



qualityaustria
Succeed with Quality

Overview of services

2024

Into the future with a system

SUCCESSFUL | RECOGNIZED | SECURE



TABLE OF CONTENTS

| | | | | |
|--|---|---|--|---|
|  Benefits and Accreditation PAGE 4-5 |  Steps to your certificate PAGE 6 |  Trainings PAGE 7 |  Inhouse Trainings PAGE 8 |  Financial assistance PAGE 9 |
|  Austrian Excellence Award PAGE 10 |  Event Calendar PAGE 11 |  Integrated Management System PAGE 12 |  Quality PAGE 13 |  Environment and Energy PAGE 14 |
|  Sustainability and ESG Management PAGE 15 |  Occupational Health & Safety PAGE 16 |  Construction PAGE 17 |  Public Administration PAGE 17 |  Automotive PAGE 18 |
|  Food Safety PAGE 19 |  Health PAGE 20 |  Transport PAGE 21 |  Risk, Security and Compliance PAGE 22 |  Medical Devices PAGE 23 |
|  Excellence PAGE 24 |  Information Security PAGE 25 |  Customized Products for Special Services PAGE 26 |  International PAGE 27 | |

INTERNATIONAL TRAINING PROGRAM
www.qualityaustria.com/en/international



FOREWORD



Dear reader,

Be it **ESG** (Environment, Social, Governance), **AI** (Artificial Intelligence) or other current topics such as **information security** and **compliance** to minimize risk: those topics are intertwined and need to be interconnected. Embedding them in existing systems and processes is the big challenge for companies.

An **integrated management system (IMS)** is strategically valuable as it links the various systems together, prevents redundancies, standardizes processes, supports the clear definition of priorities and provides orientation. It therefore represents the ideal starting point for successfully overcoming many challenges.

CONTINUOUSLY REINFORCING INNOVATIVE STRENGTH

Measures to strengthen innovative power vary depending on the industry and size of the organization. However, it is always advantageous to strategically anchor clear structures and innovative processes one's organization. This, in combination with a corresponding corporate and positive error culture, operational know-how and thinking „outside the box“, can demonstrably increase an organization's future security. We would like to support your efforts with a series of revised, new and proven training and further education courses as well as personal and system certifications in a wide range of sectors, which we outline on the following pages.

20 YEARS OF HANDS-ON EXPERIENCE

We are very proud to have trained more than 100,000 people in 12,000 courses since Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH was founded in 2004. In addition, we have carried out around 185,000 audits, assessments and reviews and accompany organizations on their individual paths to success with around 300 tailor-made in-house training courses per year. This expertise, the value-creating curiosity of our team and our partners as well as the experience gained from the trusting cooperation with our valued customers are constantly being incorporated into our product portfolio so that we can continue to offer you premium services in the future.

We would be delighted if you would place your trust in us and allow us to accompany you on your path to success!

Cordially yours,

Christoph Mondl
CEO Quality Austria

Dr. Werner Paar
CEO Quality Austria

YOUR BENEFITS



1. FIELD-TESTED AND COMPETENT EXPERTS

Our auditors and trainers know what they are doing. 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.

With around 1.000 auditors and trainers 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. We influence trends, interpret innovation and shape norms actively – therefore, **qualityaustria** clients can always count on being up-to-date and on having competent experts by their side. Furthermore, we are also represented in numerous national and international organizations and committees for the creation of standards (e.g. EOQ, IQNET, IPC, ISO, ASI).



2. ACCREDITATION = OBJECTIVE PROOF OF COMPETENCE

We have the most extensive scope of accreditation in the field of management systems in Austria.

qualityaustria certificates have an outstanding reputation and are an 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 programs, most of them are nationally accredited. Fairness, impartiality and validity of our procedures and certification programs are guaranteed and confirmed continuously.

3. RIGHT AT THE FOREFRONT OF PROGRESS AND INTER- NATIONALLY CONNECTED



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

We cooperate with around 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.

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, IPC, EFQM and many more.

In addition, Quality Austria organizes a series of industry-specific events in the fields of quality, sustainability, food safety, information security and health. Furthermore, we annually present the Austrian Excellence Award together with the Federal Ministry of Labor and Economy.

OUR ACCREDITATIONS



PERSONAL CERTIFICATIONS

Due to our ISO/IEC 17024 accreditation **qualityaustria** personal certificates are **recognized worldwide**.

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

YOUR COMPETENCE IS OUR GOAL

The primary aim of our training courses is to build up the long-term skills of all participants.

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.



PERSONAL CERTIFICATION acc. to ISO/IEC 17024



qualityaustria personal certificate



European Organization for Quality (EOQ) personal certificate



IQNET Academy personal certificate



qualityaustria BONUS SYSTEM

Benefit from our bonus system for organizations as well as course participants! 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.

SYSTEM AND PRODUCT CERTIFICATION

PAY ATTENTION TO THE ACCREDITATION!

Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH is accredited through the Federal Ministry for Labour and Economy 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 programs are guaranteed and confirmed continuously.

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



SYSTEM CERTIFICATION

acc. to ISO/IEC 17021-1



PRODUCT CERTIFICATION

acc. to ISO/IEC 17065

OUR AUDIT PHILOSOPHY: BENEFITS AND VALUE

The qualityaustria audit design is 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 us. This comprehensibly contributes 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.

qualityaustria ACCREDITATIONS AND AUTHORIZATIONS

www.qualityaustria.com/accreditation

STEPS TO YOUR CERTIFICATE



1. INFORMATION

Read standards and relevant literature. Attend our information events and benefit from our offer for a free and personal information meeting. We inform you about requirements and the typical procedure of a certification project.

2. DECISION

You determine which standard or framework is most suitable for you. You decide how to proceed and define a timeline up to your certification.

