP*: Examination Occupational Health and Safety Management Representative (optional)
- SMOMT: Safety Management – Operational Management Techniques
- IMSU: Integrated Management System – Corporate Development
- SMP**: Examination Occupational Health and Safety Systems Manager

Page

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Duration</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMS</td>
<td>Integrated Management System – Requirements</td>
<td>3 days</td>
<td>11</td>
</tr>
<tr>
<td>SMS</td>
<td>Occupational Health and Safety Management Systems</td>
<td>3 days</td>
<td>34</td>
</tr>
<tr>
<td>IMSR</td>
<td>Integrated Management System – Occupational Safety Law and Environmental Law</td>
<td>2 days</td>
<td>11</td>
</tr>
<tr>
<td>IMSA</td>
<td>Integrated Management System – Methods and Tools</td>
<td>3 days</td>
<td>12</td>
</tr>
<tr>
<td>SBP*</td>
<td>Examination Occupational Health and Safety Management Representative (optional)</td>
<td>1 day</td>
<td>34</td>
</tr>
<tr>
<td>SMOMT</td>
<td>Safety Management – Operational Management Techniques</td>
<td>3 days</td>
<td>35</td>
</tr>
<tr>
<td>IMSU</td>
<td>Integrated Management System – Corporate Development</td>
<td>3 days</td>
<td>12</td>
</tr>
<tr>
<td>SMP**</td>
<td>Examination Occupational Health and Safety Systems Manager</td>
<td>2 days</td>
<td>35</td>
</tr>
</tbody>
</table>

* for the Occupational Health and Safety Systems Manager qualification the Occupational Health and Safety Management Representative exam is not required.

** Holders of all three Systems Manager certificates (Quality/Environment/Occupational Health and Safety) can receive the certificate Integrated Systems Manager upon request at no charge.
OVERVIEW
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 of the relevant regulations and their possible interpretations, this course also informs about the respective legal framework as well as internal audits. This course contains tools for a practicable transition from OHSAS 18001 to ISO 45001.

PREREQUISITES
Mastery of the qualityaustria courses
- Integrated Management System – Requirements (IMS)

TARGET GROUP
Specialists, who are responsible for establishing and maintaining OH&S management systems. This course is especially suitable for safety operators, occupational physicians and safety representatives.

CONTENTS
- Regulations covering OH&S management such as ISO 45001, SCC/SCP, ILO-OSH 2000, AUVA-SGM, as well as their interpretations
- Typical elements of OH&S management systems such as policy, organization, 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 OH&S audits and inspections
- Group work

NOTE
- It is not required to take the Occupational Health and Safety Management Representative examination in order to become a Occupational Health and Safety Systems Manager. 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 Management Representative Candidate. As soon as Quality Austria receives the proof of practical experience the certificate will be upgraded free of charge.
- Modular design
  The course “Occupational Health and Safety Management Systems (SMS)” consists of various modules. These are, on the one hand, mandatory modules and on the other hand freely selectable modules. 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 further enhance your benefits. Only experienced Occupational Health and Safety Experts will be appointed as trainers.

CONTENTS
The contents of the examination refer to the courses
- Integrated Management System – Requirements (IMS)
- Occupational Health and Safety Management Systems (SMS)
- Integrated Management System – Occupational Safety Law and Environmental Law (IMSR)
- Integrated Management System – Methods and Tools (IMSA)

PREREQUISITES
Two years of practical experience, one of these in the field of occupational health and safety management. Training in accordance with the courses Integrated Management System – Requirements (IMS), Occupational Health and Safety Management Systems (SMS), Integrated Management System – Occupational Safety Law and Environmental Law (IMSR) and Integrated Management System – Methods and Tools (IMSA):

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
Upon successful completion of the examination and submission of proof of practical experience, the candidate will receive the certificate Occupational Health and Safety Management Representative.

Additionally, the evidence of qualification for Safety Representatives will be issued on request free of charge.

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 System (RIMS) or appropriate qualityaustria training
OVERVIEW
This course conveys the practical/operational implementation of legal and normative requirements of the subject of occupational health and safety management systems.

PREREQUISITES
Mastery of the qualityaustria courses
- Integrated Management System – Requirements (IMS)
- Occupational Health and Safety Management Systems (SMS)
- Integrated Management System – Occupational Safety Law and Environmental Law (IMSR)
- Integrated Management System – Methods and Tools (IMSA)

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

CONTENTS
- Causes of accidents and implications for an 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
- SGU certificate holders (SCC) can attend this course at half price.
- The course Safety Management – Operational Management Techniques (SMOMT) is recognised 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)
- Modular design
The course “Safety Management – Operational Management Techniques (SMOMT)” consists of various modules. These are, on the one hand, mandatory modules and on the other hand freely selectable modules. 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 further enhance your benefits for you. Only experienced Occupational Health and Safety Experts will be appointed as trainers.

