Managing Tipping Points sustainably and skillfully
As the local IQNet partner (International Certification Network) in Austria, we are entitled to issue IQNet certificates, which are recognized worldwide.

Furthermore, we are your direct link to an „European Certificate”, as we are the only company in the field of training and certification of persons in Austria to issue EOQ (European Organization for Quality) certificates. EOQ certificates are accepted in almost all European countries and, therefore, can open the doors to your international career! Further information about EOQ certificates can be found here: www.qualityaustria.com/ eoq.

Shape the future!
Do you prefer active and independent learning at home? Our new e-learning courses provide a convenient and flexible option to study at your own speed, your own place and at any time!

Moreover, we are focusing on the issue of digitalization – as of March the refreshing courses for Quality Managers and Auditors will be enhanced by the new module “Data Science / Data Analytics”. Our qualityaustria FutureLABs as well as our newly developed webinar concentrate on the progress of digital technology. Additionally a new course about quality data science will be offered as of fall 2019. Further information can be found here: www.qualityaustria.com/futurelabs.

Get an overview of our services and products and contact us – we are looking forward to being your competent and reliable partner.

Succeed with quality and best regards,

Konrad Scheiber
CEO Quality Austria
Your qualityaustria benefits

- We provide the most comprehensive accreditation offer in the area of management systems in Austria
- We are instigators and experts on all topics concerning the Integrated Management System
- We are an EOQ member and can therefore offer a direct link to an European certificate
- We are key experts due to our participation in various ISO standardization committees and international certification networks such as IQNet
- We continuously adapt our products and services according to our clients’ needs and support them in developing longterm objectives
- We are the number one contact for the top 500 companies in Austria

Pay attention to the accreditation!

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

qualityaustria certificates have an outstanding reputation and are objective proof of competence due to their internationally accepted processes of examination, assessment and re-certification based on the EN ISO/IEC 17024 standard. We offer more than 50 certification programmes, most of them are nationally accredited.

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

System Certification
acc. to ISO/IEC 17021

Personal Certification
acc. to ISO/IEC 17024

Product Certification
acc. to ISO/IEC 17065

Our training design focuses on your competence as a key to success
The primary objective of our trainings is the increase of competence of all participants on a long-term basis.

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

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

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

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

Our audit philosophy: benefits and value
From the beginning, qualityaustria audit design has been focused on creating value for our customers.

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

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

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

Quality Austria cooperates with some 50 partner and member organizations. Thanks to regional managements, Quality Austria is nowadays also represented by competent contact persons onsite in Eastern and Southern Europe, North Africa, Asia and South and Central America.

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

For more information visit us at www.qualityaustria.com/international_e.

Field-tested and competent: Our auditors and trainers know what they are doing

With a team of over 1,000 auditors, trainers, assessors and experts, Quality Austria assures the successful implementation of standards as well as industrial and product-specific know-how in organizations and does so to an outstandingly high level of practical content and relevance.

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

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

Impartiality

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

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

qualityaustria events

We see ourselves as a creator of networks and are pleased to invite you, in addition to our annual industry events in the areas of food safety, health and environment and energy, to our qualityaustria forum on March 13th, 2019.

A „Tipping Point” is also referred to as the turning point, at which irreversible change is triggered and which is often only noticed afterwards. When talking about tipping points, various examples are to be found in the field of climatology – such as the melting of the ice in Greenland – or in economy, when, for instance, sales figures of a certain product “go viral” within days, only after the product has been hyped by clever online marketing.

We are looking forward to discussing new approaches together!

For more information visit our website:
- www.qualityaustria.com/forum2019
- www.qualityaustria.com/staatspreis2019
- www.qualityaustria.com/events
Integrated Management System

Integration offers many advantages: clear and coordinated responsibilities and allocation of tasks, providing a better overview of the entire system in the organization and as a consequence cost optimisation. The question is not whether integration is the right path – consensus already exists on this issue – it is instead a matter of how an optimal and integrated structure can be built up with the result that the systems and their respective elements at different levels engage, assuring continuous improvement towards excellence.