3. CONCEPT

You analyze the requirements of the standard and plan their implementation in your organization. This includes redesigning processes and anchoring them. You train employees and ensure commitment at all levels.

4. SHORT AUDIT (OPTIONAL)

We evaluate the progress of implementation of your management system and can thus identify deficits or misinterpretations. This helps you to reduce costs and save time in your certification project.

5. CERTIFICATION AUDIT STAGE 1

We assess the maturity of your management system.

6. CERTIFICATION AUDIT STAGE 1

We audit the processes and requirements on the basis of random samples in your organization.



7. YOUR CERTIFICATE

You receive your **qualityaustria** Certificate as attestation of conformity. The successful certification is a proof of quality that can be communicated internally and externally. Your chances on the market and in tendering can be improved as a result.

8. CONTINUOUS DEVELOPMENT AND IMPROVEMENT OF THE SYSTEM

As certified organization you continuously develop your management system, so that it can support your strategic orientation and business success.

10 FACTS

WHY A SYSTEM OUTWEIGHS ITS COSTS



TRAININGS AND PERSONAL CERTIFICATION



Elisabeth Hofstätter-Kollarich, BSc
Head of Training
elisabeth.hofstaetter@qualityaustria.com

With more than 50 accredited certification programs, Quality Austria has the largest scope of accreditation in the field of personal certification in Austria. Thanks to the globally recognized process, the certificates are recognized both nationally and internationally. We focus on the long-term competence development of all participants and on a clear practical and benefit orientation – and this is supported by many bodies with funding!

>> www.qualityaustria.com/foerderungen (in German)

TRAINING PROGRAM

Whether you are a beginner or a professional – you will find the right training for your needs. Choose your ideal training package from a total of more than 100 public courses, seminars and refresher courses. Thanks to the high practical relevance and the consideration of industry-specific circumstances, you can directly integrate what you have learned into your work routine.

>> www.qualityaustria.com/en/persons

THE COMPETENCE OF THE TRAINERS IS OF UTMOST IMPORTANCE

Our trainers are experienced practitioners and experts in their fields and have a wide range of industry knowledge as well as in-depth knowledge of the relevant standards. Admission as a **qualityaustria** trainer is regulated by a qualification procedure that, among other things, verifies their professional and methodological competence and ensures that this is continuously maintained and expanded.

In this way, we ensure that our course participants benefit from the highest level of expertise and tried-and-tested knowledge – from practice for practice!

INTERNATIONAL CAREER WITH QUALITY

The **qualityaustria** training courses are clearly tailored to the needs of the organizations, refer to national legislation and regulations as well as strategies that are relevant in the economic area.

In international working groups we develop a multinational and multicultural view of the topics we offer and integrate them into our services. The coordination in international committees also ensures the intergovernmental recognition of **qualityaustria** training courses.



TRAINING AS FLEXIBLE AS THE CIRCUMSTANCES

Would you prefer to participate in training courses on your own PC or laptop from any location? Or do you prefer to learn at your own workplace or in a familiar environment at home?

Our **qualityaustria** training courses can be adapted to your wishes and needs. In the last few years digitalization has experienced a real booster – as has the possibility of acquiring content via online seminars, webinars, e-learning or blended learning. Our online trainings offer many interactive elements and make use of a wide range of methods.

One of the most efficient training options is learning inhouse, with colleagues and superiors, using current case studies from your own industry. The public **qualityaustria** training courses can be booked 1:1 as inhouse trainings and thus come directly to your company.



Interactive training design

supports the primary training objective: ensuring the long-term competence of all participants.



Joint development

of topics, applications and tasks directly from the operational environment.



Presentation of results

Beyond pure information transfer didactic measures to support the learning process are used.



Promotion of implementation competence

We convey what really matters: High practical relevance for your application competence.



Modular structure

Modular course series promote the testing, application and consolidation of the acquired knowledge between the individual courses.



Examinations

as an integral part of the courses provide security that the specified learning objectives have been achieved.

INHOUSE TRAININGS



Silvia Bichler

Team leader Trainings

Your direct contact for Inhouse trainings in the area of excellence and medical devices
silvia.bichler@qualityaustria.com



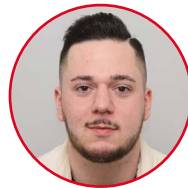
Katrin Stadler

Your direct contact for Inhouse trainings in the area of IMS, ESG, Occupational Health (Safety) and Food Safety
katrin.stadler@qualityaustria.com



Jennifer Leopold

Your direct contact for Inhouse trainings in the area of automotive, environment and risk management
jennifer.leopold@qualityaustria.com



David Vrhovac

Your direct contact for Inhouse trainings in the area of information security, transport and health
david.vrhovac@qualityaustria.com

AN EFFICIENT TRAINING OPTION

One of the most efficient training options is in-house learning, i.e. learning amidst colleagues and leaders and managers, by having a look at topical case studies from one's own industry.

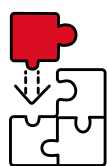
COST BENEFITS AND FLEXIBILITY

All public qualityaustria trainings can be booked one-to-one as Inhouse trainings. This results in cost-saving potentials due to the elimination of travelling expenses, external locations, catering, etc. It also is possible to book single modules of courses as inhouse trainings. This means that every qualityaustria inhouse training is carried out specifically for your organization.

SPOT ON

„An inhouse training can be compared to a personal training: an individual training on many different levels. Suitable trainers are specially selected – not only to provide optimal training on the desired theoretical topics, but also to ensure that the background expertise and personality of the trainers match the corporate culture and next stage of development of the customer. Your defined individual goals can thus be achieved more efficiently and the inhouse training with your „personal coach“ provides you with significant support in this regard.“

YOUR BENEFITS AT A GLANCE



- Every organization is individual and has its own processes. That's why the **qualityaustria** inhouse team responds to your specific wishes and offers customized training solutions for your organization in addition to the standard training courses.



