Overview of Services
2020/2021

Building trust
Shaping change

www.qualityaustria.com
We offer a variation of training programmes, personnel certification and online courses in different fields. All training products are described in the folder International Training Programme and are offered as in-house trainings and partly as public trainings through selected international qualityaustria partners.

www.qualityaustria.com/en/international
Dear readers,

Quality Austria is the leading Austrian contact for the Integrated Management System, based on quality, environmental and OH&S (occupational health and safety) management, and the topic of business quality. With our holistic approach, we perceive „quality“ as an integrated concept. As an internationally operating organization we accompany our clients in approximately 30 countries. For us certification is a way of supporting companies in achieving their objectives and in fulfilling diverse requirements. Our main focuses are system and product certification, training and personal certification, organizing the Austrian Excellence Award as well as business events.

OUR MOTTO FOR 2020: BUILDING TRUST – SHAPING CHANGE
Recent results of „Quality 2030“, a research project in cooperation with Johannes Kepler University Linz, show: The world is changing; not only organizations are affected, but also management systems. Trends have a direct impact on the quality, the needs and expectations of customers, as well as on the interaction of processes. A fundamental prerequisite for future management systems is trust. It paves the way for simple, rapid and proactive action and allows optimization of structures. Change is based not only on trust, but also on empathy, courage, and patience. Given today’s volatility, digitalization and disruption, we have to take a „journey into the unknown“ to achieve agile transformation. It is about accepting unsuccessful attempts and learning together. In the course of our 26th qualityaustria Forum in Salzburg on March 18, 2020, we will devote particular attention to this topic. Well-known speakers and experts will present various approaches and the most recent results from studies and researches. For further information, please visit www.qualityaustria.com/events/forum2020 (German).

BUNDLED KNOWLEDGE AND COMPETENCE
Quality Austria has the most extensive scope of accreditation in the field of management systems in Austria. We are accredited by the Federal Ministry for Digital and Economic Affairs (BMDW) in the areas of management systems according to ISO/IEC 17021-1, certification of persons according to ISO/IEC 17024 and certification of products according to ISO/IEC 17065. We speak the language of our customers. Our auditors, trainers, assessors and technical experts have extensive practical experience, and expertise from industry and standards knowledge.

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 have the most extensive scope of accreditation in the field of management systems in Austria.
- We are a source of inspiration and an expert for the Integrated Management System.
- We are a member of the EOQ (European Organization for Quality) and therefore a direct line to a "European certificate".
- We are a center of competence through our participation in various ISO standardization bodies and international certification networks, such as IQNet, EFQM etc.
- We adjust the offer to our customers’ needs and support them in focusing on long-term goals.

PAY ATTENTION TO THE ACCREDITATION!
Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH is accredited through the Federal Ministry for Digital and Economic Affairs in the areas of management systems acc. to ISO/IEC 17021-1, certification of persons acc. to ISO/IEC 17024 and certification of products acc. to ISO/IEC 17065. Fairness, impartiality and validity of our procedures and certification programmes are guaranteed and confirmed continuously. We have the broadest accreditation scope in Austria and as an accreditation body we are committed to ensure independence and objectivity.

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 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.

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, corporation bonus, group bonus, early bird bonus and competence certificate bonus. For further information, please refer to www.qualityaustria.com/en/bonus.

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 comprehensibly 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.

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.

www.qualityaustria.com
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.

We cooperate with some 50 partner and member organizations worldwide and thus ensure the facilitation of global know-how. 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/en/international.

FIELD-TESTED AND COMPETENT: OUR AUDITORS AND TRAINERS KNOW WHAT THEY ARE DOING

Having more than 1,000 auditors, trainers, assessors and technical experts all over the world, we secure the successful implementation of standards and regulations within the organizations and provide sector and product specific knowledge with a very high focus on practical relevance. More than 10,000 customers in approx. 30 countries and over 6,000 annual participants in our trainings benefit from the long-standing expertise of our organization.

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, qualityaustria 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.

qualityaustria EVENTS (in German language)

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 26th qualityaustria forum on March 18, 2020.

Recent results of „Quality 2030“, a research project in cooperation with Johannes Kepler University Linz, show: The world is changing; not only organizations are affected, but also management systems. Trends have a direct impact on the quality, the needs and expectations of customers, as well as on the interaction of processes. A fundamental prerequisite for future management systems is trust. It paves the way for simple, rapid and proactive action and allows optimization of structures. We are looking forward to discussing new approaches together!

For more information visit our website (German):
- www.qualityaustria.com/events/forum2020
- www.qualityaustria.com/events/staatspreis2020
- www.qualityaustria.com/events/lebensmittelforum2020
- www.qualityaustria.com/events/gesundheitsforum2020
- www.qualityaustria.com/events/umweltforum2020
- www.qualityaustria.com/events

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

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.

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 utilize the synergies. Most qualityaustria auditors cover several standards or models as auditors or assessors, representing competence for integrated management systems in each audit.