CONTENTS
The contents of the examination relate to the courses
- Integrated Management System – Requirements (IMS)
- Occupational Health and Safety Management Systems (SMS)
- Integrated Management System – Occupational Safety Law and Environmental Law (IMSR)
- Integrated Management System – Methods and Tools (IMSA)
- Safety Management – Operational Management Techniques (SMOMT)
- Integrated Management System – Corporate Development (IMSU)

PREREQUISITES

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
Upon successful completion of the examination and submission of proof of practical experience, the candidate will receive the certificate Occupational Health and Safety Systems Manager.
Additionally, the EOQ Occupational Health and Safety Systems Manager certificate can be issued on request.
Additionally, the complementary certificate SHE for Operational Supervisors and the evidence of qualification for Safety Representatives will be issued on request free of charge.

Holders of all three systems manager certificates can obtain the certificate Integrated System Manager on request free of charge.
VALIDITY OF THE CERTIFICATE  3 years

CRITERIA FOR EXTENSION

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

NOTE
The exact timing of the two assessment days is dependent on the number of participants and may differ from the mentioned times. 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 Manager Candidate. As soon as Quality Austria receives the proof of practical experience the certificate will be upgraded free of charge. Furthermore, if candidates have insufficient proof of practical experience, it is possible to apply for the EOQ Occupational Health and Safety Systems Manager Junior certificate.

OVERVIEW
The 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. This course contains tools for a practicable transition from OHSAS 18001 to ISO 45001.

PREREQUISITES

- Knowledge of the ISO 45001
- Knowledge of the ISO 9001:2015 or 14001:2015 are of advantage

TARGET GROUPS
All organizations which want to implement ISO 45001

CONTENTS

- Background and objective of the revision
- Comparison of ISO 45001 and OHSAS 18001:2007
- Identification of essential changes

NOTE
This seminar is recognized for the extension of the certificate „Occupational Health and Safety Management Representative“. 

INFORMATION
In addition we offer modularized and customized inhouse courses covering specific topics of Occupational Health and Safety according to your requirements and needs.

Contact us: inhouse@qualityaustria.com

SEMINARS
In seminars no examinations are included and therefore no certificates will be issued. After attending the course for at least 80 % a confirmation of participation will be issued.
SHE TRAINING FOR OPERATIONAL SUPERVISORS (SCC)

JOB PROFILE SHE TRAINING FOR OPERATIONAL SUPERVISORS

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.

STRUCTURE OF THE COURSE SERIES

<table>
<thead>
<tr>
<th>Training Level</th>
<th>Course Details</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>SGU</td>
<td>SHE Training for Operational Supervisors (SCC)</td>
<td>3 days</td>
</tr>
<tr>
<td>SGUU</td>
<td>Upgrade for Operational Supervisors (SCC)</td>
<td>1 day</td>
</tr>
<tr>
<td>SGUP</td>
<td>Examination for Operational Supervisors (SCC)</td>
<td></td>
</tr>
</tbody>
</table>

Operational supervisors (in accordance with the SCC:2011 Regulations) are authorized to give instructions and participate in service provision (e.g. construction manager, project manager, site manager, foreman, technician, site foreman, service engineer, supervisor etc.)
TRAINING FOR OPERATIONAL SUPERVISORS

OVERVIEW
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. Alternatively it is possible to participate in a training course (see SGUP) with 24 teaching units instead of a completed vocational training according to the Vocational Training Act or of an equivalent or superior education.

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 the 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

NOTE
- The registration for the course SGU and SGUU is also valid as a registration for the examination and the examination charge is included in the course fees. The examination will take place directly after the course. Furthermore, there are examination dates (see SGUP examination for Operational Supervisors) which can be booked separately. The obligatory prerequisites for taking the examination have to be noted.
- The evidence of qualification for Safety Representatives can be issued on request upon attendance of all 24 teaching units of the course Training for Operative Supervisors (SCC) (SGU).

OVERVIEW
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
For attending this course it is necessary to have fundamental knowledge of occupational health and safety.
- A completed vocational training according 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 is required for the subsequently examination for operational supervisors.

The respective proof has to be submitted for registration of the course.
If the prerequisites for the examination are not fully met or there is need for clarification, there is the possibility of a decision on a case-by-case basis.

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
CONTENTS
The contents of the examination refer to the course Training for Operational Supervisors (SCC) (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).

The proofs of qualification have to be handed in before the examination. If the prerequisites for the examination are not fully met or there is need for clarification, there is the possibility of a decision on a case-by-case basis.

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

The charge is included in the course fees of the courses SGU and SGUU.

CERTIFICATE
Upon successful completion of the examination, the candidate will receive the certificate SHE for Operational Supervisors

VALIDITY OF THE CERTIFICATE 10 years
An automobile is a highly complex and safety relevant product. As a rule, defects in production will have serious consequences and cause high costs. In order to prevent this, the automotive industry is trying to prevent this risk by imposing stringent rules and enormously high quality requirements on all suppliers. Quality Austria has already intensively been involved in this process by the manufacturers and associations since 1995 and offers several trainings in order to enable companies to come up to these high requirements. Besides offering the products mentioned below, we will also be pleased to be at your disposal for special solutions and inquiries.

