



qualityaustria
Succeed with Quality

International Training Program



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career adventure!**

www.qualityaustria.com



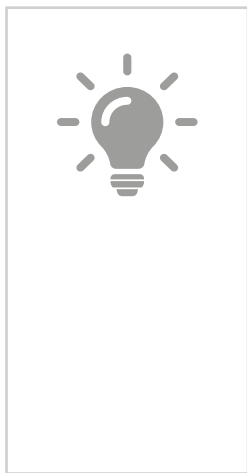
QUALITY AUSTRIA – OVERVIEW

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

Additionally, we organize several forums and conferences and have issued numerous publications. We participate actively in standardization bodies and international networks such as EOQ, IQNET and

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

Having more than 1.000 auditors, trainers, assessors and technical experts all over the world, we ensure the successful implementation of standards and regulations within the organizations and provide sector and product specific knowledge with a very high focus on practical relevance. More than 10.000 customers in approx. 30 countries and over 6.000 annual participants in our trainings benefit from the long-standing expertise of our organization. We adapt our offer according to our clients' needs and support them in achieving their long-term goals!



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Dear customers, participants and interested parties,

Our working world has changed dramatically in recent years. The required competencies of employees are increasing. At the same time, the half-life of knowledge is decreasing in times of change and agility. Thus, the fields of activity of positions are constantly evolving and developing accordingly.

THE KEY TO SUCCESS

Further training and the development of key competencies are more crucial than ever – not only for one's personal development, but also because know-how is key to success and competitiveness. Training and continuing education are the perfect opportunity to prepare for changing requirements in the best possible way and to separate the wheat from the chaff.

UNDERSTANDING QUALITY COMPREHENSIVELY FOR THE FUTURE

An ongoing update of know-how with a view beyond one's own horizons is required: be it topics such as digital leadership or the management of agile digital teams, the knowledge of problem-solving methods and crisis management. It should be possible at any time to keep up with current topics and to react to corresponding trends – with our training offer, the balancing act succeeds and you always stay on top of new developments.

GUARANTEE FOR COMPETENCE

This holistic approach is also reflected in our wide range of industry-specific training courses, seminars and refresher courses. Whether you are a beginner or a professional, our competent trainers and experts will teach you what really matters. The latest findings from studies, the development of standards and reports on experience gained are combined with practical know-how and concrete tools for daily use. Our offer aims at supporting you in the best possible way to achieve long-term, beneficial results.

We hope that you will place your trust in us again this year and wish you continued success with quality!

Best regards,

A blue ink signature of Christoph Mondl.

Christoph Mondl
CEO Quality Austria

A blue ink signature of Dr. Werner Paar.

Dr. Werner Paar
CEO Quality Austria



GUIDANCE



YOUR 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 by 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. We have the broadest accreditation scope in Austria and as an accreditation body we are committed to ensure independence and objectivity.



SYSTEM CERTIFICATION
ACC. TO EN ISO/IEC 17021-1



PERSONAL CERTIFICATION
ACC. TO EN ISO/IEC 17024



PRODUCT CERTIFICATION
ACC. TO EN ISO/IEC 17065

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

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

qualityaustria PERSONAL CERTIFICATES: RECOGNIZED WORLDWIDE

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

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



qualityaustria certificate



LABEL: ACCREDITED CERTIFICATE

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

EOQ CERTIFICATE

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



EOQ Certificate

LABEL: EOQ CERTIFICATE



Pay attention to this symbol: It marks the possibility to apply for an EOQ Certificate!

IQNET CERTIFICATES

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



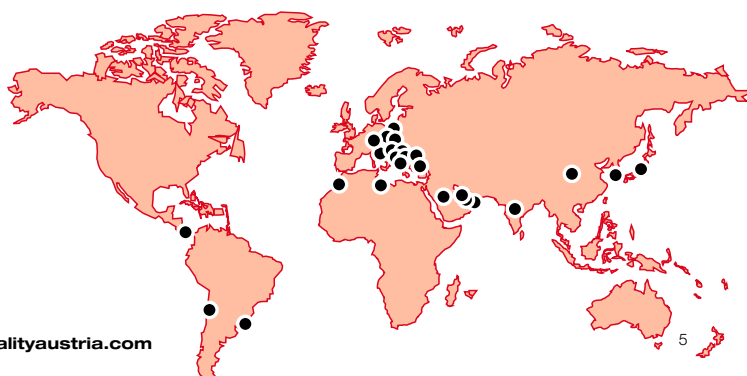
IQNET Certificate



LABEL: IQNET CERTIFICATE

Pay attention to this symbol: it marks the possibility to apply for a certificate of the IQNET Academy.

● qualityaustria partner network





FIELD-TESTED AND COMPETENT:

Our auditors and trainers know what they are doing.

Having more than 1.000 auditors, trainers, assessors and technical experts all over the world, we secure the successful implementation of standards and regulations within the organizations and provide sector and product specific knowledge with a very high focus on practical relevance.



SEMINARS

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



COURSES AND SERIES OF COURSES

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



E-LEARNING

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



REGISTRATION FOR EXAMINATIONS

Registration requirements for each exam can be found on our website, under the respective training course. After passing the exam, you will receive your **qualityaustria** Personal Certificate.

For many training courses, an EOQ Certificate will be issued on request. For further information please contact johanna.koller@qualityaustria.com.



RECERTIFICATION, EXTENSION OF CERTIFICATES AND REFRESHER COURSES

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

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



INHOUSE TRAININGS

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

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

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

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



INTEGRATED MANAGEMENT SYSTEM

VIRTUALLY ON REQUEST!



COURSE SERIES

- Compact course Internal Auditor – Compact08
- Course series Integrated Management System09
- Course series Auditor 11
- Course series Lead Auditor 13
- Course series Internal Auditor and Supplier Auditor – Compact 14



SEMINAR

- The current ISO 19011:2018 as the basis for conducting professional audits 14



VIRTUAL REFRESHER COURSE

- Integrated Management System 12



CONTACT



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INTERNAL AUDITOR – COMPACT



JOB PROFILE

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



STRUCTURE OF THE COURSE SERIES



IAK
1 day
09–17 h

Internal Auditor – Compact



COURSE

In this compact course, the participants will obtain basic knowledge in conducting internal audits. The course series will be completed by taking an exam.

PREREQUISITES

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

TARGET GROUP


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

CONTENTS

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

IAKP
30 minutes

EXAMINATION
Internal Auditor – Compact



COURSE EXAMINATION

The content of the exam refers to the course IAK.

PREREQUISITES

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

FORMAT

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

CERTIFICATE **Internal Auditor – Compact**



As an additional service, the corresponding IQNET Certificate will be issued free of charge and you will enter the list of registered professionals on the IQNET Academy website.

VALIDITY OF THE CERTIFICATE 5 years

CRITERIA FOR EXTENSION

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



INTEGRATED MANAGEMENT SYSTEM

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

QUALITY MANAGEMENT (PAGE 18)



		Day(s)	Page
IMS	Integrated Management System – Requirements	3	10
QMS	Quality Management Systems	3	18
IMSA	Integrated Management System – Methods and Tools	3	10
QBPV	Preparation for the Quality Management Representative Examination (optional)	1	18
QBP*	Examination Quality Management Representative	1	19
QME	Statistical Methods for Decision Making	3	19
IMSO	Integrated Management System – Organization Development	3	10
QMSPR	Quality Management Systems – Project Management	2	19
QMPV	Preparation for the Quality Systems Manager Examination (optional)	1	19
QMP**	Examination Quality Systems Manager	2	20
QMA	Auditor	4	11
QMAPV**	Preparation for the Auditor / Lead Auditor Examination (optional)	1	11
QMAP	Examination Auditor	1	12
QMAL	Lead Auditor	1	13
QMAPV	Preparation for the Auditor / Lead Auditor Examination (optional)	1	11
QMALP**	Examination Lead Auditor	1	13

ENVIRONMENTAL MANAGEMENT (PAGE 27)



		Day(s)	Page
UMS	Environmental Management Systems	3	27
IMSR	Integrated Management System – Occupational Safety Law and Environmental Law	2	10
UBP*	Examination Environmental Management Representatives	1	27
UMPRA	Environmental Management in Practice	3	28
UMP**	Examination Environmental Systems Manager	2	28

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM (PAGE 33)



		Day(s)	Page
SMS	Occupational Health and Safety Management Systems	3	33
SBP*	Examination Occupational Health and Safety Management Representative	1	33
SMOMT	Safety Management – Operational Management Techniques	3	34
SMP**	Examination Occupational Health and Safety Systems Manager	2	34

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

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

IMS
3 days
09-17 h

Integrated Management System – Requirements



COURSE

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

PREREQUISITES

Qualified and relevant professional experience is advantageous

TARGET GROUP

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

CONTENTS

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

IMSA
3 days
09-17 h

Integrated Management System – Methods and Tools



COURSE

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

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

- Methods for management systems
- Audits
- Legal aspects
- System related costs
- Group work

IMSO
3 days
09-17 h

Integrated Management System – Organization Development



COURSE

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

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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

IMSR
2 days
09-17 h

Integrated Management System – Occupational Safety Law and Environmental Law



COURSE

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

PREREQUISITES

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

TARGET GROUP

Environmental Management Representatives/Managers, Occupational Health and Safety Management Representatives/Managers

CONTENTS

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

AUDITOR



JOB PROFILE



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



STRUCTURE OF THE COURSE SERIES

QMA → QMAPV → QMAP*

*) Holders of all three Auditor Certificates (Quality / Environmental / Occupational Health and Safety Management Systems) can receive the certificate "Integrated System Auditor" upon request free of charge.