Integrated audits

In order to do the trend towards integrated management systems even more justice, Quality Austria has not only promoted polyvalent competence of the auditors but has also consistently aligned the audit design accordingly. The integral approach helps to enhance the view of the big picture and comprehensively and consistently utilise the synergies. Most qualityaustria auditors cover several standards or models as auditors or assessors, representing competence for integrated management systems in each audit.

For further information on the subject audits we recommend the qualityaustria position papers "The Audit" and "The Integrated Management System". For more details please visit: www.qualityaustria.com/positionpapers.

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, round off the training programme. Quality Austria offers you solutions for technical and vocational further development and enables you to update competence that you have acquired and thus to have the best and most topical methods for your work. Quality Austria guarantees topicality, technical expertise and the sustainability of your personal development of competencies.

System certification, verification and validation

Norms and standards, bodies of legislation and ordinances offer an enormous variety and range of models in the area of quality, environment and occupational health and safety, risk and many other fields. Building on the framework of ISO 9001 for example, organizations have developed environmental management systems according to ISO 14001 and/or EMAS, occupational health and safety management according to ISO 45001 (former OHSAS 18001), SCC, SCP or are currently in the process of implementing them. In addition, a vast range of sector-specific standards has been created with requirements or guidance aligned with specific target groups.

Integration of different requirements in a management system

Organizations are increasingly focused on achieving an integrated implementation of management systems.
Domestic focus paired with international recognition

qualityaustria trainings are clearly aligned with the organizations’ needs, make reference to national legislation and rules as well as to strategies that are relevant in the economic area. Furthermore, coordination in international bodies guarantees cross-national recognition of qualityaustria trainings.

Contact

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Johann Russegger, MBA
Network partner
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Training and certification of persons

International Certification Programmes
- Course series Integrated Management System
- Course series Auditor
- Course series Lead Auditor
- Seminar Internal Audits

International Qualification Programmes
- Course series ISO 19011 Lead Auditor

Reading tips

From the benefit of the Integrated Management System to the audit with added value – profit now from the practical knowledge and innovative strength of Quality Austria!

The Integrated Management System. The position of Quality Austria.
This paper provides a compact overview of the current state of the art regarding the integration of management systems and profound expertise in its practical design and implementation.

The Audit. The Position of Quality Austria.
This paper goes even further and focuses on the qualityaustria audit philosophy as well as challenges of today and the distinction of audit categories.

Download here:
www.qualityaustria.com/positionpapers

qualityaustria International Training Programme
Get a comprehensive overview of our trainings in English language and special products or the MBA programme.
Download at www.qualityaustria.com/international_e
Quality Management Systems
Documented quality management systems serve to increase customer satisfaction and improve the internal processes. All over the world, more than one million organizations have already faced the challenges of the most important quality standard: ISO 9001.

ISO 9001
This international standard enables organizations of any type and size all over the world to deliver products and services meeting the requirements according to the international state of the art.

A quality management system according to ISO 9001 helps to guarantee that an organization is capable of meeting customer requirements and statutory and regulatory requirements placed on their products and services. Such a system also makes it possible to ensure that the organization is continually working on the improvement of customer satisfaction. In order to guarantee this, the process approach is anchored in the standard. This process approach comprises a consistent process focus, the further development of the processes enabled by the use of the Plan-Do-Check-Act model (PDCA cycle) as well as a constant look at risks and opportunities.

System certification, verification and validation
- ISO 9001
- ISO 14644ff (Clean Rooms)
- ISO 10002 (Quality Management – Customer Satisfaction – Guidelines for Complaints Handling in Organizations)
- ISO 10006 (Guidelines for Quality Management in Projects)
- ISO 10015 (Guidelines for Training)
- Focus Audit Personalized and customer specific Status Review
- Focus Audit BEST-Check (better, more efficient, faster fact-check)
- Focus Audit Status Review for Marketing and Sales

Training and certification of persons
International Certification Programmes
- Complete course Quality Management Representative
- Course series Quality Systems Manager
- Laboratory Quality Assurance Manager and Laboratory Assessor
- In-house training sessions

International Qualification Programmes
- Course series Quality Management Representative
- Course series Quality Management Internal Auditor

e-Learning
- Quality Management Internal Auditor

Austria Quality Seal products
- Austria Quality Seal national
- Austria Quality Seal international

Austria Quality Seal for services
- Austrian Model Company – Quality Specification for Industrial Works
Accreditations and registrations

Standards, norms, laws and regulations: ISO 9001

Area of application: Quality management system for organizations of all sizes and all industries

Accredited since: BMDW 07/1993

1st certificate/verification issued: 11/1989

Special distinction: The first accredited certification body in Austria

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Contact

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Network partner
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Michael Lucyshyn
Network partner
Product Expert Six Sigma and Statistics
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qualityaustria Course
Quality Management Representative – Compact

Blended Learning - coming soon!