- Our formula for your personal success is as follows: tailoring to the specific needs of your organization, promoting team spirit, efficient results and discretion.



- The time and place of the training can be arranged individually.



- Our training courses are available in English and in many other languages (e.g. Serbian, Polish and Czech).



- Travel and accommodation expenses for participants do not apply if the course is held in your organization.

- Our inhouse training programs can be supported financially by the respective federal state or by the AMS. Current information on funding opportunities can be found at www.qualityaustria.com/foerderungen (in German).

Elisabeth Tucek
trainer

FINANCIAL ASSISTANCE FOR FURTHER EDUCATION AND TRAINING





WE ARE LISTED AT Ö-CERT

The Training and Personal Certification Department of Quality Austria is listed at Ö-Cert since February 2014.

For our participants, this means – in addition to the **proof of quality – easy access to financial assistance specific to the respective federal provinces** all over Austria. Ö-Cert ensures **supra-regional recognition between the individual federal states and the federal government.**

Ö-Cert has set itself the goal of improving quality, transparency and professionalism in adult education. The basis for this is that the educational institutions demonstrably implement a recognized quality management system. These include, for example, ISO 9001 and the EFQM Model.

Quality Austria is an accredited certification organization for the ISO Standard and cooperates with EFQM.

Financial assistance for further education and training can be granted to **individuals**  and **organizations** . **qualityaustria** trainings can be funded either by the respective Federal State or by the Public Employment Service Austria (AMS). It depends on you / on your company what type of financial assistance you would like to use. We are happy to support you along every step from „Which funding is feasible for me?“ to submitting and providing evidence. Please contact us at: office@qualityaustria.com or +43 732 34 23-22

1



Submit application

We are happy to support you with the provision of funding application forms.

2



Review of the application by the funding agency.

3



Complete your training and education

- book it
- participate
- Receive your participation confirmation / certificate

4



Transmission to funding agency

We support you with the transmission of confirmations of participation or certificates to the funding agencies.

5



Receipt of funding

Attention: Depending on the funding agency (e.g. AMS) the settlement takes place already in advance directly to the funding agency.



AUSTRIAN EXCELLENCE AWARD

The Austrian Excellence Award is THE official national award for the holistic excellence of the best organizations and honors the particularly successful implementation of excellence principles and the results achieved.

It has been awarded since 1996 by the Federal Ministry of Labor and Economy in cooperation with Quality Austria. The **Excellence Award Assessment** provides you with valuable feedback from outside to help you recognize potential that will benefit you as you embark on something new – in other words, a sustainable future.

It's very simple – just fill out the registration form and the questionnaire and send them to us!

staatspreis@qualityaustria.com



1 APPLICATION

starting in September

2 QUESTIONNAIRE

completion & submission
4 weeks prior to the site visit

3 SITE VISIT

review by assessors
September to mid-April

4 FEEDBACK

regarding strengths and potentials
after the site visit

5 JURY MEETING

selection of the best
end-April

6 AWARD CEREMONY

celebrate success
June



WHY YOU SHOULD PARTICIPATE

Participation in the Austrian Excellence Award provides you with many advantages and sustainable benefits:

- External view of your organization during the assessment by a qualified team of assessors
- Organizational development with the EFQM Model: assessment of the entire organization by a qualified team of experts
- Opportunity to understand the organization in the relevant context – identification of strengths and potentials
- Further development of your organization through the self-description, as well as oral and written feedback from the assessors
- Sharpening your self-image and reducing blind spots
- Determination of your maturity level and industry-independent comparison of the maturity level
- Reflection on strategy, vision, organizational culture, processes, results, etc.
- Closing strategic control loops
- View of the future viability of your organization
- Assessment provides good practice impulses for your own organization
- Oral feedback discussion at the end of the site visit
- Written feedback report on the strengths found in your organization, the potential identified and the results achieved. The feedback includes concrete approaches for improvement and offers you a direct, immediately applicable benefit.
- Opportunity to win the Austrian Excellence Award!
- Award as an excellent Austrian company if you achieve at least 400 points
- Winners have the opportunity to support a socially sustainable project of their choice with a donation from Quality Austria in the amount of € 10.000,-: „qualityaustria Herzensprojekt“.

qualityaustria EVENT CALENDAR (GERMAN EVENTS)



qualityaustria FORUM

THE event highlight in terms of management systems in Austria. Thousands of people have already attended in over two decades - be a part of it! You can expect top-class speakers, exciting topics, forward-looking concepts and news from the world of standards. In German.

HEALTH FORUM

Top experts from the field provide insights into the developments and changes that are omnipresent in the healthcare sector and provide food for thought for improvements, progress and positive developments. The last few years in particular have shown that health is our most important asset. In German.

FOOD SAFETY FORUM

With the Food Safety Forum, Quality Austria has set itself the goal of establishing an industry get-together that provides experts with the opportunity for an intensive transfer of know-how and exchange of experiences. Top-class speakers raise all topics relevant for the industry. In German.

12.
March
2025

13. March 2024



19. June 2024



04. Sep. 2024



10. Oct. 2024



22. Oct. 2024



21. Nov. 2024



Quality Austria invites all interested parties to become part of the Excellence Community and to take an important step towards a changed future together. Afterwards, you can look forward to the Austrian Excellence Award Ceremony 2024 - THE award for the most excellent organizations in Austria. In German.

qualityaustria EXCELLENCE DAY

The CIS Compliance Summit is the Austrian platform for experts, security managers and decision-makers in the security industry. Best practices, keynote presentations, many years of hands-on experience and networking included. Become part of the Austrian security community! Mainly in German.