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

QMA
4 days
09–17 h

Auditor



COURSE

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

PREREQUISITES

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

TARGET GROUP

Senior and Junior Managers who aim to evaluate, assess and improve management systems regardless of the type, structure or size of the organization.

CONTENTS

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

QMAPV
1 day
09–17 h

SEMINAR
Preparation for the Auditor / Lead
Auditor Examination (optional)



SEMINAR

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

PREREQUISITES

Mastery of the training material of the course QMA and/or QMAL

TARGET GROUP

This seminar is addressed to all persons who intend to take the Auditor or Lead Auditor examination within a foreseeable period and who wish to prepare themselves in a targeted manner with additional exercises.

CONTENTS

- Implementation of a multiple choice test comprising 20 questions
- Presentation of the group work in the plenary (one person per case study and group)
- Reflection and comment on the moderation, presentation and group results by the trainer

QMAP
1 day
09-17 h

EXAMINATION Auditor



The contents of the examination refer to the course QMA.

PREREQUISITES

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

FORMAT

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

CERTIFICATE Auditor (according to the focused field)

On request: EOQ Quality Auditor, EOQ Environmental Auditor, EOQ Occupational Health and Safety Auditor, EOQ Social Responsibility Auditor

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

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

RIMS-E
1 day
09-17 h

VIRTUAL REFRESHER COURSE Integrated Management System



The main topics are defined in the form of tasks from operational practice; different best-practice experience of participants is used and continuously accompanied by the trainers' appropriate inputs. Furthermore, current developments in the area of underlying norms, standards and legal requirements are presented.

PREREQUISITES Practical experience with management systems or auditing is of advantage

TARGET GROUP

Management Representatives who want to maintain their personal certificate and develop their skills

CONTENTS

- Developments in the area of standards and regulations (e.g. risk management, Sustainability and ESG management, energy management) and implementation options within the company
- Experience from audits
- Legal and normative amendments relevant to the IMS
- Methods and tools for further development of the IMS



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

Refreshings are not only necessary to prove the **maintenance of a qualityaustria personal certificate** (such as Quality System Manager, Auditor), they also provide the participants with the opportunity to learn news in the area of standards and interesting facts.

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

Refresher courses require active participation but conclude without an examination.



LEAD AUDITOR

JOB PROFILE



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



STRUCTURE OF THE COURSE SERIES



* For the Lead Auditor qualification the Auditor examination is not required.

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

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

QMAL
1 day
09-17 h

Lead Auditor



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

PREREQUISITES

- Mastery of the training material of the course QMA
- Valid **qualityaustria** Certificate Quality Systems Manager (incl. those with focus on health care, medical devices, food safety) or Environmental Systems Manager (incl. those with focus on energy) or Occupational Health and Safety Manager or an equivalent EOQ Certificate

TARGET GROUP

Senior and Junior Managers who aim to evaluate, assess and improve management systems regardless of the type, structure or size of the organization.

CONTENTS

- Leading an audit team
- Up- and downsizing effect
- Auditing an Integrated Management System
- Auditing focused on added value
- SOS audits; SGU audits
- Quick scan audits
- ISO 17021

QMALP
1 day
09-17 h

EXAMINATION Lead Auditor



The contents of the examination relate to the courses QMA and QMAL.

PREREQUISITES

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

VALIDITY OF THE CERTIFICATE 3 years

FORMAT

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

CERTIFICATE Lead Auditor (according to the focused field)

On request: EOQ Quality Lead Auditor, EOQ Environmental Lead Auditor, EOQ Occupational Health and Safety Lead Auditor, EOQ Food Safety Auditor

CRITERIA FOR EXTENSION

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

INTERNAL AUDITOR AND SUPPLIER AUDITOR – COMPACT



JOB PROFILE

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



STRUCTURE OF THE COURSE SERIES

IILA

IILAP

IILA
2 days
09–17 h
**Internal Auditor and
Suppliers Auditor – Compact**
COURSE

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

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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

IMA
1 day
09–17 h
SEMINAR The current ISO 19011:2018 as the basis for conducting professional audits
SEMINAR

ISO 19011 is the central guideline for auditing management systems. In this seminar, the participants will learn about the essential changes made in the course of the revision of ISO 19011:2018 and the latest state of the art based on practical work.

PREREQUISITES

None

TARGET GROUP

All persons who conduct internal and external audits. Furthermore, all persons are addressed who want to further educate themselves for personal reasons or who want or have to prove advanced training to others (customers, certification bodies etc.).

IILAP
30 minutes
**EXAMINATION Internal Auditor and
Supplier Auditor – Compact**
COURSE
EXAMINATION

The content of the exam refers to the course IILA.

PREREQUISITES

Training according to the course IILA.

FORMAT

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

CERTIFICATE

Internal Auditor and Supplier Auditor – Compact

VALIDITY OF THE CERTIFICATE 5 years

CRITERIA FOR EXTENSION

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

CONTENTS

- General information on ISO 19011
- Principles of auditing
- Audit process
- Managing an audit program
- Initiating an audit
- Preparing audit activities
- Conducting audit activities
- Preparing and distributing an audit report
- Completing an audit
- Conducting an audit-follow-up
- Competence and evaluation of auditors



QUALITY

VIRTUALLY ON REQUEST!



COURSE

COURSE SERIES

- Compact course Quality Management Representative – Compact 16
- Blended Learning Quality Management Representative – Compact 17
- Course series Quality Management 18
- Complete course Quality Management Representative 21
- e-Learning Complete course Quality Management Representative 21
- Course series Laboratory Quality Manager and Laboratory Assessor ... 22
- Course series Six Sigma Specialist (Green Belt) 23



SEMINAR

SEMINARS AND WORKSHOPS

- Preparation for examination Quality Management Representative 21
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REFRESHING

REFRESHER COURSE

- Laboratory Quality Managers and Laboratory Assessors 24



CONTACT



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Johanna Koller

Proposals for and Organization of Inhouse Training Sessions, International Trainings
johanna.koller@qualityaustria.com

QUALITY MANAGEMENT REPRESENTATIVE – COMPACT



JOB PROFILE

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



STRUCTURE OF THE COURSE SERIES



QBK
4 days
09–17 h

Quality Management Representative – Compact

COURSE

In this compact course, the participants will obtain basic knowledge and learn about the most important methods and tools in the field of quality management. The course series will be completed by taking an exam.

PREREQUISITES None

TARGET GROUP

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

CONTENTS

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

QBKP
30 minutes

EXAMINATION Quality Management Representative – Compact

COURSE EXAMINATION

The content of the exam refers to the course QBK.

PREREQUISITES

Training according to the course QBK.

FORMAT

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

CERTIFICATE

Quality Management Representative – Compact



As an additional service, the corresponding IQNET Certificate will be issued free of charge and you will enter the list of registered professionals on the IQNET Academy website.