Do you like to study at home? As of fall 2019 you will be able to learn the basics of quality management with the help of seven interactive modules, expert statements and a toolbox full of exercises and best practice examples.

The course concludes with one on-site day with a qualified trainer to answer remaining questions and to put your acquired knowledge into practice!

In the end you will receive a qualityaustria certificate as well as an IQNet certificate.

Stay tuned!

qualityaustria offer e-Learning

Online course Quality Management Internal Auditor

The success of an audit depends on the technical knowledge plus the managerial and social competence of the auditor. This IQNet recognized course introduces professionals to the basic techniques of auditing as well as to the international standard ISO 9001:2015.

We also offer a range webinars and e-Learnings in German language.

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

System certification, verification and validation
- ISO 14001
- EMAS (Eco Management Audit Scheme)
- EFB – Audits for Certified Waste Disposal Contractors
- ISO 50001

Product Certification
- PEFC™ CoC (Chain of Custody)
- FSC® CoC (Forest Stewardship Council® Chain of Custody)
- ISO 38200:2018 (Chain of custody of wood and wood-based products; not accredited yet)

Training and certification of persons
International Certification Programmes
- Course series Environmental Management Representative
- Course series Environmental Systems Manager
- Course series Energy Management

International Qualification Programmes
- Course series Environmental Management Representative
- Course series Environmental Internal Auditor
- In-house training sessions

Ecolabel and The blue angel
Quality Austria is an approved inspection body for selected ecolabels and registered for conducting external audits on the basis of the various RAL guidelines. For detailed information please refer to www.qualityaustria.com/environment
The implementation and application of an occupational health and safety management system is a significant help in the controlling and steering of work protection, health and safety risks. By using an occupational health and safety management system it is possible to reduce absences resulting from sickness and also from accidents at work. Moreover the management system is linked to a considerable improvement of legal certainty.

The powerful impact of socially relevant issues such as social responsibility and sustainability is reflected in this management system. Acceptance is created both for the customer/partner side, as well as for the employee side enabling major contribution to the stability of the company.

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

System certification, verification and validation
- New ISO 45001
- OHSAS 18001 (Occupational Health and Safety Assessment Systems)
- SCC (Safety Certificate Contractors) (SCC*, SCC**, SCC*)
- SCP (Safety Certificate Personnel Leasing)
- AUVA-SGM (Safety and Health Management System of the Austrian Social Insurance for Occupation Risks)
- Focus Audit: Legal Certainty for Occupational Safety

Training and certification of persons
International Certification Programmes
- Course series Occupational Health and Safety Management Representative
- Course series Occupational Health and Safety Systems Manager
- Course series Training for Operational Supervisors (SCC)
- Seminar The new ISO 45001

International Qualification Programmes
- Course series Occupational Health and Safety Management Representative
- Course series Occupational Health and Safety Management Internal Auditor
- In-house training sessions

Accreditations and registrations
Standards, norms, laws and regulations: SCC
Area of application: Management system for health and safety at work and environmental protection (Standard of the Safety Certificate for Contractors Committee)
Accredited since: BMDW 01/2000
1st certificate/verification issued: 10/1998
Special distinction: The first accredited certification body in Austria

Standards, norms, laws and regulations: OHSAS 18001
Area of application: Workplace safety and health
Accredited since: BMDW 05/2006

Standards, norms, laws and regulations: AUVA-SGM
Area of application: Safety and health management system of AUVA
Accredited since: BMDW 05/2009

Contact
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Executive Vice President
eckehard.bauer@qualityaustria.com
Quality management in construction has become an absolutely essential requirement. Virtually all medium sized construction companies and particularly large enterprises are now highly concerned with the issue of further developing their quality management systems in the direction of integrated management systems.