CIS COMPLIANCE SUMMIT

Critical discussions, inspiring new approaches and prospects for our future - our Sustainability Forum stands for all this and much more. Practice-oriented exchange of experience with industry experts included! Thinking today about tomorrow and acting both successfully and sustainably. In German.

SUSTAINABILITY FORUM

INTEGRATED MANAGEMENT SYSTEM



Using synergies effectively



SAVE THE DATE
30. qualityaustria FORUM



Otto Kreiter, MSc
Executive Vice President
Head of Business Development
Quality and Safety
otto.kreiter@qualityaustria.com



Axel Dick, MSc
Executive Vice President
Head of Business Development
Environment and Energy, ESG
axel.dick@qualityaustria.com



Thomas Waldner
Business Development
Integrated Management System
thomas.waldner@qualityaustria.com



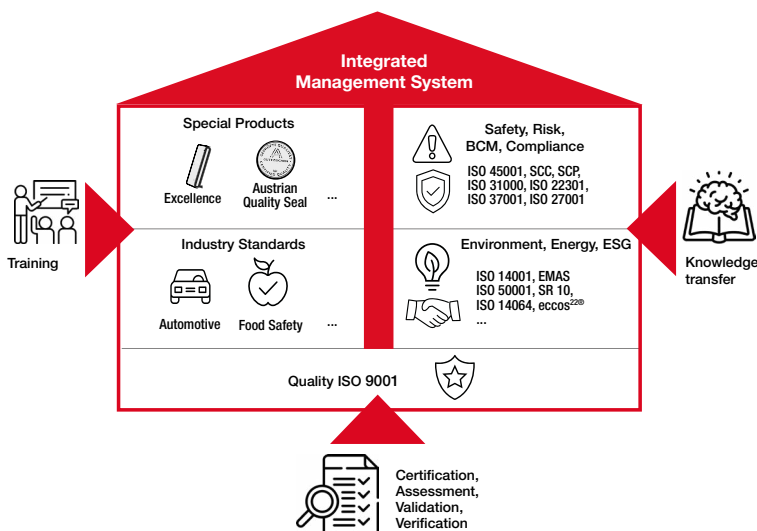
Johann Russegger, MBA
Network partner
Product Expert Trainings Integrated
Management System, Quality
johann.russegger@partner.qualityaustria.com

The integrated implementation of management systems 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 optimization.

Our audit design is also geared towards this - this promotes a view of the big picture and makes comprehensive and consistent use of numerous synergies. In the IMS training courses, the focus is also on optimal integration with the effective and efficient design of each individual system. Participants benefit from credit transfer options and thus already use synergies in terms of integration during training.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- Integrated audits



TRAINING AND CERTIFICATION OF PERSONS

- Course series Auditor
- Course Quality Management Representative and Internal Auditor – Compact

International training program

- Course series Internal Auditor – Compact
- Course series Integrated Management System
- Course series Auditor
- Course series Lead Auditor
- Course series Internal Auditor and Supplier Auditor – Compact
- Seminar The current ISO 19011:2018 as the basis for conducting professional audits
- Virtual Refresher course Integrated Management System

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings



All public trainings can be booked 1:1 as inhouse trainings
▶ refer to page 8

ISO 9001 accredited since 07/1989
as FIRST certification body in Austria



Otto Kreiter, MSc
Executive Vice President
Head of Business Development
Quality and Safety
otto.kreiter@qualityaustria.com



Johann Russegger, MBA
Network partner
Product Expert Trainings Integrated
Management System, Quality
johann.russegger@partner.qualityaustria.com

For more [qualityaustria](http://qualityaustria.com) experts please visit our website.

ISO 9001 provides organizations of all types and sizes around the world with the opportunity to demonstrate their ability to deliver products and services in line with requirements and their customer focus.

Quality management systems serve to improve the organization's performance, to implement changes in a future-oriented and safe manner and to develop effective and efficient processes. Over one million organizations worldwide have already successfully met the requirements of this international standard.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ISO 9001 Quality management
- ISO 10001 Quality management – customer satisfaction
- ISO 10002 Guidelines for Complaints Handling in Organizations
- ISO 10006 Guidelines for Quality Management in Projects
- ISO 10015 Guidelines for competence management and people development
- ISO 41001 Facility management
- ISO 14644ff Clean Rooms
- Telecommunication TL 9000
- ISO 55001 Asset Management

TRAINING AND CERTIFICATION OF PERSONS

- Complete Course Quality Management Representative
- Blended Learning Quality Management Representative – Compact
- Course Laboratory Quality Manager and Laboratory Assessor
- Seminar Preparation for examination Quality Management Representative
- Refreshing for Laboratory Quality Managers and Laboratory Assessors
- webinars

International training program

- Compact course Quality Management Representative – Compact
- Course series Quality Management
- Complete Course Quality Management Representative
- Blended Learning Quality Management Representative – Compact
- Course series Six Sigma Specialist (Green Belt)
- Seminar Preparation for examination Quality Management Representative
- Seminar Lean Six Sigma Specialist (Yellow Belt)
- QM-Workshop Quality Data Science
- Seminar Upgrade for Quality Management Representative – Compact

For further information about our international training and certification program, please 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



ISO 9001 in revision

We are part of the working group „TC 176 SC2 WG 29“ and are thus actively involved in the revision and future of ISO 9001.



All public trainings
can be booked 1:1 as
inhouse trainings
▶ refer to page 8

ENVIRONMENT AND ENERGY

Worlds apart

ISO 14001 accredited since 10/1997
as FIRST certification body in Austria



SAVE THE DATE
10. SUSTAINABILITY FORUM



Axel Dick, MSc
Executive Vice President
Head of Business Development
Environment and Energy, ESG
axel.dick@qualityaustria.com



Andreas Ackerl, BSc
Head of Environment and Energy
andreas.ackerl@qualityaustria.com



Wolfgang Hackenauer, MSc
Network partner
Product Expert Environment and Energy
wolfgang.hackenauer@partner.qualityaustria.com



Michael Schwingshackl
Network partner
Product Expert Verification of greenhouse gas
balances and environmental information
michael.schwingshackl@partner.qualityaustria.com

For more **qualityaustria** experts please visit our website.