VALIDITY OF CERTIFICATE 5 years

CRITERIA FOR EXTENSION

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



TRAINING TIP

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

QBFBMK Quality Management Representative in Facility Management – Compact

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



Johanna Koller
Proposals for and Organization of Inhouse Training Sessions, International Trainings
johanna.koller@qualityaustria.com



TRAINING TIP

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

IAK Internal Auditor – Compact

(page 6)



BLENDED LEARNING QUALITY MANAGEMENT REPRESENTATIVE – COMPACT

OVERVIEW

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

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



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

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



CUSTOMER FEEDBACK



Ana Carolina Fernández Mora, B.Eng.
Quality Engineer

Participant of the Blended learning course "Quality Management Representative – Compact" in Summer 2020



Joshua Quesada Giutta, B.Eng.
Plant Manager

Participant of the Blended learning course "Quality Management Representative – Compact" in Summer 2020

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

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

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

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

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

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

QUALITY MANAGEMENT



JOB PROFILES



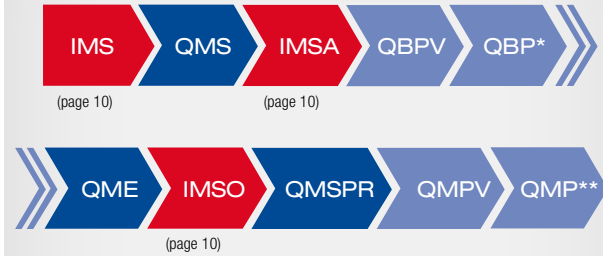
Quality Management Representatives have the knowledge and skills needed for the implementation and further development of a quality management system based on standard requirements (ISO 9000 series with interfaces to other specifications and standards, as well as legal requirements). Furthermore, they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



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



STRUCTURE OF THE COURSE SERIES



- *) For the Quality Systems Manager qualification the Quality Manager Representative exam is not required.
- **) Holders of all three certificates Systems Manager (Quality / Environment / Occupational Health and Safety) can receive the certificate Integrated System Manager upon request at no charge.

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

QMS
3 days
09-17 h

Quality Management Systems

COURSE

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

PREREQUISITES

Qualified and relevant professional experience is advantageous

TARGET GROUP

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

CONTENTS

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

QBPV
1 day
09-17 h

SEMINAR Preparation for examination Quality Management Representative (optional)

SEMINAR

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

PREREQUISITES

Mastery of the training material of the following courses: IMS, QMS and IMSA.

TARGET GROUP


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

CONTENTS

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

QBP
1 day
09-17 h

EXAMINATION Quality Management Representative (optional)



The contents of the examination refer to the courses IMS, QMS and IMSA.

PREREQUISITES

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

FORMAT

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

CERTIFICATE Quality Management Representative

On request: EOQ Quality Management Representative

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

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

QME
3 days
09-17 h

Statistical Methods for Decision Making



The focus of the course is on evaluation and presentation methods besides conveying basic knowledge about quality management relevant statistical methods for controlling processes. Calculations, evaluations and presentations are, if useful, supported by MS-Excel.

PREREQUISITES

Mathematical basic knowledge

TARGET GROUP

Senior and junior managers who aim to develop quality management systems and organizations.

CONTENTS

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

Note: The use of a notebook is recommended for the practical exercises during the training. Notebooks will not be provided. Please also note the information sheet which will be sent to you with the confirmation of registration. The MS-Excel-based statistic software of Quality Austria is provided for free.

QMSPR
2 days
09-17 h

Quality Management Systems – Project Management



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

PREREQUISITES

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

TARGET GROUP


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

CONTENTS

- Introduction of a management system within a project
- Managing changes in the company within a project
- Group work

QMPV
1 day
09-17 h

SEMINAR Preparation for the Quality Systems Manager Examination (optional)



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

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

- Implementation of a multiple choice test comprising 40 questions (complies with the examination standard)
- Solving of two case studies in group work (the case studies comply with the examination standard)
- Presentation of the group work in the plenary (one person per case study and group)
- Reflection and comment on the moderation, presentation and group results by the trainer

The contents of the examination refer to the courses IMS, QMS, IMSA, QME, IMSO and QMSPR.

PREREQUISITES

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

FORMAT

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

CERTIFICATE Quality Systems Manager

On request: EOQ Quality Manager

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

- Proof in the form of a confirmation by the employer about 2 years of professional practice in the field of quality management within the last 3 years.
- Refresher course for Quality Managers and Quality Auditors in general (RQA) or with a free choice of main course focus or appropriate **qualityaustria** training.
- Quality Managers and Auditors with an additional automotive internal auditor qualification may alternatively attend the refresher course for Quality Managers and Auditors with focus on the Automotive industry (RQA-A).

Note: The exact timing of the two assessment days is dependent on the number of participants and may differ from the mentioned times. Quality Austria recommends the seminar Preparation for the Quality Systems Manager Examination (QMPV). Should it not be possible to provide the proof of practical experience prior to the examination, it is still possible to take the examination. In this case, participants who pass the examination will obtain the certificate Quality Systems Manager "Candidate". As soon as Quality Austria receives the proof of practical experience the certificate will be upgraded free of charge. Furthermore, if candidates have insufficient proof of practical experience, it is possible to apply for the EOQ Quality Manager Junior Certificate.



CUSTOMER FEEDBACK

Rita Rezsnyak-Heksch, BSc

Quality Analyst
TE Connectivity Solutions GmbH, Bensheim, Germany

Participant of the online learning course "Complete Course Quality Management Representative" in Summer 2022

I was searching for a training opportunity in English for quality topics in Germany already in 2021. But interestingly enough, there was no possibility to participate at any online courses, only in German language. Then I found Quality Austria as a perfect solution, they offered the exact course that I needed, with an international certificate as well.

The online training not only saved us money and time, but also gave us the opportunity to make the sessions more flexible. The sessions were executed smoothly with Webex tool and all the listed topics were covered. The training materials were very thorough and always explained in the best possible way by our trainers. The portion of theoretical and practical lessons were combined in a way that we got also some insights from other participants, besides that of the trainers.

All in all, if someone is seeking for training opportunities with a highly qualified staff and presenters, Quality Austria is definitely highly recommended.

COMPLETE COURSE QUALITY MANAGEMENT REPRESENTATIVE

JOB PROFILE



Quality Management Representatives have the knowledge and skills needed for the implementation and further development of a quality management system based on standard requirements (ISO 9000 series with interfaces to other specifications and standards, as well as legal requirements). Furthermore, they are able to manage projects and analyze and improve organizational processes. They know

essential quality management methods and can apply these within a team. In their role as a professional, competent and motivated contact person for internal and external interested parties in terms of quality-related issues, Quality Management Representatives use their communication skills.

QBGS-E
1 x 5 days
1 x 3 days
09-17 h

Quality Management Representative

COURSE

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

PREREQUISITES

Qualified and relevant professional experience is advantageous

TARGET GROUP

Specialists who are responsible for implementing and maintaining quality management systems

CONTENTS Course material from 3 courses:

Integrated Management System – Requirements (IMS):

- System documentation
- Process management, risk management
- Norms, standards and their certification
- Management systems and their integration

Quality Management Systems (QMS):

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

Integrated Management System – Methods and Tools (IMSA):

- Methods for management systems
- Audits
- Legal aspects
- System related cost
- Group work

QBPV-E
1 day
09-17 h

**SEMINAR Preparation for examination
Quality Management Representative
(optional)**

SEMINAR

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

PREREQUISITES

It is recommended to attend the courses:

- Integrated Management System – Requirements (IMS)
- Quality Management Systems (QMS)
- Integrated Management System – Methods and Tools (IMSA)

TARGET GROUP

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

CONTENTS

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

QBP-E
1 day
09-17 h

**EXAMINATION
Quality Management Representative**

COURSE EXAMINATION

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

PREREQUISITES

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

FORMAT

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

CERTIFICATE Quality Management Representative

On request: EOQ Quality Management Representative



VIRTUAL POSSIBILITY

LEARN WHEREVER YOU WANT!

Our globally recognized training course for Quality Management Representatives is now available as virtual training! Also the examination can be conducted virtually.

What equipment do you need to get started? A functioning computer (or tablet) with microphone and webcam as well as a reliable internet connection!

LABORATORY QUALITY MANAGER AND LABORATORY ASSESSOR



JOB PROFILE

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

LQMAT
9 days
09-17h

**Laboratory Quality Manager and
Laboratory Assessor**

COURSE

The training covers valuable topics for accredited or to-be accredited laboratories such as uncertainty estimation, method validation, proficiency testing, calibration and risk management, as well as audit methods and tools. During the course the participants obtain knowledge about the process oriented approach to QMS, based on the latest version of the Standard ISO 9001.