### SEMINARS

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
<th>Duration</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>AREV</td>
<td>The new IATF 16949</td>
<td>2 days</td>
<td>38</td>
</tr>
<tr>
<td>ACT</td>
<td>Automotive Core Tools</td>
<td>3 days</td>
<td>38</td>
</tr>
<tr>
<td>ALAE</td>
<td>Selection of suppliers / Supplier development</td>
<td>2 days</td>
<td>38</td>
</tr>
</tbody>
</table>
OVERVIEW
The first edition of the new IATF 16949:2016 has been published and succeeds ISO/TS 16949:2009. This Automotive Quality Management System Standard specifies the quality management system requirements for series and service parts production in the automotive industry, along with requirements of ISO 9001:2015 and ISO 9000:2015 as well as applicable automotive customer-specific requirements.
In this focused two-day seminar, the changed requirements and the IATF “Transition Strategy” will be presented to participants.
After this seminar, you will have a comprehensive overview of the changed requirements and will be able to identify any further development needs within your company.

PREREQUISITES
Fundamental knowledge about quality management systems.

TARGET GROUP
Any organization, which would like to implement a management system acc. to IATF 16949:2016 and to prepare for the changed requirements.

CONTENTS
- Background and purpose of the revision
- IATF 16949 „Transition Strategy“
- Revision IATF 16949:2016
- Changed requirements
- Possible methods and tools for meeting the new requirements
- Possibilities of system integration

OVERVIEW
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

SEMINARS
In seminars no examinations are included and therefore no certificates will be issued. After attending the course for at least 80 % a confirmation of participation will be issued.
OVERVIEW
Based on 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
- Interpretation of the standard and standard requirements
- Customer-specific requirements
- Process performance in procurement and definition of parameters, conception phase
- Selection procedures, quality capability of suppliers
- Quality assurance agreements
- Production process and release procedure
- Assessments of production processes
- Sample inspection, presentation stages, retention periods, self-assessment, reporting
- Quality performance in series
- Assessment of quality of supply of serial parts, detection of defects, early warning systems, assignment of defective parts
- Calculation formulas
- Objective agreements, supplier development

SEMINAR
Selection of suppliers / Supplier development

ALAE
2 days
09.00 - 17.00

AUTOMOTIVE
JOB PROFILE
FOOD SAFETY EXPERT

Food Safety Experts are familiar with legal requirements relevant to hygiene and Food Safety Standards as IFS (International Food Standard), BRC (British Retail Consortium) as well as ISO 22000. They are capable of establishing and guaranteeing the further development of an efficient hygiene management system and furnishing profound evidencing documentation. Thanks to the knowledge, skills and capabilities that they have acquired, they will also be capable of making an HACCP (Hazard Analysis and Critical Control Point) study in order to make a comprehensive risk analysis, identify critical process steps and establish and effectively implement adequate action plans and inspection and testing procedures helping to guarantee food safety on all levels of production. Furthermore, the fundamentals of conducting internal audits are known to them.

STRUCTURE OF THE COURSE SERIES

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Duration</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>LMR</td>
<td>Hygiene Management – Microbiology and Food Law</td>
<td>2 days</td>
<td>42</td>
</tr>
<tr>
<td>LBPH</td>
<td>Hygiene Management – Operational and Personnel Hygiene, HACCP</td>
<td>3 days</td>
<td>42</td>
</tr>
<tr>
<td></td>
<td>Project work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LMS</td>
<td>Hygiene Management – Management Systems, Norms, Standards</td>
<td>3 days</td>
<td>43</td>
</tr>
<tr>
<td>LHP</td>
<td>Examination Food Safety Expert</td>
<td>1 day</td>
<td>43</td>
</tr>
</tbody>
</table>
FOOD SAFETY

OVERVIEW
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.

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
- 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

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.

OVERVIEW
This course focuses on operational and personnel hygiene requirements stipulated in the relevant standards. Participants are made aware that hygiene rules are only effective and successful if people dealing with food develop appropriate hygiene awareness. However, compliance with personal and operational hygiene requirements is also a prerequisite for introducing and maintaining an effective HACCP plan in companies. Using clear practical examples, the course illustrates how this compliance can be achieved and which factors are critical for the acceptance and the subsequent success of a comprehensive hygiene management system.

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
- Industrial and personnel hygiene: practical implementation
- Structural requirements
- Cleaning and disinfection
- Pest control
- HACCP in accordance with the Codex Alimentarius – methods and tools

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.
OVERVIEW
The fundamentals of a food safety system are acquired based on the requirements of current norms and standards such as IFS, BRC and ISO 22000.

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

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.

CERTIFICATE
Upon successful completion of the examination, the candidate will receive the 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 - preferrable in food safety (RQA-L), or appropriate qualityaustria training.
OVERVIEW
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 scrutinise and optimise the firm-specific already existing 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 according 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?
- Practical exercises and exchange of experiences

OVERVIEW
Internal audits are an important tool for testing the operability and effectiveness of genuine food safety systems. The word „audit“ derives from „audire“ which means „to listen“ — indeed listening and in particular grasping what is essential are the qualities you need to succeed as an auditor in one’s own company as well as in the course of external audits (e.g. supplier audits).

PREREQUISITES
None

TARGET GROUP
Managers and employees, involved in
- Food safety, quality assurance
- Production
- Technology
- Purchasing
- Logistics

CONTENTs
After attending the seminar, participants should be able to plan and perform audits in a way which adds value and which is beneficial. All necessary steps of an audit from planning, implementation, compiling lists of measures and reports to efficacy testing are covered using examples. Participants’ professional auditing skills are honed through theoretical input coupled with group work, situational role plays and practical exercises.