Environmental management systems reinforce the continuous improvement of environmental performance through systematic, objective and regular evaluation of environmental performance.

In addition, through information and an open dialog with the public and the obligation to comply with all environmental regulations (legal compliance). Trade and industry is called upon to contribute to the realization of environmental objectives by using management systems and special environmental programs.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ISO 14001 Environmental management systems
- EMAS (Eco Management Audit Scheme)
- ISO 50001 Energy management
- ISO 14064 Greenhouse gas balancing and Verification (currently in accreditation)

PRODUCT CERTIFICATION

- PEFC CoC (Programme of the Endorsement of Forest Certification Chain of Custody)
- ISO 38200 Chain of custody of wood and wood-based products
- **NEW** ISO 14067 Verification of Carbon Footprints of Products
- **NEW** SURE (Sustainable Ressources Verification Scheme)

TRAINING AND CERTIFICATION OF PERSONS

International training program

- Compact course Environmental Management Representative – Compact
- Course series Environmental Management
- Course series Energy Management
- Seminar Fundamentals of Life Cycle Assessment and Carbon Footprinting
- Refresher course Energy Management – Revision of ISO 50001 under consideration of ISO 50003ff

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings



**All public trainings
can be booked 1:1 as
inhouse trainings**
▶ refer to page 8



ISO 14001 in revision

Stay up to date with the
qualityaustria news-
letter: We provide you with
first-hand information.

SUSTAINABILITY AND ESG MANAGEMENT

Taking
responsibility



Anneli Fischer, MSc
Head of ESG
anneli.fischer@qualityaustria.com



Dr. Birgit Gahleitner
Network partner
Product Expert Circular Economy
birgit.gahleitner@partner.qualityaustria.com



Michael Reiter
Network partner
Product Expert Quality Seal for
Social Profit Enterprises
michael.reiter@partner.qualityaustria.com



Christina Schertler
Network partner
Product Expert Compatibility work and family
christina.schertler@partner.qualityaustria.com

For more **qualityaustria** experts please visit our website.

Sustainability and ESG (environmental, social and governance) management is a hot topic in integrated management systems. More and more laws are being passed around the world that oblige organizations to show their performance in certain sustainable areas and thus to assume more responsibility along the entire value chain.

As a result, consumers, business partners and investors are demanding more transparency regarding non-financial information. Organizations that want to expand or maintain their market position should therefore consider the potential impact of their own activities on the environment and society.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- Validation of Sustainability Reports according to GRI
- ONR 192500 Certifiable CSR management system
- SR 10 (in cooperation with IQNet Ltd)
- eccos22® Management Assessment
- Social Audit Code of Conduct
- Quality Seal for Companies implementing Social Integration as partner of arbeit plus
- DESIGN FOR ALL – Digital Accessibility
- Verification as partner of “Familie & Beruf Management GmbH”:
 - Audit work and family
 - Audit university and family

ASSESSMENTS

- Circular Globe (in cooperation with SQS)
- **NEW** Circular Globe Assessment – Compact

International training program

- Online Course series Circular Globe Transformation Coach – Certification Course
- Circular Globe – Implementation Workshop

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings



www.circular-globe.com

CIRCULAR GLOBE: Thinking today about tomorrow!

Circular Globe is a joint European initiative of Quality Austria and SQS. The Circular Globe Label is a guideline and assessment model and serves as a compass to drive progress towards the circular economy: in planning, implementation and not least in visualization. We offer (compact) assessments and train persons – identify your potential for realizable projects!



**All public trainings
can be booked 1:1 as
inhouse trainings**
▶ refer to page 8

OCCUPATIONAL HEALTH & SAFETY

Safely into the future

SCC, SCP 1. issued certificate:
10/1998 as **FIRST** certification body
in Austria



Otto Kreiter, MSc

Executive Vice President
Head of Business Development
Quality and Safety
otto.kreiter@qualityaustria.com



Klaus Gürtler

Business Development
Safety Management
klaus.guertler@qualityaustria.com



Ing. Erich Birgmayr, MSc

Network partner
Product Expert Asset Management and
Trainings Safety Management
erich.birgmayr@partner.qualityaustria.com

The implementation and application of an occupational health and safety management system (OH&S) helps to control and manage occupational health and safety risks. By using such a management system, it is possible to reduce absences due to illness or even accidents at work.

Legal certainty within the organization is increased and health and safety activities within the company are systematized and integrated into operational processes. By actively involving employees, work-related risks are identified and reduced or prevented with preventive measures.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ISO 45001 Occupational Health & Safety Management System
- SCC (Safety Certificate Contractors)
- SCCP certificate for petro-chemical industry
- SCP (Safety Certificate Personnel Leasing)
- AUVA-SGM (Safety and Health Management System of the Austrian Social Insurance for Occupation Risks)
- Legal Certainty for Occupational Safety

AUSTRIA QUALITY SEAL

- GRL04: Austria Quality Seal for Fire Protection Management

TRAINING AND CERTIFICATION OF PERSONS

International training program

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

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings



**All public trainings
can be booked 1:1 as
inhouse trainings**
▶ refer to page 8

CONSTRUCTION



Quality management in construction has become an absolutely essential requirement. Virtually all medium sized construction companies and particularly large enterprises are already engaged in the further development of their Integrated Management System by supplementing it with requirements from risk management (ISO 31000 or ÖNORM D 4901), compliance management (ISO 37301) and anti-corruption management (ISO 37001).