System certification, verification and validation
- RT05
- ÖVGW-QS-GNB 200 (Quality Requirements placed on Gas Grid Operators)
- Investigative Audit: Liability risk for Buildings – Analysis of Object Safety according to the Austrian Standards B1300/B1301

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

Training and certification of persons
- In-house training sessions

Accreditations and registrations

<table>
<thead>
<tr>
<th>Standards, norms, laws and regulations</th>
<th>ISO 9001 / RT05</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area of application</td>
<td>Construction and ancillary building trades (EAC 28)</td>
</tr>
<tr>
<td>Accredited since</td>
<td>ACCREDIA 11/2003</td>
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<tr>
<td>1st certificate/verification issued</td>
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<table>
<thead>
<tr>
<th>Standards, norms, laws and regulations</th>
<th>EN 1090</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area of application</td>
<td>Construction and construction related industries</td>
</tr>
<tr>
<td>Notified since</td>
<td>12/2012</td>
</tr>
</tbody>
</table>

Proof: Entry in the NANDO-list under number 1346

Quality management offers public administration excellent ways of assuming the necessary task to perfectly interact with trade and industry and society as a whole. Administration that is learning and developing constantly is immanent to quality management.

Holistic quality management offers the opportunity of bundling and interlinking existing or planned modernization tools, such as cost and performance calculation or controlling, and countering the trend of mainly seeing modernization under aspects of business management. Quality management designed and conceived in this sense can make an important contribution to a holistic reform of public administration.

Self-assessment according to CAF is a suitable way of preparing for certification according to ISO 9001. By providing information and trainings and supporting public administration in stocktaking Quality Austria is a competent and experienced partner of public administration.

System certification, verification and validation
- CAF (Common Assessment Framework)

Training and certification of persons
- In-house training sessions

Contact for Construction and Public Administration
Alfred Leitner, MSc, MBA
Executive Vice President
Sector Management Construction, Public Administration, RT05
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An automobile is a highly complex and safety relevant product. As a rule, defects in production will have serious consequences and cause high costs. In order to prevent this, the automotive industry is trying to avoid this risk by imposing stringent rules and enormously high quality requirements on all the suppliers.

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

**System certification, verification and validation**
- IATF 16949
- VDA 6, Part 1 (German Association of the Automotive Industry)
- VDA 6, Part 2 (German Association of the Automotive Industry)
- VDA 6, Part 4 (German Association of the Automotive Industry)

**Training and certification of persons**

**International Certification Programmes**
- Seminar The new IATF 16949
- Seminar Automotive Core Tools
- Seminar Selection of suppliers / Supplier development
- In-house training sessions

**VDA QMC licence trainings in cooperation with ÖQA Zertifizierungs-GmbH**
ÖQA Zertifizierungs-GmbH is a cooperation partner of Quality Austria and offers VDA QMC trainings as licenced products: [www.qualityaustria.com/oeqa_vda_training_e](http://www.qualityaustria.com/oeqa_vda_training_e)

### Accreditations and registrations

<table>
<thead>
<tr>
<th>Standards, norms, laws and regulations</th>
<th>Area of application</th>
<th>Accredited</th>
</tr>
</thead>
<tbody>
<tr>
<td>VDA 6.1</td>
<td>Quality management systems for Automobile Industry Suppliers (Automobile Industry Association Standard)</td>
<td>VDA-QMC 12/1996</td>
</tr>
<tr>
<td>IATF 16949</td>
<td>Quality management systems for automobile industry suppliers (Harmonised Automotive Standard)</td>
<td>IATF 01/2000</td>
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<table>
<thead>
<tr>
<th>1st certificate/verification issued</th>
<th>Special distinction</th>
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<tbody>
<tr>
<td>12/1996</td>
<td>The first certification body in Austria approved by the VDA</td>
</tr>
<tr>
<td>06/2000</td>
<td>The first certification body in Austria approved by the International Automotive Task Force (IATF)</td>
</tr>
</tbody>
</table>

### Contact

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**Christoph Baumgartner, MSc, MBA**
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Food Safety