- 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

SEMINARS
In seminars no examinations are included and therefore no certificates will be issued. After attending the course for at least 80 % a confirmation of participation will be issued.

www.qualityaustria.com International training courses
OVERVIEW
The "International Featured Standard Food" (IFS) is used for the uniform assessment of food safety and the quality level of producers. 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 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 and objectives
- Basics of food law
- IFS Food: requirements
- 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
- Fulfilment of requirements in operational practice by means of case studies and exercises
- Knowledge check

OVERVIEW
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
FOOD SAFETY

OVERVIEW
The ISO 22000 specifies the requirements on a food safety management system and is a worldwide harmonized standard for companies in the entire food supply chain. A certification according FSSC 22000 is possible if the requirements of the ISO/TS 22002-1 are fulfilled as well. In the course of this seminar the necessary measures to fulfil the requirements of the standard are conveyed in a practice oriented manner and individual focuses for a successful and efficient implementation are explained. Furthermore it will be shown how a food safety management system according to ISO 22000 or FSSC 22000 can be improved and kept alive.

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/FSC 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
- Continuous improvement of food safety management systems
- Practical exercises and experience exchange

OVERVIEW
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 None

TARGET GROUP
Quality Managers, Food Safety Officers, managers and senior management, internal auditors.

CONTENTS
- Backgrounds for Food Fraud
- Main challenges
- Food Fraud Mitigation: Vulnerability Assessment and Vulnerability Control Plan
- Measures to successfully minimize risks
- GFSI Food Fraud Think Tank
- Food Fraud Network (FFN) of the European Commission
- Food Fraud requirements in food safety standards
### RISK MANAGEMENT

#### JOB PROFILE

**RISK REPRESENTATIVE**

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.

#### JOB PROFILE

**RISK MANAGER**

Risk 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 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.

---

#### STRUCTURE OF THE COURSE SERIES

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Duration</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>RB</td>
<td>Risk Management Representative</td>
<td>2 days</td>
<td>48</td>
</tr>
<tr>
<td>RBP*</td>
<td>Examination Risk Management Representative (optional)</td>
<td>subsequent</td>
<td>48</td>
</tr>
<tr>
<td>RM</td>
<td>Risk Manager</td>
<td>2 days</td>
<td>49</td>
</tr>
<tr>
<td></td>
<td>Project work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RMP</td>
<td>Examination Risk Manager</td>
<td>1 day</td>
<td>49</td>
</tr>
</tbody>
</table>

* For the Risk Manager qualification the Risk Management Representative exam is not required.
OVERVIEW
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 OH&S 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 operators, waste management representative, etc.). In addition, those who would like to obtain further training to become a risk manager or assessor.

CONTENTS
- Fundamentals of risk management
- Overview of the statutory framework conditions and standards
- The risk management process
- Integration into existing management systems
- Practical application
- Methods of risk analysis and risk evaluation (ISO 31010)
- Industry specific processing of selected risk categories in group work
- Preparation of project work with a simple, provided tool for risk analysis, risk evaluation and risk control
- Internal organization and responsibility (management representatives)

PREREQUISITES
Training in accordance with the course Risk Management Representative (RB)

FORMAT
The written examination consists of multiple-choice questions and takes 30 minutes. It takes place right after the course.

CERTIFICATE
Upon successful completion of the examination, the candidate will receive the 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 experience in the field of risk management within the last 3 years.
- Refresher course Risk Management (RRM) or appropriate qualityaustria training.
OVERVIEW
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 Risk Management Representative (RB); completed project work from the course Risk Management Representative; 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, authorised 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
- Psychological aspects of risk management
- Risk identification, risk analysis, risk assessment, risk matrix, monitoring, risk communication
- Human Factors
- Integration in Legal Compliance
- Crisis and emergency management as well as communication

CONTENTS
The contents of the examination refer to the courses
- Risk Management Representative (RB)
- Risk Manager (RM)

PREREQUISITES
- 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).
- Training in accordance with the courses
  - Risk Management Representative (RB)
  - Risk Manager (RM)
  - 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 as well as additional questions from the course Risk Management Representative and Risk Manager (duration: 30 min).

CERTIFICATE
Upon successful completion of the examination and submission of proof of practical experience, the candidate will receive the certificate Risk Manager.

Additionally, the EQO Risk Manager certificate can be issued on request.

VALIDITY OF THE CERTIFICATE
3 years

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

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.
BUSINESS CONTINUITY MANAGEMENT BCM

**JOB PROFILE BUSINESS CONTINUITY REPRESENTATIVE**

Business Continuity Representatives have basic knowledge, skills and capabilities relating to operational business continuity management systems. They know the most important legal and regulatory basic conditions as well as the fundamental methods and tools.

**JOB PROFILE BUSINESS CONTINUITY MANAGER**

Business Continuity 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 BCM, know the most important legal and regulatory basic conditions as well as the methods and tools.