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.
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.

TRAINING AND CERTIFICATION OF PERSONS

- Course Quality Management Representative and Internal Auditor – Compact

For further information about our international training and certification programme visit www.qualityaustria.com/international-trainings.

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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 10001
- 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)
- ISO 14644ff (Clean Rooms)
- ISO 34001
- ISO 41001
- 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

- Course Laboratory Quality Manager and Laboratory Assessor
- Complete Course Quality Management Representative
- Refreshing for Laboratory Quality Managers and Laboratory Assessors

BLENDED LEARNING

- Blended Learning Quality Management Representative – Compact

E-LEARNING

- Webinar ISO 9001 for Dummies
- Webinar qualityaustria certification – the key to a worldwide recognized organization

For further information about our international training and certification programme visit www.qualityaustria.com/international-trainings.

AUSTRIA QUALITY SEAL

- Austria Quality Seal products
- International Quality Seal
- Austria Quality Seal 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

www.qualityaustria.com/quality

CERTIFICATE

QUALITY MANAGEMENT SYSTEM
ISO 9001:2015

Quality Austria certifies

MUSTERMANN GmbH

for the quality management system

Valid until: 07/2022

Quality Austria, Vienna

www.qualityaustria.com

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qualityaustria Compact offer

Blended Learning Quality Management Representative – Compact
Do you like to study at home? Our Blended Learning course consists of an e-learning part and a face-to-face workshop day. It combines traditional in-class teaching units with modern forms of digital knowledge transfer.

Complete course Quality Management Representative and Internal Auditor – Compact
In just 5 days participants will acquire basic knowledge about quality management and the most important tools of quality assurance in their respective field. Furthermore, they will learn about the basics of conducting internal audits, the contents of ISO 19011 and the fundamental audit principles. One course, two certificates!
For more information please refer to www.qualityaustria.com/compact

qualityaustria webinars

Knowledge is just one click away!
Webinars are interactive live online seminars. The professional speaker is present through image and sound while the participants can communicate with the speaker or ask questions in a chat field.
You can participate from anywhere you want (e. g. using the computer at your workplace, notebook in the park, mobile phone or tablet at home).
You don’t need a special software, only a current internet browser (Firefox, Google Chrome, Safari etc.). You will receive an E-Mail with a link – with one click you can join the webinar!
For more information please refer to www.qualityaustria.com/en/webinars.
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 (Programme for the Endorsement of Forest Certification Schemes)
- FSC® CoC (Forest Stewardship Council® Chain of Custody)
- ISO 38200

TRAINING AND CERTIFICATION OF PERSONS

For further information about our international training and certification programme visit www.qualityaustria.com/international-trainings.

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.

ACCREDITATIONS AND REGISTRATIONS

<table>
<thead>
<tr>
<th>Standards, norms, laws and regulations</th>
<th>Area of application</th>
<th>Accredited since</th>
<th>1st certificate/verification issued</th>
<th>Special distinction</th>
</tr>
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<tbody>
<tr>
<td>EMAS</td>
<td>Environmental management systems on the basis of the European Directive (EG) no. 1221/2009</td>
<td>BMDW 02/1996, BMK 2001</td>
<td>04/1995</td>
<td>Accreditation as an environmental verifier organization</td>
</tr>
<tr>
<td>ISO 14001</td>
<td>Environmental management systems for organizations of all sizes and industries</td>
<td>BMDW 10/1997</td>
<td>02/1995</td>
<td>The first accredited certification body in Austria</td>
</tr>
<tr>
<td>PEFC CoC, FSC CoC</td>
<td>Wood processing, trade in paper, paper industry, printing and publishing, etc.</td>
<td>08/2010 resp. 01/2015</td>
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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.
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 B1300/1301

PRODUCT CERTIFICATION
- Execution of Steel Structures and Aluminium Structures according to EN 1090

TRAINING AND CERTIFICATION OF PERSONS
For further information about our international training and certification programme visit www.qualityaustria.com/international-trainings.

ACCREDITATIONS AND REGISTRATIONS

| Standards, norms, laws and regulations: ISO 9001/ RT05 |
| Area of application: Construction and ancillary building trades (EAC 28) |
| Accredited since: ACCREDIA 11/2003 |
| 1st certificate/verification issued: 12/2003 |

| Standards, norms, laws and regulations: EN 1090 |
| Area of application: Construction and construction related industries |
| Notified since: 12/2012 |
| Proof: Entry in the NANDO-list under number 1346 |

Quality management as a strategic success factor is becoming more and more important in public administration. The decisionmakers in politics and administration have realized the enormous opportunities yielded by modern quality management systems for a long time.