PREREQUISITES

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

CONTENTS

This modular training program includes 9 interrelated workshops (WS) and an examination:

WS 1: ISO/IEC 17025, ISO 15189 Management System

WS 2: Quality Assurance and Quality Documentation

WS 3: Basic statistical tools for Laboratories

WS 4: Internal Quality Control for Laboratories, Method Validation

WS 5: Quantifying Uncertainty in Analytical Measurements

WS 6: Traceability of Measurements

WS 7: Inter-laboratory Quality Control Measures

WS 8: Risk Management

WS 9: Laboratory Audit



STRUCTURE OF THE COURSE

LQMAT → LQMATP

Note: If participants do not have the requested practical experience, the certificate Laboratory Quality Manager „Candidate“ or Laboratory Assessor „Candidate“ will be issued.

LQMATP
1 day
09-17h

**EXAMINATION for Laboratory
Quality Manager and Laboratory
Assessor**

COURSE
EXAMINATION

PREREQUISITES

Attendance of **qualityaustria**/EOQ training course LQMAT

CONTENTS

The purpose of the examination is to assess the applicants knowledge on the following subjects:

- Quality Management System: development, maintenance, improvement
- Specific Quality Assurance and Quality Control Tools for calibration and testing laboratory
- Laboratory Assessment: standards, tools, approaches

FORMAT

Examination for Laboratory Quality Managers:

- Written multiple choice test
- Group work followed by presentation

Examination for Laboratory Assessor:

- Written multiple choice test

CERTIFICATE

Laboratory Quality Manager, Laboratory Assessor

On request: EOQ Laboratory Quality Manager, EOQ Laboratory Assessor

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

For Laboratory Quality Managers: The competence of a Laboratory Quality Manager shall be reconfirmed using at least two of the below described recertification methods:

- 1.) Professional development by task-specific/related training (on-site, videoconferencing or e-learning) of at least one day (8 hours), which may include a knowledge evaluation (covering e.g. new developments on standards and/or relevant laws/new methods and instruments).
- 2.) Examination: The examination shall be designed to comply with PRU 14: EOQ Harmonized Examination System – Framework. The minimum sum of ERP for the examination shall be 20.
- 3.) Providing evidence regarding professional practice: Declaration

by the employer or by contractor(s) on at least one full year of work-experience in a function that includes tasks related to the “Laboratory Quality Manager” task description in the recertification period.

For Laboratory Assessors additionally: At least three complete system audits with at least 15 audit days either internal, 2nd or 3rd party audits (9 days of them on site) in the last 3 years, as to be declared by the employer or contractor(s)/customer(s) of the certified person.

Alternatively: Evaluation by a designated peer: 2 days of on-site witnessing, where the candidate is acting as auditor. The audit documentation prepared by the candidate shall be evaluated by the peer.

LEAN SIX SIGMA SPECIALIST (GREEN BELT)

JOB PROFILE



Lean Six Sigma Specialists (Green Belt) can successfully, profitably and sustainably establish Six Sigma as a method in companies and are able to implement improvement projects in practice. They make processes and process performance measurable in the context of improvement projects, achieve a profound understanding of the processes and on basis of this knowledge implement sustainable and effective improvements.



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

PREREQUISITES

Experience in dealing with management systems

TARGET GROUP

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

CONTENTS

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



STRUCTURE OF THE COURSE SERIES



The contents of the examination refer to the course SIXGB.

PREREQUISITES

Qualification in the course SIXGB

FORMAT

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

CERTIFICATE Lean Six Sigma Specialist (Green Belt)

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

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

Note: Part of the first training session is the definition of a **pilot project** relevant to the participant's company. This project is practically driven acc. to the participants' learning progress in the **period between the SIXGB training course and the reflection workshop SIXGBRW**: For the participants, this results in the additional benefit of being able to test and implement the acquired knowledge in practice. It should be possible to work out the pilot project within a period of 3 to 4 months. The company concerned thus benefits from the defined improvement project and its verifiable and measurable success during the training phase. You will receive information on how to select a suitable project during an information meeting with an expert from Quality Austria when you register for the training course. To participate in the training and to apply the skills acquired during the training, a statistics software is necessary. Each participant will receive a Six Sigma textbook and the Software Excel Add-In SigmaXL, which are included in the price of the training course.



TRAINING TIP

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

For further information and if you would like to receive an offer for a training in your company, please contact
johanna.koller@qualityaustria.com

STPS

Course Tools for data-driven process and quality control

QIISV


Course Modeling of processes with experimental data

QIIZA

Course Modeling of reliability

SIXYB
1 day
09-17 h

**SEMINAR Lean Six Sigma Specialist
(Yellow Belt)**



This course introduces the Lean Six Sigma method in a practice-oriented manner. Participants will get an overview of the most important methods and tools and will be able to actively plan, implement and control improvement projects in their company. Exercises ensure the immediate applicability of tools already during the training.

PREREQUISITES

None

TARGET GROUP

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

CONTENTS

- Overview of Lean and Six Sigma
- Improvement focus of Lean and Six Sigma
- Process model and value stream mapping
- Toyota Kata approach
- DMAIC process:
 - **Define:**
Voice of the Customer (VOC) and derived performance indicators (CTQ, critical to quality); Process visualization;
 - **Measure:**
Work with data – simple tools and overview of key Six Sigma concepts (e.g. MSA, process capability, sampling, ...)
 - **Analyze:**
Value & waste; overview of qualitative and quantitative tools (e.g. Ishikawa, 5 Why, graphical tools etc.)
 - **Improve:**
Selection and evaluation of solutions, 5S and Poka Yoke
 - **Control:**
Evaluation of effectiveness and sustainability of solutions

RLQMAT
2 days
09-17h

**REFRESHER COURSE for Laboratory
Quality Managers and Laboratory
Assessors**



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

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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

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

QM-DS
1 day
09-17 h

**QM-Workshop
Quality Data Science**



In this introductory workshop, the topic of Data Science is intensively discussed and worked on. We introduce the terminology of Data Science and present some methods how participants can work efficiently with their data using R (flexible open source data analysis tool). Special emphasis is put on the practical application of modern tools (keyword: Machine Learning) in concrete thematic issues. The participants have also the possibility to bring in individual topics.

PREREQUISITES

- Interest in working with data
- Experienced in using Excel
- Basic statistical knowledge

TARGET GROUP

Six Sigma Belts, Statisticians (STPS/STQII), Quality Management Representatives, Quality Systems Managers

CONTENTS

- Introduction to R/RStudio (Open source software for data science)
- Exploratory graphical data analysis for numerical and textual data
- Data processing
- Overview and application of some simple machine learning (ML) tools
- Outlook AI: Deep learning
- Practical exercise: "Bring your data"

IMSAU
2 days
09-17 h

**SEMINAR Upgrade for Quality
Management Representatives –
Compact**



In this one-day seminar, the participants are introduced to the tools and methods of the Integrated Management System, building on their training Quality Management Representative – Compact (see page 16). After completion of this seminar, you will be able to credit the IMS and IMSA (see page 10) course for your in-depth training in quality management.

PREREQUISITES

Valid **quality**austria certificate Quality Management Representative – Compact or successful completion of the exam Quality Management Representative – Compact

TARGET GROUP

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

CONTENTS

- 4D Report, Mind Map
- Legal Aspects, System-Related Costs
- Standards and Certifications
- Management Systems and their Integration
- Risk Management
- In-depth Group Work and Knowledge Check



ENVIRONMENT AND ENERGY

VIRTUALLY ON REQUEST!



COURSE SERIES

- Compact course Environmental Management
Representative – Compact26
- Course series Environmental Management27
- Course series Energy Management29



SEMINAR

- Fundamentals of Life Cycle Assessment and Carbon Footprinting30



REFRESHER COURSE

- Energy Management – Revision of ISO 50001 under
consideration of ISO 50003ff30

CONTACT



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ENVIRONMENTAL MANAGEMENT REPRESENTATIVE – COMPACT

JOB PROFILE

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



STRUCTURE OF THE COURSE SERIES



TRAINING TIP

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



Internal Auditor – Compact

(page 6)

UBK
4 days
09-17 h

Environmental Management Representative – Compact

COURSE

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

PREREQUISITES None

TARGET GROUP

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

CONTENTS

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

UBKP
30 minutes

EXAMINATION Environmental Management Representative – Compact

COURSE EXAMINATION

The content of the exam refers to the course UBK.

PREREQUISITES

Training according to the course UBK.