System certification, verification and validation (excerpt)
- ISO 22000 and FSSC 22000 for Food and Packaging Manufacturers, Caterers, Logistic and Wholesale companies
- EN 15593 Packaging – Management of Hygiene in the Production of Packaging for Foodstuffs
- EN 14065 Textiles – Laundry processed Textiles – Bio-contamination Control System
- HACCP/General Principles of Food Hygiene (CAC/RCP 1-1969, Rev. 4-2003)
- EN ISO 15378 Primary Packaging Materials for Medicinal Products
- CEPA Certified – EN 16636 for Pest Management Services

Product certification
- IFS Food, Logistics, Broker, Wholesale/Cash&Carry
- IFS Global Markets: Program for assessing Food Safety of Products for small or less developed Businesses
- BRC Global Standard Food, Packaging
- GLOBALGAP (in cooperation with LSQA)
- FACE on the basis of the Standards of the Spanish Coeliac Disease Association FACE (gluten-free)
- GFSI Global Market Standard
- New Service Allergy Suisse Label
- New V-Label – the European “vegan” and “vegetarian” label
- New McDonald’s Supplier Qualification Management System (in cooperation with partners)

Training and certification of persons
International Certification Programmes
- Course series Food Safety Expert
- Seminar Critically examine and optimize HACCP system
- Seminar Internal Auditor – Professionally Performing Audits in the Food Industry
- Seminar IFS Representative – Compact Food Safety Management
- Seminar Food Defense
- Seminar ISO 22000 and FSSC 22000 – Basics and successful implementation of the requirements in practice
- New Seminar Food Fraud
- In-house training sessions

Accreditations and registrations

<table>
<thead>
<tr>
<th>Norm</th>
<th>Accredited since</th>
<th>Certificate verification issued</th>
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<tbody>
<tr>
<td>FSSC 22000</td>
<td>BMBWF 02/2011</td>
<td>07/2011</td>
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<tr>
<td>Standard: IFS</td>
<td>BMDW 02/2006</td>
<td>1st certificate verification issued: 01/2005</td>
</tr>
<tr>
<td>Special distinction: The first accredited certification body in Austria</td>
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</tr>
<tr>
<td>Standard: BRC Global Standard Foods</td>
<td>BMDW 02/2006</td>
<td>1st certificate verification issued: 01/2005</td>
</tr>
<tr>
<td>Special distinction: The first accredited certification body in Austria</td>
<td></td>
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</tr>
</tbody>
</table>

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  Network partner, Product Expert
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Health, Social Services and Health Tourism

The sheer dynamics in healthcare continue inexorably. Our offers, trainings and expertise ensure that our customers are not only kept informed about the state-of-the-art knowledge, but can also generate wide-ranging and sustainable benefits.

System certification, verification and validation
- ÖNORM EN 15224 Service in Healthcare – Quality Management Systems – Requirements based on ISO 9001 (currently in the process of accreditation)
- ISO 15189 (Verification within the Scope of the ISO 9001 Audit)
- GLP (Good Laboratory Practice) Verification

Training and certification of persons
- In-house training sessions

Austria Quality Seal for services
- GRL01: Care Facilities for elderly People (residential and in-patient)
- GRL03: Health Tourism – Best Health Austria
- GRL06: Austria Quality Seal for Medical Practices
- GRL10: Home Nursing

Contact
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Your way to a certification
(System and product certification, verification and validation)

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

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

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

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

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

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

Phase for further development and improvement: Philosophy of continual improvement: establishing and communicating strategic goals relating to further development.
Risk and security management implies a systematic approach for anticipating coincidence. Well-aimed and systematic prevention is the best protection for the company in order to avert damage and increase the chance to achieve higher profits. Social differences in big economic areas as well as globalization of delinquency imply risks for every company. The protection of one’s own organization as well as the entire supply chain involved from incidents with major consequences is often neglected. A central challenge for each organization’s management consists in finding answers and solutions for these threats.