No matter whether it is a question of establishing a successful management tool or of turning from a body enforcing standards and laws and regulations while focusing on execution of the law to a citizen and customer focused service provider. Or of simplifying or accelerating procedures and proceedings when modernizing administration and of thus taking important systematic action for implementing the budgetary reform relatively easily, effectively and, above all, sustainably. By now public administrations like using quality management systems – above all ISO 9001 – as extremely helpful implementation tools. Furthermore, further development towards integrated management systems and particularly dealing with the environmental management system acc. to ISO 14001 are becoming more important.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION
- CAF (Common Assessment Framework)

TRAINING AND CERTIFICATION OF PERSONS
For further information about our international training and certification programme visit www.qualityaustria.com/international-trainings.

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www.qualityaustria.com/construction www.qualityaustria.com/administration
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

For further information about our international training and certification programme visit [www.qualityaustria.com/international-trainings](http://www.qualityaustria.com/international-trainings).

VDA QMC LICENCE TRAININGS IN COOPERATION WITH ÖQA ZERTIFIZIERUNGS-GMBH


ACCREDITATIONS AND REGISTRATIONS

| Standards, norms, laws and regulations: | VDA 6.1 |
| Area of application: | Quality management systems for Automobile Industry Suppliers (Automobile Industry Association Standard) |
| Accredited | VDA-QMC 12/1996 |
| 1st certificate/verification issued: | 12/1996 |
| Special distinction: | The first certification body in Austria approved by the VDA |

| Standards, norms, laws and regulations: | VDA 6.2 |
| Area of application: | Quality management systems for service providers in the automotive area (Automobile Industry Association Standard) |
| Accredited | VDA-QMC 03/1999 |
| 1st certificate/verification issued: | 12/2000 |
| Special distinction: | The first certification body in Austria approved by the VDA |

| Standards, norms, laws and regulations: | VDA 6.4 |
| Area of application: | Quality management systems for means of production manufacturers in the automotive area (Automobile Industry Association Standard) |
| Accredited | VDA-QMC 03/1999 |
| 1st certificate/verification issued: | 09/2000 |
| Special distinction: | The first certification body in Austria approved by the VDA |

| Standards, norms, laws and regulations: | IATF 16949 |
| Area of application: | Quality management systems for automobile industry suppliers (Harmonised Automotive Standard) |
| Accredited | IATF 01/2000 |
| 1st certificate/verification issued: | 06/2000 |
| Special distinction: | The first certification body in Austria approved by the International Automotive Task Force (IATF) |

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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 International Featured Standard Food
- 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 Markets Programme for Manufacturers of Food Packaging
- BRC Packaging – Global Standard for Packaging and Packaging Materials
- GFSI Global Market Standard
- Service Allergy Suisse Label
- V-Label – the European “vegan” and “vegetarian” label
- McDonald’s Supplier Qualification Management System (in cooperation with partners)

Training and Certification of Persons

For further information about our international training and certification programme visit www.qualityaustria.com/international-trainings.
The dynamics in healthcare based on certifications, visitations, assessments, evaluations, accreditations, approvals, training and competence evidence continues 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 Services in Healthcare — Quality Management Systems — Requirements based on ISO 9001
- EN ISO 15189 (as an audit objective within the scope of ISO 9001 audits)
- GLP (Good Laboratory Practice) verification

TRAINING AND CERTIFICATION OF PERSONS
For further information about our international training and certification programme visit www.qualityaustria.com/international-trainings.

AUSTRIA QUALITY SEAL FOR SERVICES
- GRL01: Austria Quality Seal Care Facilities For elderly People (residential and in-patient)
- GRL03: Austria Quality Seal Health Tourism – Best Health Austria
- GRL06: Austria Quality Seal for Doctor’s Offices
- GRL10: Austria Quality Seal At-Home Nursing Care

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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 phase: 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.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION
- EN 15085
- EN 13816 (Passenger Transport Service Providers)
- Safety Management to §39 Railways Act, EU RL 2004/49 (European Railway Safety Directive)
- European cableways installation regulation (EU) 2016/424
- Railway Industry: IRIS (International Railway Industry Standard) – ISO/TS 22163
- NEW ISO 39001

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
For further information about our international training and certification programme visit www.qualityaustria.com/international-trainings.

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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 regulations (MDR, IVDR) 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
For further information about our international training and certification programme visit www.qualityaustria.com/international-trainings.

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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 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).
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**
- AS/EN/JISQ 9100 (Aerospace Industry)
- Telecommunication: TL 9000
- Welding Manufacturing Companies: ISO 3834/1-5
- EN 15085
- ISO 29990: Learning Services for non-formal Education and Training – basic Requirements for Service Providers
- Standards for Education Providers: ISO 29993 and ISO 21001
- Quality for the Oil and Gas Industry: ISO 29001 (Petroleum, petrochemical and natural Gas)
- National Qualification Framework for the NQR in Austria
- Blockchain Assessment

**TRAINING AND CERTIFICATION OF PERSONS**
For further information about our international training and certification programme visit [www.qualityaustria.com/international-trainings](http://www.qualityaustria.com/international-trainings).
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