FORMAT

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

CERTIFICATE

Environmental Management Representative – Compact



As an additional service, the corresponding IQNET Certificate will be issued free of charge and you will enter the list of registered professionals on the IQNET Academy website.

VALIDITY OF CERTIFICATE 5 years

CRITERIA FOR EXTENSION

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



ENVIRONMENTAL MANAGEMENT

JOB PROFILES



Environmental Management Representatives

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

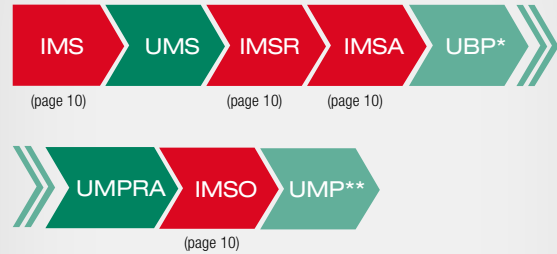


Environmental Systems Managers

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



STRUCTURE OF THE COURSE SERIES



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

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

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

UMS
3 days
09-17 h

Environmental Management Systems

COURSE

Participants learn the requirements of ISO 14001 and EMAS regulations for constructing an environmental management system. They know how to formulate and pursue environmental objectives as well as how to identify and assess environmental aspects.

PREREQUISITES

Qualified and relevant professional experience is advantageous

TARGET GROUP

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

CONTENTS

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

UBP
1 day
09-17 h

EXAMINATION Environmental Management Representative (optional)

COURSE EXAMINATION

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

PREREQUISITES

Training in accordance with the courses IMS, UMS, IMSR and IMSA; 2 years of qualified professional experience, one of these in the field of environmental management

FORMAT

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

CERTIFICATE Environmental Management Representative

On request: EQQ Environmental Management Representative

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

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

UMPRA
3 days
09-17 h

Environmental Management in Practice



COURSE

You recognize ecological interrelations, evaluate environmental trends, prepare material and energy balances and derive potentials for energy efficiency and possible savings.

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

- Current environmental trends and ecology
- Ecological context and raising environmental awareness
- Deepening the understanding of environmental aspects and environmental impacts, e.g. climate change, Austrian Assessment Report, ecological footprint, material cycles, biodiversity, etc.
- Material and energy efficiency – environmental technology
- Conveying practical technical basic knowledge
- Introduction in environmental technology
- Environmental economy
- Calculation of efficiency of environmental actions
- Environmental controlling and environmental reporting
- Environmental cost accounting
- Insight into the greenhouse gas balance
- Reporting according to ISO 14064

UMP
2 days
09-17 h

EXAMINATION Environmental Systems Manager



COURSE
EXAMINATION

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

PREREQUISITES

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

FORMAT

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

CERTIFICATE **Environmental Systems Manager**

On request: EOQ Environmental Manager

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

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

ENERGY MANAGEMENT

JOB PROFILE

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

POSSIBLE SUPPLEMENTARY CERTIFICATES

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



STRUCTURE OF THE COURSE SERIES



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



TRAINING TIP

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



The participants learn the specific requirements of ISO 50001 for establishing an energy management system.

PREREQUISITES

- Self-study of the fundamentals of management systems*¹ or mastery of the content of the course IMS (see page 10) or valid **qualityaustria** Certificate Systems Representative, Systems Manager
- Verifiable experience in the field of management systems

TARGET GROUP

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

CONTENTS

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



Based on the course Energy Management (UMEM), this course provides participants with an overview of the essential technologies, their applications in the company and the economic framework conditions.

PREREQUISITES

Mastery of the content of the fundamentals of management systems*¹ or course IMS (see page 10); mastery of the content of the course UMEM

TARGET GROUP

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

CONTENTS

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

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



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

PREREQUISITES

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

FORMAT

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

CERTIFICATE Energy Management Representative

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

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



Climate protection is becoming increasingly important and so is the avoidance of CO₂ emissions. Of course, this requires correct balancing. In this course, we teach you the necessary basics.

PREREQUISITES None

TARGET GROUP

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

CONTENTS

- Basics of the life cycle analysis (LCA): Structure and procedures, system boundaries, data collection, impact assessment indicators and balances, interpretation and communication, quality characteristics
- Compensation mechanisms: What is behind all these statements?
- Focus on Corporate Carbon Footprint ISO 14064
- Balancing of electricity and specific characteristics
- Focus: Carbon Footprint of Products, ISO 14067
- Environmental footprint for a green Single European Market
- Climate finance: footprint of investments



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

PREREQUISITES

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

TARGET GROUP

Companies certified acc. to ISO 50001, Environmental System Representatives, Energy Officers, Energy Representatives, Internal Energy Auditors

CONTENTS

- ISO 50001 revision – the revised standard in comparison with former ISO 50001
- Comparison of ISO 50001 with ISO 14001
- Austrian climate and energy strategy 2030 as a relevant external context
- Data and facts from the current climate protection report
- Severe risks and costs due to climate change
- Motivation and objectives / targets of ISO 50003
- Background information on calculation of audit time based on ISO 50003
- ISO 50004, ISO 50006 and ISO 50016



TRAINING TIP

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



Circular Globe
Transformation Coach

(page 55)



OCCUPATIONAL HEALTH & SAFETY

VIRTUALLY ON REQUEST!



COURSE SERIES

- Compact course Occupational Health and Safety Management
Representatives – Compact32
- Course series Occupational Health & Safety Management33
- Course series SHE Training for Operational Supervisors (SCC)35
- Course series SHE Training for Operational Workers (SCC)36



CONTACT



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OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT REPRESENTATIVE – COMPACT



JOB PROFILE

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



STRUCTURE OF THE COURSE SERIES



TRAINING TIP

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



Internal Auditor – Compact

(page 6)

SBK
4 days
09-17 h

Occupational Health and Safety Management Representative – Compact

COURSE

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

PREREQUISITES None

TARGET GROUP

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

CONTENTS

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

SBKP
30 minutes

EXAMINATION Occupational Health and Safety Management Representative – Compact

COURSE EXAMINATION

The content of the exam refers to the course SBK.

PREREQUISITES

Training according to the course SBK.

FORMAT

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

CERTIFICATE Occupational Health and Safety Management Representatives – Compact



As an additional service, the corresponding IQNET Certificate will be issued free of charge and you will enter the list of registered professionals on the IQNET Academy website.

VALIDITY OF CERTIFICATE 5 years

CRITERIA FOR EXTENSION

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



OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

JOB PROFILES



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



Occupational Health and Safety (OH&S) Systems Managers

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



Furthermore, the corresponding tools can be applied to implement OH&S management with the company and improve the relevant processes.

SMS
3 days
09-17 h

Occupational Health and Safety Management Systems

COURSE

Establishing and maintaining an occupational health and safety management system requires a detailed knowledge of ISO 45001, SCC/SCP and other regulations on the subject. In addition to providing comprehensive basic knowledge on the relevant regulations and their possible interpretations, this course also informs about the respective legal framework as well as conducting internal audits.

PREREQUISITES

Qualified and relevant professional experience is advantageous

TARGET GROUP

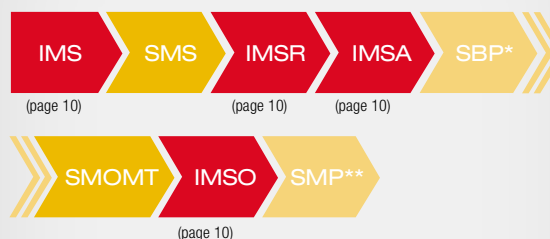
Specialists, who are responsible for establishing and maintaining occupational health and safety management systems. This course is especially suitable for safety experts, occupational physicians and safety representatives.

CONTENTS

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



STRUCTURE OF THE COURSE SERIES



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

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

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

SBP
1 day
09-17 h

EXAMINATION Occupational Health and Safety Management Representative (optional)

COURSE EXAMINATION

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

PREREQUISITES

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

FORMAT

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

CERTIFICATE Occupational Health and Safety Management Representative

On request: EOQ Occupational Health and Safety Management Representative

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

- Proof (e.g. letter from employer, interim certification, self-declaration) of 1 year of professional practice in the field of occupational health and safety management within the last 3 years.
- Refresher course for Integrated Management Systems (RIMS) or appropriate **qualityaustria** training.

SMOMT
3 days
09-17 h

Safety Management – Operational Management Techniques



COURSE

This course conveys the practical/operational implementation of legal and normative requirements on the subject of occupational health and safety management systems.