---

**STRUCTURE OF THE COURSE SERIES**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Duration</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCMB</td>
<td>Business Continuity Management Representative</td>
<td>2 days</td>
<td>51</td>
</tr>
<tr>
<td>BCMMP</td>
<td>Examination Business Continuity Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Representative (optional)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BCMM</td>
<td>Business Continuity Management Manager</td>
<td>2 days</td>
<td>52</td>
</tr>
<tr>
<td></td>
<td>Project work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BCMMP</td>
<td>Examination Business Continuity Management</td>
<td>1 day</td>
<td>52</td>
</tr>
<tr>
<td></td>
<td>Manager</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. For completing the course Business Continuity Management Manager the examination Business Continuity Management Representative is not necessary.
OVERVIEW
Targeted and systematic prevention is the best protection a company has against damage. Risk and safety management (Business Continuity Management BCM) are management systems, which have preventive corporate security as their objective. The integrative management approach to the classic management systems according to ISO 9001, ISO 14001 and ISO 45001 is the starting point for the course, which has the aim of placing operative methods and tools in the centre of focus of the knowledge transfer. The course series is based on the ISO 22301 and its combination with other management systems like quality, environmental, safety, etc.

PREREQUISITES
Experience in the areas of quality, environmental and safety management is beneficial.

TARGET GROUP
Operational managers, who should make an essential contribution to corporate security (such as executive directors, authorized signatories, process owners, process team members), legally fully integrated employees of the company as well as management representative (e.g. safety operator, waste management representative, etc.). In addition, those who would like to obtain training to become a Business Continuity Management Manager.

CONTENTS
- Fundamentals of BCM
- Overview of the statutory framework conditions
- Overview of the norms: ISO 28000, ISO 31000, ISO 31010
- Components of a BCM/CSM system based on the ISO 22301
- Standards in the areas of BCM/CSM
- Integration in existing management systems
- Tips from practice, best practice examples
- Industry-specific processing
- Group work

CONTENTS
The contents of the examination refer to the course Business Continuity Management Representative (BCMB).

PREREQUISITES
Training in accordance with the course Business Continuity Management Representative (BCMB)

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

CERTIFICATE
Upon successful completion of the examination, the candidate will receive the certificate Business Continuity 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 experience in the field of risk management system within the last 3 years.
- Refresher course Risk Management (RRM) or appropriate qualityaustria training.
RISK MANAGEMENT

OVERVIEW
Targeted and systematic prevention is the best protection a company has against damage. Risk and safety management (Business Continuity Management BCM) are management systems, which have preventive corporate security as their objective. The integrative management approach to the classic management systems according to ISO 9001, ISO 14001 and ISO 45001 is the starting point for the course, which has the aim of placing operative methods and tools in the centre of focus of the knowledge transfer.

PREREQUISITES
Completion of the course Business Continuity Management Representative. Working through the Business Continuity Management Representative course project work is recommended. Experience in the areas of quality, environmental and safety management or as a risk representative 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
- Overview of the statutory framework conditions and standards
- In-depth review of the statutory framework conditions
- In-depth review of the standards: ISO 22301, ISO 28000, ISO 31000, ISO 31010
- Security concept
- In-depth review of integration in existing management systems
- Industry standards
- Strategy and conception
- Emergency planning, disaster control
- Tips from practice, best practice examples
- Industry-specific processing in selected group work

The contents of the examination refer to the courses
- Business Continuity Management Representative (BCMB)
- Business Continuity Management Manager (BCMM)

PREREQUISITES
- Training in accordance with the courses Business Continuity Management Representative (BCMB), Business Continuity Management - Manager (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 as well as additional questions from the courses Business Continuity Management Representative and Manager (duration: 30 minutes).

CERTIFICATE
Upon successful completion of the examination, the candidate will receive the certificate Business Continuity Management 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 experience in the field of risk management within the last 3 years.
- Refresher course Risk Management (RRM) or appropriate qualityaustria training.

PROJECT WORK
A project must be produced between the course blocks
- Business Continuity Management Manager (BCMM) and
- Examination Business Continuity Management Manager (BCMP)
qualityaustria INTERNATIONAL QUALIFICATION PROGRAMMES

CONTACT

Barbara Stöhrmann
International Trainings and Projects, Integrated Management System of Quality Austria
barbara.stoehrmann@qualityaustria.com

Andrea Schwarzer
International Trainings, Certificates
andrea.schwarzer@qualityaustria.com
qualityaustria INTERNATIONAL QUALIFICATION PROGRAMMES

qualityaustria International Qualification Programmes are especially designed to provide initial qualification in the most frequently required training areas i.e. system management and auditing in the areas of quality, environment and safety.

Qualification Programmes are designed as short, compact courses (maximum 5 days of training). They are followed by an exam which confirms the qualification of the participant achieved by the training. After successful completion of the training course and passing the subsequent exam, participants will obtain an unlimited qualification certificate stating the date and duration of the course. In comparison with competence certification programmes, no work experience and no competence examination is required.

The following International Qualification Programmes are offered through partners of Quality Austria:

- I-QR Quality Management Representative
- I-QA Quality Management Internal Auditor
- I-ER Environmental Management Representative
- I-EA Environmental Management Internal Auditor
- I-SR Occupational Health and Safety Management Representative
- I-SA Occupational Health and Safety Management Internal Auditor
- I-LA ISO 19011 Lead Auditor
- I-E Excellence

By completing either a Quality/Environmental/Occupational Health and Safety Representative or Internal Auditor in combination with the training course ISO 19011 Lead Auditor you will achieve the Auditor qualification for the respective Management System – Quality, Environmental or Occupational Health and Safety.
OVERVIEW
In this compact course, the participants will obtain basic knowledge and learn about the most important methods and tools in the field of quality management. The course series will be completed by taking an exam.