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ÖVGW – QS-GNB 200 (Quality Requirements placed on Gas Grid Operators)

TRAINING AND CERTIFICATION OF PERSONS

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings



Alfred Leitner
Executive Vice President
Sector Management Construction,
Public Administration
alfred.leitner@qualityaustria.com



Florian Steindl
Business Development Construction,
Public Administration
florian.steindl@qualityaustria.com

PUBLIC ADMINISTRATION



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.

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 program, please visit

www.qualityaustria.com/international-trainings



Alfred Leitner
Executive Vice President
Sector Management Construction,
Public Administration
alfred.leitner@qualityaustria.com



Florian Steindl
Business Development Construction,
Public Administration
florian.steindl@qualityaustria.com



All public trainings can be booked 1:1 as inhouse trainings
▶ refer to page 8

IATF 16949, VDA 6.1, 6.2 and 6.4:
FIRST certification body in Austria
approved by IATF and VDA



Michael Dragosits, MSc
Executive Vice President
Sector Management Automotive
michael.dragosits@qualityaustria.com



Thomas Mayer
Business Development Automotive
thomas.mayer@qualityaustria.com



Natalia Erhart
Business Development Automotive
natalia.erhart@qualityaustria.com



Monika Franzmair, MSc
Business Development Automotive
monika.franzmair@qualityaustria.com

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.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- IATF 16949 Quality management Automotive
- VDA 6, Part 1
- VDA 6, Part 2
- VDA 6, Part 4
- TISAX® Assessment (in cooperation with CIS)

TRAINING AND CERTIFICATION OF PERSONS

- Course series Internal Auditor Automotive – Compact

International training program

- Compact course Internal Auditor Automotive – Compact
- Course series Quality Management in the Automotive Industry
- Seminar Automotive Core Tools
- Seminar Auditor Training ISO 19011 for VDA 6.3 Process Auditors
- Seminar Problem-solving process 8D Report

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings

VDA QMC LICENCE TRAININGS IN COOPERATION WITH OQA ZERTIFIZIERUNGS-GMBH

OQA Zertifizierungs-GmbH (Certification Ltd.) is a cooperation partner of Quality Austria and offers VDA QMC trainings as licenced products: Further information can be found here: www.austriaguetezeichen.at/ausbildung-kursangebot-englisch



All public trainings can be booked 1:1 as inhouse trainings
▶ refer to page 8

IFS und BRCGS accredited since 01/2005 as FIRST certification body in Austria



SAVE THE DATE
15. FOOD SAFETY FORUM



DI Wolfgang Leger-Hillebrand
Executive Vice President
Sector Management Food Safety
wolfgang.leger@qualityaustria.com



Christina Reichhold
Business Development Food Safety
christina.reichhold@qualityaustria.com



Irmgard Schmoll
Business Development Food Safety
irmgard.schmoll@qualityaustria.com



Elisabeth Voltmer
Network partner
Product Expert Trainings Food Safety
elisabeth.voltmer@partner.qualityaustria.com

In times of global markets and increasingly complex customer-supplier relationships food safety standards help to fulfill the existing challenges at the best possible rate.

Particularly because these standards are also increasingly required internationally, they are anchored in the actions of all organizations in the food chain. In order to demonstrate food safety and compliance with the relevant legislation and specifications to retailers, the entire food chain, including all service providers and suppliers, is now involved.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- **NEW** ENFIT HQF Certification
- ISO 22000 and FSSC 22000 for Food, Pet Food and Packaging Manufacturers, logistic companies and wholesalers
- 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 (CXC 1-1969)
- FEFCO GMP (Good Manufacturing Practice) for corrugated and solid Board Packaging
- EN ISO 15378 Primary packaging Materials for Medicinal Products
- EN ISO 22716 Cosmetics – Guidelines for Good Manufacturing Practices
- CEPA Certified – EN 16636 for Pest Management Services

PRODUCT CERTIFICATION

- IFS Standards
IFS Food, IFS Logistics, IFS Broker, IFS Wholesale / Cash & Carry, IFS Global Markets Food, IFS Global Markets Logistics, GM PacSecure
- BRCGS Standards
BRCGS Food Safety, BRCGS Start!, BRCGS Packaging Materials, BRCGS Storage and Distribution, BRCGS Gluten Free, BRCGS Agents and Brokers

- GFSI Global Market Standard
- Service Allergie Suisse Label
- V-Label – European „vegan“ and „vegetarian“ label

TRAINING AND CERTIFICATION OF PERSONS

International training program

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

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings



All public trainings can be booked 1:1 as inhouse trainings
▶ refer to page 8

HEALTH, SOCIAL SERVICES & HEALTH TOURISM

On the
pulse of time



SAVE THE DATE
18. HEALTH FORUM



Dr. Günther Schreiber

Network partner
Project Management and Coordination
Sector Healthcare
guenther.schreiber@partner.qualityaustria.com

The dynamics in healthcare based on certifications, visitations, assessments, evaluations, accreditations, approvals, training and competence evidence continues inexorably.

The trends are clearly visible in many facilities: further development of well functioning quality management systems towards the EFQM Model, risk management, environmental management, occupational health and safety management, hygiene and legal compliance.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ÖNORM EN 15224 Services in Healthcare
- ISO 15189 (as an audit objective within the scope of ISO 9001 audits)
- GLP (Good Laboratory Practice) verification
- Certification for Continence and Pelvic Floor Centres (in cooperation with MKÖ)
- Certification for telemedicine companies (in cooperation with Telemed Austria)

TRAINING AND CERTIFICATION OF PERSONS

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings

AUSTRIA QUALITY SEAL

- 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



All public trainings
can be booked 1:1 as
inhouse trainings
▶ refer to page 8



Wolfgang Pölz

Network partner
Product Expert International Railway Industry Standard (IRIS) and ISO/TS 22163
wolfgang.poelz@partner.qualityaustria.com



Rudolf Scharf

Network partner
Product Expert ECM, SMS
rudolf.scharf@partner.qualityaustria.com



Manfred Leser

Network partner
Product Expert Air Traffic Management
manfred.leser@partner.qualityaustria.com

The level of safety in the rail sector within the European Union is high. Safety and reliability are essential for rail operations, both for passenger as well as freight transport.