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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

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

SMP
2 days
09-17 h

EXAMINATION Occupational Health and Safety Systems Manager



COURSE EXAMINATION

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

PREREQUISITES

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

FORMAT

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

CERTIFICATE

Occupational Health and Safety Systems Manager

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

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

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



MODULAR DESIGN

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

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

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

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

SHE TRAINING FOR OPERATIONAL SUPERVISORS (SCC)

JOB PROFILE



Operational Supervisors have the necessary knowledge relating to the required basics of Occupational Health and Safety, as defined by the sector committee SCC Austria in the SCC Document A17 / Version 2011. Furthermore, they have also obtained the basics for establishing verification documents and carrying out work place evaluations.

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

SGU
3 days
09-17 h

**SHE Training
for Operational Supervisors (SCC)**


COURSE

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

PREREQUISITES None

TARGET GROUP

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

CONTENTS

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

SGUP
2 hours

**EXAMINATION
for Operational Supervisors (SCC)**


COURSE EXAMINATION

The contents of the examination refer to the course SGU/SGUU.

PREREQUISITES

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

FORMAT

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

CERTIFICATE SHE for Operational Supervisors



STRUCTURE OF THE COURSE SERIES



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

SGUU
1 day
09-17 h

**UPGRADE
for Operational Supervisors (SCC)**


COURSE

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

PREREQUISITES

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

CONTENTS

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

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

VALIDITY OF THE CERTIFICATE 10 years

SHE TRAINING FOR OPERATIONAL WORKERS (SCC)



JOB PROFILE



Operational Workers have the necessary knowledge relating to the required basics of Occupational Health and Safety, as defined by the sector committee SCC Austria in the SCC Document A18 / Version 2011.

Furthermore, they have also obtained the basics for establishing verification documents and carrying out work place evaluations.



STRUCTURE OF THE COURSE SERIES



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

SGU-MA
3 days
09-17 h

SHE training
for Operational Workers (SCC)



COURSE

This course provides the participants basic knowledge about occupational safety, health and environmental protection and is aimed at employees at the operational level (e.g. workers, fitters).

PREREQUISITES None

TARGET GROUP

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

CONTENTS

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

SGUU-MA
1 day
09-17 h

UPGRADE
for Operational Workers (SCC)



COURSE

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

PREREQUISITES

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

CONTENTS

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

SGUP-MA
1 day
09-17 h

EXAMINATION
for Operational Workers (SCC)



COURSE EXAMINATION

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

PREREQUISITES

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

FORMAT

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

CERTIFICATE SHE for Operational Workers

VALIDITY OF THE CERTIFICATE 10 years

After the 10 years a new exam in accordance with the requirements of the Sectoral Committee SCC Austria is required.

Note: Quality Austria is a training organization accredited to EN 17024 and a recognized auditing organization according to the requirements of document A18 of SK-SCC Austria. Therefore, the certificates are also recognized in Germany, the Netherlands, Belgium and Switzerland.



AUTOMOTIVE

VIRTUALLY ON REQUEST!



COURSE SERIES

COURSE

- Compact course Internal Auditor Automotive – Compact38
- Course series Quality Management in the Automotive Industry40



SEMINARS

SEMINAR

- Automotive Core Tools39
- Auditor Training ISO 19011 for VDA 6.3 Process Auditors39
- Problem-solving process 8D Report39

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INTERNAL AUDITOR AUTOMOTIVE – COMPACT



JOB PROFILE

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



STRUCTURE OF THE COURSE SERIES

AQMS → AIAK → AIAKP

AQMS
2 days
09-17 h

Quality Management Automotive

COURSE

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

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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

AIAK
3 days
09-17 h

Internal Auditor Automotive – Compact

COURSE

In this compact course, the participants will obtain basic knowledge in conducting internal audits.

PREREQUISITES

Mastery of the course AQMS; knowledge of ISO 9001; qualified and relevant professional experience is advantageous

TARGET GROUP

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

CONTENTS

- ISO 19011
- The Automotive Process Approach
- Risk-based thinking
- Automotive-specific requirements for the audit process
- Link between IATF 16949, Core Tools and customer-specific requirements

AIAKP
1 hour

EXAMINATION
Internal Auditor Automotive – Compact

COURSE EXAMINATION

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

PREREQUISITES

Training in accordance with the courses AQMS and AIAK

FORMAT

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

CERTIFICATE **Internal Auditor Automotive – Compact**

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

- Proof (e.g. confirmation by the employer, interim certificate, self-declaration) of three years of professional experience in the automotive industry in the last 5 years.
- Proof of IATF system audits (at least 10 days in total, including preparation and follow-up) within the last 5 years.
- Refresher Course for Quality Managers and Auditors in the Automotive Industry (RQA-A) or other creditable **qualityaustria** training course.

ACT
2 days
09-17 h

SEMINAR Automotive Core Tools



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

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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

8DREP
2 days
09-17 h

SEMINAR Problem-solving process 8D Report



The problem-solving process according to 8D is a systematic and team-oriented method for sustainable troubleshooting.

PREREQUISITES

None

TARGET GROUP

Any person in a company who is involved in the problem-solving process.

CONTENTS

- The documented problem-solving process in a team and its integration in the overall organization from the supplier to the customer
- Finding the cause of errors using methods such as Ishikawa, Pareto analysis, 5 Whys, etc.
- Limitation of damage / loss versus root cause
- Facilitation, communication and prioritization techniques: Brainstorming, card techniques, Ishikawa, Pareto analysis
- Opportunities and risks of the problem-solving process
- Framework conditions for initiating and implementing corrective actions or improvement measures

Note: This seminar can be shortened or extended as needed.

AVDA
3 days
09-17 h

SEMINAR Auditor Training ISO 19011 for VDA 6.3 Process Auditors



(Process) audits are a recognized method for improving corporate performance. In the course participants are given the most important basic knowledge for correct auditing. They will learn how an audit process is designed, how added value is generated and how an audit report is formulated correctly. Furthermore, key terms are explained and the most important audit effects are explained.

PREREQUISITES

Basic knowledge of terms of quality management

TARGET GROUP

Managers and junior managers who want to assess, evaluate and improve management systems regardless of the type, structure and size of the organization.

CONTENTS

- ISO 19011
- Audit-relevant terms
- Performance of audits
- Leading and directing an audit program
- Carrying out an audit
- Competence and evaluation of auditors

QUALITY MANAGEMENT IN THE AUTOMOTIVE INDUSTRY



JOB PROFILES

Quality Management Representative in the Automotive Industry can interpret, implement and further develop the requirements model of IATF 16949 in a company-specific manner. Furthermore, they have the competence to apply the methods for the implementation and control of process management and the relevant quality methods and quality techniques. In addition, they can interpret and apply the automotive core tools (APQP, FMEA, MSA, SPC, PPAP) in the product life cycle.



Quality Systems Manager in the Automotive Industry have the necessary knowledge and skills to set up and efficiently develop a company-specific quality management system (ISO 9000 ff.) taking into account the current automotive-specific additional requirements. In addition, they have mastered the common tools / methods used in the automotive industry such as statistical methods for evaluating / securing processes, knowledge of carrying out project management using methods such as FMEA, APQP, PPAP etc. They are able to evaluate and continuously improve company processes using audit methods from the automotive industry to actively participate in the development of the organization.

In addition, they have mastered the common tools / methods used in the automotive industry such as statistical methods for evaluating / securing processes, knowledge of carrying out project management using methods such as FMEA, APQP, PPAP etc. They are able to evaluate and continuously improve company processes using audit methods from the automotive industry to actively participate in the development of the organization.

Note: If participants cannot provide the proof of practical experience prior to the examination, it is still possible to take the examination. In this case, participants who pass the examination will obtain the certificate with status "Candidate". As soon as Quality Austria receives the proof of practical experience the certificate will be upgraded free of charge.



STRUCTURE OF THE COURSE SERIES



* It is not required to take the Quality Management Representative examination in order to become a Quality Systems Manager.



TRAINING TIPS

Based on this course, we recommend as a further training:

AQMA Course series Auditor Automotive

AQ/AQA Course series Quality Technique in the Automotive Industry

For further information and if you would like to receive an offer for a training in your company, please contact johanna.koller@qualityaustria.com

AQMS
 2 days
 09-17 h

Quality Management Automotive

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

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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

ACT
 2 days
 09-17 h

Automotive Core Tools

COURSE

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

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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

ABP
1 day
09–17 h

EXAMINATION
**Quality Management Representative
in the Automotive Industry** (optional)

 COURSE
EXAMINATION

The contents of the examination refer to the courses IMS, AQMS, IMSA and ACT.