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 ISO 9001:2015
- Quality planning
- Improvement and assessment of risks and opportunities
- Internal audits
- Methods and tools for quality management

QUALIFICATION EXAMINATION
Written examination based on multiple-choice questions. The duration of the examination is 30 minutes. The examination has been passed when it is evaluated with at least 80 %.

Upon successful completion the candidate will receive an unlimited qualification certificate.

In addition the IQNet certificate Quality Management Representative-compact course will be issued for free.

OVERVIEW
By auditing its Quality Management System an organization gains a comprehensive view of the effectiveness of its system. The success of an audit depends on the technical knowledge plus the managerial and social competence of the auditor. This programme introduces professionals to the basic techniques of auditing as well as to the international standard ISO 9001.

PREREQUISITES
Professional experience in the field of Quality Management Systems is highly recommended.

TARGET GROUP
Managers and junior managers who need a basic qualification in the evaluation and auditing of Quality Management Systems.

CONTENTS
- System documentation
- Requirements of ISO 9001:2015
- Internal audits
- Methods and tools for quality management
- Auditing in accordance with ISO 19011

QUALIFICATION EXAMINATION
Written examination based on multiple-choice questions. The duration of the examination is 30 minutes. The examination has been passed when it is evaluated with at least 80 %.

Upon successful completion the candidate will receive an unlimited qualification certificate.

In addition the IQNet certificate IQNet ISO 9001 Internal Auditor will be issued for free.
OVERVIEW
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 14001:2015
- Improvement and assessment of risks and opportunities
- Internal audits
- Methods and tools for management systems

QUALIFICATION EXAMINATION
Written examination based on multiple-choice questions. The duration of the examination is 30 minutes. The examination has been passed when it is evaluated with at least 80%.

Upon successful completion the candidate will receive an unlimited qualification certificate.

OVERVIEW
By auditing its environmental management system an organization gains a comprehensive view of the effectiveness of its system. The success of an audit depends on the technical knowledge plus the managerial and social competence of the auditor. This programme introduces professionals to the basic techniques of auditing as well as to the international standard ISO 14001.

PREREQUISITES
Professional experience in the field of Environmental Management Systems is highly recommended.

TARGET GROUP
Managers and junior managers who need basic qualification in the evaluation and auditing of environmental management systems.

CONTENTS
- System documentation
- Requirements of ISO 14001:2015
- Internal audits
- Methods and tools for management systems
- Auditing in accordance with ISO 19011

QUALIFICATION EXAMINATION
Written examination based on multiple-choice questions. The duration of the examination is 30 minutes. The examination has been passed when it is evaluated with at least 80%.

Upon successful completion the candidate will receive an unlimited qualification certificate.
OVERVIEW
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.

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 45001:2018
- Improvement and assessment of risks and opportunities
- Internal audits
- Methods and tools for management systems

QUALIFICATION EXAMINATION
Written examination based on multiple-choice questions. The duration of the examination is 30 minutes. The examination has been passed when it is evaluated with at least 80 %.

Upon successful completion the candidate will receive an unlimited qualification certificate.

OVERVIEW
By auditing its occupational health and safety management system an organization gains a comprehensive view of the effectiveness of its system. The success of an audit depends on the technical knowledge plus the managerial and social competence of the auditor. This programme introduces professionals into the basic techniques of auditing as well as to the international standard ISO 45001.

PREREQUISITES
Professional experience in the field of occupational health and safety management systems is highly recommended.

TARGET GROUP
Managers and junior managers who need a basic qualification in the evaluation and auditing of occupational health and safety management systems.

CONTENTS
- System documentation
- Requirements of ISO 45001:2018
- Internal audits
- Methods and tools for management systems
- Auditing in accordance with ISO 19011

QUALIFICATION EXAMINATION
Written examination based on multiple-choice questions. The duration of the examination is 30 minutes. The examination has been passed when it is evaluated with at least 80 %.

Upon successful completion the candidate will receive an unlimited qualification certificate.
OVERVIEW
By auditing its management system an organization gains a comprehensive view of the effectiveness of its system. The success of an audit depends on the technical knowledge plus the managerial and social competence of the auditor. This programme introduces professionals to the basic techniques of auditing as well as to the international standard ISO 19011.

PREREQUISITES
Professional experience in the field of Quality Management Systems is highly recommended.
If you want to achieve a specific Auditor qualification like
- Quality Management Auditor/Lead Auditor or
- Environmental Management Auditor/Lead Auditor or
- Occupational Health and Safety Management Auditor/Lead Auditor
you have to complete the respective Representative Qualification Programme or Internal Auditor Qualification Programme in addition.

TARGET GROUP
Managers and junior managers who need a basic qualification in the evaluation and auditing of management systems.

CONTENTS
- Preparation of audits, audit questions, checklists
- Performance of audits, creation of audit reports
- Proper formulation of nonconformities and potentials of improvement
- Audit methodology, communication and questioning technique
- Leading an audit team, up- and downsizing effect
- Auditing of integrated management systems
- Auditing focused on added value
- SOS Audits, SGU Audits, Quick scan audits
- ISO 17021, case studies

QUALIFICATION EXAMINATION
Written examination based on multiple-choice questions. The duration of the examination is 60 minutes.