Numerous specifications and requirements must be fulfilled and compliance with them must be demonstrated accordingly. Quality Austria has numerous accreditations and licenses in this area.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- Safety Management acc. to Railways Act, EURL 2018/762
-  IRIS (International Railway Industry Standard) – ISO/TS 22163
- EN 13816
- Air Traffic Management: EC 550/2004 (Provision of Air Navigation Services in the Single European Sky)
- ISO 39001
- Risk management in the Railway Industry
- Occupational Safety in the Railway Industry

PRODUCT CERTIFICATION

- ECM Attestation of Conformity for the Maintenance of Rail Vehicles
- EN 15085 Certification of welding manufactureres for welding railway vehicles and components

TRAINING AND CERTIFICATION OF PERSONS

International training program

- Course series Expert for Railway Safety Management

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings



All public trainings can be booked 1:1 as inhouse trainings
▶ refer to page 8



Claudia Kerpe

Head of HR, Business Development Risk,
Business Continuity, Compliance and
Anti-bribery

claudia.kerpe@qualityaustria.com

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 done to the company and increase the chance to achieve higher profits.

A modern organization can only be successful if it can deal with all the regulations that digital change entails. Above all, this requires a culture of integrity and compliance that is tailored to the benefit of stakeholders and meets the expectations of these interested parties.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ISO 22301 Business Continuity Management (BCM)
- ISO 31000 Risk Management
- ISO 37001 Anti Corruption Management
- ISO 37301 Compliance Management
- ÖNORM D 4901 Risk Management for Organizations and Systems
- Risk Scan; Risk Quick Scan

TRAINING AND CERTIFICATION OF PERSONS

International training program

- Course series Risk Management
- Course series Business Continuity Management
- Seminar Prevention of corruption through ISO 37001
- Refresher course Risk Management and Business Continuity Management

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings



**All public trainings
can be booked 1:1 as
inhouse trainings**
▶ refer to page 8



Dr. Anni Koubek
Executive Vice President
Sector Management Medical Devices
anni.koubek@qualityaustria.com



Ingrid Blaimauer
Product Manager Medical Devices
(QMD Services GmbH for Quality Austria)
ingrid.blaimauer@qualityaustria.com



Andreas Aichinger, MSc
Network partner
Product Expert Trainings Medical Devices
andreas.aichinger@partner.qualityaustria.com

The medical device 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.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ISO 13485 Medical Devices
- GDP und GMP Medical Devices and Pharma

TRAINING AND CERTIFICATION OF PERSONS

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings



www.qmdservices.com

QMD SERVICES: NOTIFIED BODY FOR IN-VITRO DIAGNOSTICS

qualityaustria subsidiary QMD Services is Notified Body for in-vitro diagnostics (NB 2962) since December 2022. After seven years, Austria now has a national licensing body again: a milestone for the Austrian medical device industry.



All public trainings can be booked 1:1 as inhouse trainings
▶ refer to page 8

Quality Austria awards the Austrian Excellence Award since 1996



SAVE THE DATE

EXCELLENCE DAY & AUSTRIAN EXCELLENCE AWARD CEREMONY

2024

Juni 19



Nicole Mayer, MSc
Business Development
Business Excellence
nicole.mayer@qualityaustria.com



Excellence blog

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



„Exzellentes Unternehmen Österreichs“

Excellent company Austria
www.staatspreis.com/exzellente-unternehmen

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 is **THE official national award for the holistic excellence of the best organizations and honors the particularly successful implementation of excellence principles and the results achieved.**

It has been awarded since 1996 by the Federal Ministry of Labor and Economy in cooperation with Quality Austria. All national and international companies and organizations with a focus in Austria can apply for the Austrian Excellence Award.

After their application and the assessment, organizations receive a feedback report on the strengths and potentials identified in the organization and the results they have achieved. The feedback contains concrete approaches for improvement and therefore offers a direct and immediately applicable benefit.

Find out more:

www.staatspreis.com (in German only)

ASSESSMENTS

All Assessments are carried out in accordance with the EFQM Model

- Committed to Excellence Validation (C2E)
- Committed to Excellence Assessment (C2E)
- Recognised for Excellence (R4E)
- Innovative Audit Excellence Check

TRAINING AND CERTIFICATION OF PERSONS

International training program

- **qualityaustria** Assessor Excellence

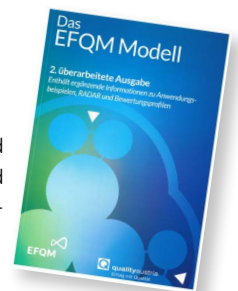
For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings

EFQM MODELL – VERSION 2020

2ND REVISED EDITION

The EFQM model offers a practice-oriented structure for a holistic design, evaluation and management of the organization. PDF Version: www.staatspreis.com



All public trainings can be booked 1:1 as inhouse trainings
▶ refer to page 8

INFORMATION SECURITY

Actively shaping
the future

Quality Austria is accredited for
ISO 27001 since 2023



SAVE THE DATE: 10TH OCT 2024
CIS COMPLIANCE SUMMIT



Vincent Callède, MBA
Business Development
Information Security Management Systems
vincent.callede@qualityaustria.com



Harald Erkingner
CEO, CIS - Certification &
Information Security Services GmbH
harald.erkingner@cis-cert.com

The digital transformation of our working world offers many opportunities that can now be realized more quickly than many previously thought. However, new strategies for information security are now also required.