PREREQUISITES

Training in accordance with the courses IMS, AQMS, IMSA and ACT. Further 2 years of practical professional experience, one of these in quality assurance or quality management

FORMAT

The written examination consists of multiple-choice questions. Duration: 30 minutes

The oral examination consists of an interview focused on specialist knowledge and implementation skills. Duration: 10 minutes

CERTIFICATE **Quality Management Representative in the Automotive Industry**

VALIDITY OF CERTIFICATE 3 years

CRITERIA FOR EXTENSION

- Proof (e.g. letter from employer, interim certification, self-declaration) of 1 year of professional practice in the field of automotive management within the last 3 years.
- Refresher course for Quality Managers and Auditors with focus on the Automotive industry (RQA-A).

AMSPR
2 days
09–17 h

**Automotive Management Systems –
Project Management**

 COURSE

This course teaches participants the methods for a systematic approach to developing and implementing a quality management system (e.g. according to IATF 16949) in your company.

PREREQUISITES

None (quality management or automotive experience is advantageous)

TARGET GROUP

Managers and junior managers who further develop quality management systems and organizations.

CONTENTS

- Introduction of a management system as a project
- Manage changes in the company with projects
- Requirements for certification (according to the IATF certification rules)

AMK
3 days
09–17 h

Automotive Methodology Toolbox

 COURSE

This course provides participants with an overview of methods used in the automotive industry.

PREREQUISITES

None (quality management or automotive experience is advantageous)

TARGET GROUP

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

CONTENTS

- Internal Audits (Consideration of customer requirements)
- Fault Tree Analysis (FTA)
- Failure analysis
- Total Productive Maintenance (TPM)
- Design for Manufacturing & Assembly (DFMA)
- Design For Six Sigma (DFSS)

AMPV
1 Tag
09–17 h

**SEMINAR Preparation for Examination
Quality Systems Manager in the Auto-
motive Industry** (optional)

 SEMINAR

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

PREREQUISITES

It is recommended to master the content of the courses IMS, AQMS, IMSA, ACT, AMK, IMSO and AMSPR.

TARGET GROUP

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

CONTENTS

- Implementation of a multiple choice test (complies with the examination standard)
- Moderation of a case example (complies with the examination standard)
- Presentation of a case example
- Reflection and comment on the moderation, presentation and group results by the trainer

The contents of the examination refer to the courses IMS, AQMS, IMSA, ACT, AMK, IMSO and AMSPR.

PREREQUISITES

Training in accordance with the courses IMS, AQMS, IMSA, ACT, AMK, IMSO and AMSPR. Further 4 years of practical professional experience, 2 of these in quality assurance or quality management

FORMAT

The written examination consists of multiple-choice questions. Duration: 60 minutes

The oral examination consists of a group moderation (solving a case study) with 1.5 hours and a presentation with 10 minutes. Subsequent to the presentation, 3 expert questions are asked, referring to the presentation and/or training content (approx. 10 minutes).

CERTIFICATE

Quality Systems Manager in the Automotive Industry

VALIDITY OF CERTIFICATE 3 years

CRITERIA FOR EXTENSION

- Proof (e.g. letter from employer, interim certification, self-declaration) of 2 year of professional practice in the field of automotive management within the last 3 years.
- Refresher course for Quality Managers and Auditors with focus on the Automotive industry (RQA-A).

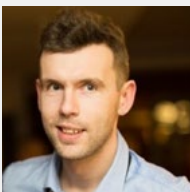


CUSTOMER FEEDBACK



Jolanta Žalūdienė

Participant of the online learning course "Auditor Training ISO 19011 for VDA 6.3 Process Auditors" in Spring 2022



Simonas Muižė

Participant of the online learning course "Auditor Training ISO 19011 for VDA 6.3 Process Auditors" in Spring 2022



Mindaugas Vilkas

Quality Manager

Participant of the online learning course "Auditor Training ISO 19011 for VDA 6.3 Process Auditors" in Spring 2022

"This course was excellent, the amount of information, examples and presentations are provided professionally. Course Instructor shows great knowledge and professionalism. He was most helpful in examples and discussion forums. I highly recommend this course. Thanks a lot." (Jolanta Žalūdienė)

"A very charismatic lecturer who knows his job well, he spreads the teaching material smoothly with good examples." (Simonas Muižė)

"Online training was well organized. The provided training material was very interesting and useful. The lecturers professionalism and competence made the material easy to understand. In this training participated experienced and not experienced people in field of audit, so it was a very good opportunity for experience to renewal of knowledge and for not experienced to gain the knowledge. I would recommend this training for others." (Mindaugas Vilkas)



FOOD SAFETY

VIRTUALLY ON REQUEST!



COURSE SERIES

- Course series Food Safety Expert44



SEMINARS

- Critically examine and optimize HACCP systems46
- IFS Representative – Compact Food Safety Management46
- Hygiene training course 46
- Allergen management 46
- Food Fraud 47
- ISO 22000 and FSSC 22000 – Basics and successful implementation of the requirements in practice 47
- Food Defense47
- Internal Auditor – Professionally Performing Audits in the Food Industry47

CONTACT



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FOOD SAFETY EXPERT



JOB PROFILE



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



STRUCTURE OF THE COURSE SERIES



LMR
2 days
09–17 h

Hygiene Management – Microbiology and Food Law

COURSE

In this course fundamentals of microbiology and food law are conveyed. Participants are given an overview of the hazards associated with microorganisms and ways of influencing growth, multiplication and toxin production are imparted. They learn to identify and accurately assess microbiological risks and ensure their company's success on the market through monitoring and preventive measures. In order to better understand the prevailing legal situation for food safety and hygiene, the most important national and international legal requirements are explained in a practical context and a professionally founded way.

PREREQUISITES

Work experience in the fields of food hygiene and product safety

TARGET GROUP

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

CONTENTS

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

LBPH
3 days
09–17 h

Hygiene Management – Operational and Personnel Hygiene, HACCP

COURSE

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

PREREQUISITES

Work experience in the fields of food hygiene and product safety

TARGET GROUP

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


CONTENTS

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

Project work: A project must be prepared between the course blocks LBPH and LMS. This project should include the most important parts of a food safety concept and is a prerequisite for successful completion of the course and the examination.

LMS
3 days
09–17 h

Hygiene Management – Management Systems, Norms, Standards

 COURSE

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

PREREQUISITES

Work experience in the fields of food hygiene and product safety

TARGET GROUP

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

CONTENTS

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

LHP
1 day
09–17 h

**EXAMINATION
Food Safety Expert**

 COURSE
EXAMINATION

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

PREREQUISITES

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

FORMAT

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

CERTIFICATE **Food Safety Expert**

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

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



TRAINING TIP

Based on this course, we recommend as a further training:
LB Quality Management Representative with focus Food Safety
LM Quality systems Manager with focus Food Safety



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



Johanna Koller

Proposals for and Organization of Inhouse Training Sessions, International Trainings
johanna.koller@qualityaustria.com

LHACCP
1 day
09-17 h

SEMINAR Critically examine and optimize HACCP systems



In the course of this seminar the necessary theoretical basic knowledge is conveyed and the participants are encouraged to critically scrutinize and optimize the already existing company specific HACCP system.

PREREQUISITES None

TARGET GROUP

Members of the HACCP team and all employees who are responsible for product safety and legality.

CONTENTS

- HACCP acc. to the fundamentals of the Codex Alimentarius
- Critical examination of the internal HACCP concept and derivation of necessary improvement measures
- Requirements of the HACCP concept from the viewpoint of legislative authorities and re-spective food safety standards
- Verification of the HACCP concept – How effective is the system?

LHYG-P
1 day
09-17 h

SEMINAR Hygiene training course



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

PREREQUISITES None

TARGET GROUP

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

CONTENTS

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

LIFS
2 days
09-17 h

SEMINAR IFS Representative – Compact Food Safety Management



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

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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

LALM
1 day
09-17 h

SEMINAR Allergen management



Dealing with allergenic sub-stances is a special challenge for many food companies. It is important to critically assess the hazards posed by allergens and to have control measures from receipt to dispatch in place, to ensure that unintended cross contamination by allergens is minimized.