Upon successful completion the candidate will receive an unlimited qualification certificate.

NOTE
Successful completion of the above qualification programme can be credited to replace the course Lead Auditor Quality/ Environmental/ Occupational Health and Safety Management Systems as prerequisite for the certification programme (see page 16), if all other prerequisites for this course are fulfilled. The Examination Lead Auditor of the certification programme has to be done separately.
International training courses

www.qualityaustria.com

CONTACT

Barbara Stöhrmann
International Trainings and Projects, Integrated Management System of Quality Austria
barbara.stoehrmann@qualityaustria.com

Andrea Schwarzer
International Trainings, Certificates
andrea.schwarzer@qualityaustria.com
OVERVIEW
By auditing its Quality Management System an organization gains a comprehensive view of the effectiveness of its system. The success of an audit depends on the technical knowledge plus the managerial and social competence of the auditor. This programme introduces professionals to the basic techniques of auditing as well as to the international standard ISO 9001:2015.
In the framework of a case study you will develop implementation solutions for each section of the standard ISO 9001:2015 as well as conduct an internal audit. Choose your organization as basis for the case study.
Receive personal feedback on your solutions and answers to your questions from our top trainers. Use the opportunity to ask your questions in a personal video conferencing session.
View 10 videos at your own pace, each between 2 and 50 minutes, on requirements of ISO 9001:2015 and options of how to implement them, and on process management.
Download the training material and check your knowledge with test-questions.
You will have two month access to the material and time to complete your case-study.
The material regarding ISO 9001:2015 is prepared by our qualityaustria top experts having participated in the ISO committee TC 176/SC2/WG24, responsible for the revision ISO 9001:2015.

TARGET GROUP
Managers and junior managers who need a basic qualification in the evaluation and auditing of Quality Management Systems.

CONTENTS
- ISO 9001:2015 requirements
- Process Management
- Methods for Management Systems
- Auditing in accordance with ISO 19011 (IMSA Module Audits)
- Practical implementation of value adding auditing techniques (IMSA Module Audits)

FORMAT
Written examination based on multiple-choice questions. The duration of the examination is 30 minutes. The date for the examination will be agreed on individually. Successful completion of the case-study/work-items is prerequisite.

CERTIFICATE
After successful completion of the case-study/work-items and passing the subsequent exam, participants will obtain an unlimited qualification certificate.
As this course is IQNet recognized, an IQNet certificate will be issued in addition.

FEE € 190 (excl. 20% VAT and shipping-costs)

REGISTRATION
To subscribe to this course please send an email to andrea.schwarzer@qualityaustria.com.

NOTE
Successful completion of the above qualification programme can be credited to replace the course "QMS-Quality Management Systems" in the qualityaustria Certification Programme Quality Management. You have the possibility to work on the contents of missing modules in self-study.
# qualityaustria REPRESENTATIVES