New business models and solutions are emerging in order to shape the networked future in the best possible way. The possibilities are endless, but information and data security should always be a top priority.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ISO/IEC 27001 Information Security

CERTIFICATION IN COOPERATION WITH CIS GMBH

- Blockchain Assessment
- ISO 20000 IT Service Management
- ISO 27701 Data protection
- ISO 27017 Information Security for Cloud Services
- ISO 27018 Data Security for Cloud Services
- ISO 27019 Security measures for energy providers
- EN 50600 Data Centers
- NISG – Audit acc. to NISV/NISG (critical infrastructures)
- GDPR Assessment
- Assessment in accordance with the German Energy Industry Act („Energiewirtschaftsgesetz“) § 11 on the basis of ISO 27001

TRAINING AND CERTIFICATION OF PERSONS

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings



www.cis-cert.com

CIS CERTIFICATION & INFORMATION SECURITY SERVICES GMBH: SECURITY | PRIVACY | CONTINUITY
As a recognized certification body, **qualityaustria** subsidiary CIS is specialized in information security, IT services, cloud computing, data center as well as business continuity management. The excellent reputation internationally through state accreditation, experts from the field and proven certification processes offer considerable added value for your organization.



All public trainings
can be booked 1:1 as
inhouse trainings
▶ refer to page 8

CUSTOMIZED PRODUCTS FOR SPECIAL INDUSTRIES

AS/EN/JISQ 9100/9110 accredited since 12/2005 as FIRST certification body in Austria



Otto Kreiter, MSc
Executive Vice President
Head of Business Development
Quality and Safety
otto.kreiter@qualityaustria.com



Roland Lube
Network partner
Product Expert Aviation, Space and Defense
Industries
roland.lube@partner.qualityaustria.com



Georg Smolek, BA
Network partner
Product Expert Education
georg.smolek@partner.qualityaustria.com



Florian Knobloch
Network partner
Product Expert EN 1090
florian.knobloch@partner.qualityaustria.com

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. Thanks to their multiple competencies, **qualityaustria** auditors with a broad range of expertise can provide pointers for improvements, especially for the generation of added value.

SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- AS/EN/JISQ 9100/9110 Aviation, Space and Defense Industries
- ISO 3834/1-5 Welding Manufacturing Companies
- ISO 29993 and ISO 21001 Standards for Education Providers
- Assignment to the National Qualification Framework for the NQR in Austria

PRODUCT CERTIFICATION

- EN 1090 Execution of steel structures and aluminium structures
- EN 15085 Certification of welding manufactureres for welding railway vehicles and components

TRAINING AND CERTIFICATION OF PERSONS

For further information about our international training and certification program, please visit

www.qualityaustria.com/international-trainings

AUSTRIA QUALITY SEAL

- Austria Quality Seal Austrian Model Company – Floor layer companies
- GRL07: Austria Quality Seal Property Management
- GRL08: Austria Quality Seal Fitter
- GRL09: Austria Quality Seal Manpower Providers
- GRL11: Austria Quality Seal House caretakers



All public trainings can be booked 1:1 as inhouse trainings
▶ refer to page 8

INTERNATIONAL AND ENGLISH OFFER

Around the world



Mag. Friedrich Khuen-Belasi, MSc
Executive Vice President, Partner Management and Network partners (ATAF)
friedrich.khuen@qualityaustria.com



Celine Feigl
Course and seminar registration, international public trainings
celine.feigl@qualityaustria.com



INTERNATIONAL TRAINING PROGRAM

We offer a variation of training programs, personal certification and online courses in different fields. The training courses in English language are offered as inhouse trainings on demand and partly as public trainings through selected partners.



For further details and dates regarding our training offer in English language please have a look at our International Training Program.

EXTENSIVE COOPERATIONS

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, IPC, EFQM and many more.

We cooperate with around 50 partner and member organizations worldwide and thus ensure the facilitation of global know-how.

Together with our network of around 1,000 auditors, trainers, assessors and technical experts, we ensure the successful international implementation of standards and industry- and product-specific know-how with a high level of practical relevance.

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.

qualityaustria PARTNERS

EUROPE

- Albania
- Bosnia Herzegovina
- Bulgaria
- Croatia
- Czech Republic
- Hungary
- Italy
- Montenegro
- North Macedonia

AMERICA

- Poland
- Serbia
- Slovakia
- Turkey
- Ukraine
- Chile
- Costa Rica
- Uruguay

MIDDLE EAST/ NORTH AFRICA

- Marocco
- Qatar
- Tunisia

ASIA

- China
- India
- Japan
- Kazakhstan
- Central Asia



qualityaustria

Succeed with Quality



qualityaustria

Succeed with Quality

Quality Austria

Trainings, Zertifizierungs und Begutachtungs GmbH

www.qualityaustria.com/en

office@qualityaustria.com

Headquarters

Zelinkagasse 10/3
1010 Vienna, Austria
Tel.: +43 1 274 87 47
Fax: +43 1 274 87 47-100

Customer Service Center

Am Winterhafen 1
4020 Linz, Austria
Tel.: +43 732 34 23 22
Fax: +43 732 34 23 23



Please note

Quality Austria reserves the right to introduce changes to its products. The data in the context of laws, standards and directives refers to the situation at the time of printing. We kindly ask for your understanding.

Imprint

Responsible for the contents:
Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH
Subject to changes and misprints
Edition: March 2024



qualityaustria
Erfolg mit Qualität

Inhousetrainings
EXPERTISE DIREKT IN IHRER ORGANISATION



qualityaustria
Succeed with Quality

International Training Program



Doc. No.: 187e, Edition: March 2024