System certification, verification and validation
- EN 15085
- EN 13816 (Passenger Transport Service Providers)
- SMS Railway Safety
- European Cableways Installation Directive 2000/9/EC
- Railway Industry: IRIS (International Railway Industry Standard) – ISO/TS 22163

Product certification
- ECM Certification (Certification of Entities in Charge of Maintenance)
- ECM Attestation of Conformity for the Maintenance of Rail Vehicles

Training and certification of persons
- In-house training sessions

Contact

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Rudolf Scharf
Network partner
Product Expert ECM, IRIS
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Austria Quality Seal for services
- GRL04: Austria Quality Seal for Fire Protection Management

Contact for Risk and Security and Transport and Railways

Eckehard Bauer, MSc
Executive Vice President
eckehard.bauer@qualityaustria.com
The **medical technology** as well as the **medical device sector** show a high level of innovation. Hundreds of new products are approved weekly, so that existing laws and regulations appear in a new light and creative implementation strategies are required.

ISO 13485 provides an international standard for enabling manufacturers of medical devices to evidence an effective quality management system. This standard refers to all organizations that are operating within the supply chain or are involved in putting devices regulated by the relevant EU Directives (medical devices, in-vitro diagnostics, medical devices that can be implanted actively) into circulation.

**System certification, verification and validation**
- Certification according to ISO 13485
- Quick-Scan for Beginners relating to ISO 13485
- Medical Devices and Pharmaceutical Products: GDP and GMP
- Assessment of Products acc. to the Medical Device Directive (RL 93/42/EG)

**Training and certification of persons**
- In-house training sessions

**Contact**

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Network partner  
Product Expert Medical Devices  
ISO 13485  
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Excellence (EFQM)

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

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

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

Austrian Excellence Award

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

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

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

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

Participate at the Austrian Excellence Award! For more information please refer to www.staatspreis.com (German).

Assessment: Levels of Excellence

(in accordance with the EFQM Excellence Model 2013, recognized and published by EFQM)
- EFQM Committed to Excellence Validation (C2E)
- EFQM Committed to Excellence Assessment (C2E)
- EFQM Recognised for Excellence (R4E)

Innovative Audit

- Excellence Check

Training and certification of persons

- Seminar Excellence
- In-house training sessions

Excellence-Blog

Always a step ahead: www.staatspreis.com/blog (German)

Exzellenes Unternehmen Österreichs „Excellent companies of Austria”

Stand out of the crowd: www.exzellenesunternehmen.at (German)

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

System certification, verification and validation
- Aerospace: AS/EN/JISQ 9100
- Telecommunication: TL 9000
- Welding Manufacturing Companies: ISO 3834/1-5
- EN 15085
- Science and Education: ISO 29990 Learning Services for non-formal Education and Training – basic Requirements for Service Providers
- New Standards for Education Providers: ISO 29993 and ISO 21001
- Quality for the Oil and Gas Industry: ISO 29001 (Petroleum, petrochemical and natural Gas)

Training and certification of persons
- In-house training sessions

Austria Quality Seal for services
- Austrian Model Company – Floor Layer Companies
- GRL07 Property Management
- GRL08 Installer
- GRL09 Personnel Leasing Agencies
- New GRL11 House caretakers

Accreditations and registrations

| Standards, norms, laws and regulations: TL 9000 |
| Area of application: Quality management systems for the telecommunications industry (Standard of Quality Excellence for Suppliers of Telecommunications – in short QuEST-Forum) |
| Accredited since: BMDW 04/2001 |
| 1st certificate/verification issued: 12/2000 |
| Special distinction: The first accredited certification body in Austria |

| Standards, norms, laws and regulations: EC 550/2004 |
| Area of application: Air traffic control |
| Accredited since: EU-VO-Nr. 550/2004 |
| Accredited: BMVIT 09/2006 |
| 1st certificate/verification issued: 11/2006 |

| Standards, norms, laws and regulations: ISO 3834 |
| Area of application: Quality requirements for fusion welding of metallic materials |
| Accredited since: BMDW 01/2012 |

| Standards, norms, laws and regulations: ISO 29990 |
| Area of application: Learning services for training and further education – Essential requirements for service providers |
| Accredited since: BMDW 01/2012 |

| Standards, norms, laws and regulations: AS/EN/JISQ 9100 |
| Area of application: Aerospace |
| Accredited since: BMDW 12/2005 |
| Accredited: ASD/AAI |
| 1st certificate/verification issued: 12/2005 |
| Special distinction: The first accredited certification body in Austria |

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