<table>
<thead>
<tr>
<th>Region</th>
<th>Country</th>
<th>E-Mail, Web</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AMERICA</strong></td>
<td>Chile, Uruguay, Costa Rica, Mexico</td>
<td>Jorge Arismendi</td>
<td><a href="mailto:arismendi@lsqanet.com">arismendi@lsqanet.com</a>, <a href="http://www.lsqa.com">www.lsqa.com</a></td>
</tr>
<tr>
<td></td>
<td>China</td>
<td>Michael Liang</td>
<td><a href="mailto:cdkiang@oqs-ap.com">cdkiang@oqs-ap.com</a>, <a href="http://www.oqs-ap.com">www.oqs-ap.com</a></td>
</tr>
<tr>
<td></td>
<td>Indonesia</td>
<td>Achmad Gaddafi</td>
<td><a href="mailto:achmad.gaddafi@qacmarail.com">achmad.gaddafi@qacmarail.com</a></td>
</tr>
<tr>
<td></td>
<td>Japan</td>
<td>Chikafumi Morita</td>
<td><a href="mailto:c-morita@wwj-vac.co.jp">c-morita@wwj-vac.co.jp</a>, <a href="http://www.j-vac.co.jp">www.j-vac.co.jp</a></td>
</tr>
<tr>
<td></td>
<td>Kazakhstan</td>
<td>Eugenia Soboleva</td>
<td><a href="mailto:eugenia.soboleva@qualityaustria.com">eugenia.soboleva@qualityaustria.com</a>, <a href="http://www.qualityaustria.ru">www.qualityaustria.ru</a></td>
</tr>
<tr>
<td></td>
<td>Korea</td>
<td>Soo Seok Hong</td>
<td><a href="mailto:hongssk@chol.com">hongssk@chol.com</a>, <a href="http://www.oqskorea.com">www.oqskorea.com</a></td>
</tr>
<tr>
<td></td>
<td>Malaysia</td>
<td>Naehe Yakala Elumalai</td>
<td><a href="mailto:e.naeheyakala@qacmarail.com">e.naeheyakala@qacmarail.com</a></td>
</tr>
<tr>
<td></td>
<td>Nepal</td>
<td>Janardan Ghimire</td>
<td><a href="mailto:janardan@natcmnepal.com">janardan@natcmnepal.com</a></td>
</tr>
<tr>
<td><strong>EUROPE</strong></td>
<td>Albania</td>
<td>Arben Memo</td>
<td><a href="mailto:arben.memo@eqsc-cert.com">arben.memo@eqsc-cert.com</a>, <a href="http://www.eqsc-cert.com">www.eqsc-cert.com</a></td>
</tr>
<tr>
<td></td>
<td>Bosnia Herzegovina, Croatia, Montenegro, Serbia</td>
<td>Igor Panin</td>
<td><a href="mailto:igor.pavin@qa-center.net">igor.pavin@qa-center.net</a>, qa-center.net</td>
</tr>
<tr>
<td></td>
<td>Bulgaria, Macedonia</td>
<td>Vele Temelkoski</td>
<td><a href="mailto:mqs@t-home.mk">mqs@t-home.mk</a></td>
</tr>
<tr>
<td></td>
<td>Czech Republic</td>
<td>Petr Kopecky</td>
<td><a href="mailto:petr.kopecky@qualityaustria.com">petr.kopecky@qualityaustria.com</a>, <a href="http://www.qualityaustria.cz">www.qualityaustria.cz</a></td>
</tr>
<tr>
<td></td>
<td>Great Britain</td>
<td>Simone Lazzari</td>
<td><a href="mailto:simone.lazzari@qualityaustria.com">simone.lazzari@qualityaustria.com</a></td>
</tr>
<tr>
<td></td>
<td>Hungary</td>
<td>Tamás Jókay</td>
<td><a href="mailto:tamas.jokay@qualityaustria.com">tamas.jokay@qualityaustria.com</a>, <a href="http://www.qualityaustria.hu">www.qualityaustria.hu</a></td>
</tr>
<tr>
<td></td>
<td>Italy</td>
<td>Bruno De Simone</td>
<td><a href="mailto:info@dqai.org">info@dqai.org</a>, <a href="http://www.qualityitalia.it">www.qualityitalia.it</a></td>
</tr>
<tr>
<td></td>
<td>Poland, Ukraine</td>
<td>Mirosław Bieniószeck</td>
<td><a href="mailto:miroslaw.bienioszek@qualityaustria.com">miroslaw.bienioszek@qualityaustria.com</a>, <a href="http://www.qualityaustria.com.pl">www.qualityaustria.com.pl</a></td>
</tr>
<tr>
<td></td>
<td>Russia and Commonwealth of Independent States (CIS)</td>
<td>Eugenia Soboleva</td>
<td><a href="mailto:eugenia.soboleva@qualityaustria.com">eugenia.soboleva@qualityaustria.com</a>, <a href="http://www.qualityaustria.ru">www.qualityaustria.ru</a></td>
</tr>
<tr>
<td></td>
<td>Slovakia</td>
<td>Petr Kopecky</td>
<td><a href="mailto:petr.kopecky@qualityaustria.com">petr.kopecky@qualityaustria.com</a>, <a href="http://www.qualityaustria.sk">www.qualityaustria.sk</a></td>
</tr>
<tr>
<td></td>
<td>Turkey</td>
<td>Bulduk Özdemir</td>
<td><a href="mailto:bulduk.ozdemir@qualityaustria.com">bulduk.ozdemir@qualityaustria.com</a></td>
</tr>
<tr>
<td></td>
<td>Bahrain, Qatar, Oman, Saudi Arabia, United Arab Emirates</td>
<td>Sunil Zakaria</td>
<td><a href="mailto:info@qualityaustriaqf.com">info@qualityaustriaqf.com</a>, <a href="http://www.qualityaustriaqf.com">www.qualityaustriaqf.com</a></td>
</tr>
<tr>
<td></td>
<td>Iran</td>
<td>Azita Bayat</td>
<td><a href="mailto:azita.bayat@qualityaustria.com">azita.bayat@qualityaustria.com</a></td>
</tr>
<tr>
<td></td>
<td>Middle East</td>
<td>Behzad Sadegh</td>
<td><a href="mailto:behzad.sadegh@qualityaustria.com">behzad.sadegh@qualityaustria.com</a></td>
</tr>
<tr>
<td></td>
<td>Morocco</td>
<td>Abdellah Amadour</td>
<td><a href="mailto:marokko@qualityaustria.com">marokko@qualityaustria.com</a></td>
</tr>
<tr>
<td></td>
<td>Saudi Arabia (only training)</td>
<td>Mohamed Hassan</td>
<td><a href="mailto:mohamed.hassan@qualityaustria.com">mohamed.hassan@qualityaustria.com</a></td>
</tr>
<tr>
<td></td>
<td>Tunisia</td>
<td>Chokri Soltani</td>
<td><a href="mailto:qualityaustriatunisia@gmail.com">qualityaustriatunisia@gmail.com</a></td>
</tr>
</tbody>
</table>
QUALITY AUSTRIA -
YOUR COMPETENT PARTNER
FOR THE INTEGRATED MANAGEMENT SYSTEM

OUR COCKTAIL FOR YOUR SUCCESS!

Imprint
Responsible for the contents:
Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH
Subject to changes and misprints
Edition: June 2018