PREREQUISITES None

TARGET GROUP

Employees of the HACCP team, employees working in production, purchasing, product development/marketing and quality assurance

CONTENTS

- Allergens and substances that cause intolerance: facts & basics
- Legal requirements
- Allergen management: implementation in practice (hazard analysis and assessment of associated risks, limits, challenges)
- Requirements from standards and norms
- Analytical methods

LFF
1 day
09–17 h

SEMINAR
Food Fraud



Learn more about the main reasons for the increase in food fraud and how possible strategies to protect your own products can be developed.

PREREQUISITES None

TARGET GROUP

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

CONTENTS

- Backgrounds for Food Fraud
- Main challenges
- Food Fraud Mitigation: Vulnerability Assessment and Vulnerability Control Plan
- Measures to successfully minimize risks
- Food Fraud requirements in food safety standards

LMISO
2 days
09–17 h

SEMINAR ISO 22000 and FSSC 22000 –
Basics and successful implementation
of the requirements in practice



ISO 22000 specifies the requirements on a food safety management system and is a worldwide harmonized standard for companies in the entire food supply chain. In the course of this seminar the necessary measures to fulfil the requirements of the standard are conveyed in a practice oriented manner and individual focuses for a successful and efficient implementation are explained. Furthermore, it will be shown how a food safety management system according to ISO 22000 or FSSC 22000 can be improved and kept alive.

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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

LFD
1 day
09–17 h

SEMINAR
Food Defense



The main objective of this seminar is to show how to implement a Food Defense Plan in order to reduce the risks deriving from an intentional adulteration.

PREREQUISITES None

TARGET GROUP

Food Defense Officers, Quality Managers, managers and senior management, internal auditors

CONTENTS

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

LAU
1 day
09–17 h

SEMINAR Internal Auditor –
Professionally Performing Audits
in the Food Industry



All necessary steps of an audit – from planning to conduct, preparation of corrective action plans, reporting to review of the effectiveness – are discussed and worked out using examples.

PREREQUISITES None

TARGET GROUP

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

CONTENTS

- Audit principles and audit process
- Requirements for auditors (expertise)
- Audit procedure – tips and tricks
- Practical exercises of different audit situations with the help of case studies



TRANSPORT

VIRTUALLY ON REQUEST!



COURSE SERIES

- Course series Expert for Railway Safety Management Systems 49

COURSE

CONTACT



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EXPERTS FOR RAILWAY SAFETY MANAGEMENT SYSTEMS

JOB PROFILE

Experts for Railway Safety Management Systems have the necessary knowledge and skills to implement and apply the requirements from the fourth railroad package specifically for their company. They are able to establish and continuously develop a safety management system.



STRUCTURE OF THE COURSE SERIES



Note: After the Expert for Railway Safety Management Systems (ESE), a project work is planned as an integral part of the exam.

ESE
2 days
09–17 h

Expert for Railway Safety Management Systems

COURSE

The aim of the course is to teach participants who work in the railway sector the essential aspects of the framework and content of the Railway Safety Management System.

PREREQUISITES

Basic knowledge of railway engineering as well as of quality management systems.

TARGET GROUP

(Railway-)operations manager, Quality/Environmental/Occupational Health and Safety Manager etc.

CONTENTS

- Introduction to Railway Safety Management Systems
- Background, purpose, and scope of the fourth railway package
- ISO/IEC guidelines on railway safety management systems
- Basics and scope of risk management (representatives) in the railway sector
- Railway Safety Management Systems acc. to Regulation (EU) 2018/762
- Safety culture
- Structure and use of the railway safety management system acc. to EU Regulation 2018/762 and according to the ERA Maturity Model
- ECM Directive (EU) 2019/779: Requirements and evaluation criteria
- Management Summary, differences to ECM Directive (EU) 445/2011
- Application forms / certification forms
- Report of Entity in charge of maintenance

PROJECT WORK

After the training, a project must be prepared. This project work is an integral part of the examination.



TRAINING TIPS

Based on this course, we recommend as a further training:

- ECM

Entity in Charge of Maintenance (ECM) of Regulation (EU) 2019/779 – Railway Safety
- WS-RM

Risk management in railway operations for managing personnel
- IRIS

IRIS – Quality Management in the Railway Industry

For further information and if you would like to receive an offer for a training in your company, please contact johanna.koller@qualityaustria.com

ESEP
30 minutes

EXAMINATION Expert for Railway Safety Management Systems

EXAMINATION

The content of the examination refers to the course ESE.

PREREQUISITES

- Training in accordance with the course ESE
- Positive assessment of the project work

FORMAT

The written examination consists of multiple-choice questions and takes 30 minutes.

The oral examination consists of a presentation and an in-depth discussion of the project as well as additional questions from the courses.

CERTIFICATE

Upon successful completion of the examination, the candidate will receive the certificate **Expert for Railway Safety Management Systems**

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

- Proof (e.g. confirmation by the employer, interim certificate, self-declaration) of 1 year of professional experience in the field of railway safety management systems or equivalent within the last 3 years.
- One day Refresher course in the area or other **qualityaustria** training.



RISK, SECURITY AND COMPLIANCE

VIRTUALLY ON REQUEST!



COURSE SERIES

- Course series Risk Management51
- Course series Business Continuity Management53



SEMINAR

- Prevention of corruption through ISO 3700152



REFRESHER COURSE

- Risk Management and Business Continuity Management52

CONTACT



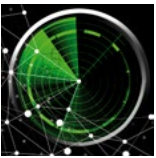
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RISK MANAGEMENT

JOB PROFILES

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



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



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

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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



STRUCTURE OF THE COURSE SERIES



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

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



The contents of the examination refer to the course RB.

PREREQUISITES

Training in accordance with the course RB

FORMAT

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

CERTIFICATE **Risk Management Representative**

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

- Proof (e.g. letter from employer, interim certification, self-declaration) of 1 year of professional practice in the field of risk management within the last 3 years.
- Refresher course Risk Management (RMM) or appropriate **qualityaustria** training.



Risk management is an organizational cross sectional task which is meaningfully integrated into a company-wide management system. This course teaches how risk management systems are specifically set up, integrated and further developed. Special points of contacts with management systems (e.g. ISO 9001/ISO 14001/ISO 45001, etc.) are considered. In addition ISO 31000 and statutory framework conditions will be covered in depth. Furthermore, aggregation of individual damage potentials of an overall risk position are conveyed.

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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



Participants learn about the central and practical elements of anti-bribery management and learn which steps to take for systematic mitigation of the risks of corruption and how to profit from anti-bribery management in the context of international tenders and supplier relationships. This is especially important in case that the corruption management is part of the compliance management system (ISO 37301:2021).

PREREQUISITES

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

TARGET GROUP

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

CONTENTS

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



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

PREREQUISITES

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

FORMAT

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

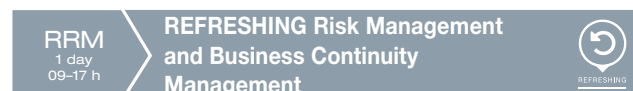
CERTIFICATE Risk Manager

On request: EOQ Risk Manager

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

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



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

PREREQUISITES None

TARGET GROUP

Risk Management Representatives, Risk Managers incl. focus, Risk Auditors and Assessors, Business Continuity Management Representatives and Business Continuity Managers

CONTENTS

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

BUSINESS CONTINUITY MANAGEMENT



JOB PROFILE

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



STRUCTURE OF THE COURSE SERIES



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

BCMM
2 days
09–17 h

Business Continuity Manager

COURSE

Targeted and systematic prevention is the best protection a company has against damage. Risk and safety management (Business Continuity Management BCM) are management systems, which have preventive corporate security as their objective.

PREREQUISITES

Master of contents of the course RB; experience in the areas of quality, environmental or safety management is beneficial

TARGET GROUP

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

CONTENTS

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

BCMP
1 day
09–17 h

**EXAMINATION
Business Continuity Manager**

COURSE EXAMINATION

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

PREREQUISITES

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

FORMAT

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

CERTIFICATE **Business Continuity Manager**

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA FOR EXTENSION

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



SUSTAINABILITY & ESG MANAGEMENT

VIRTUALLY ON REQUEST!



COURSE SERIES

COURSE

- Online Course series Circular Globe Transformation Coach – Certification Course55



WORKSHOP

WORKSHOP

- Circular Globe – Implementation Workshop56

CONTACT



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CIRCULAR GLOBE TRANSFORMATION COACH – CERTIFICATION COURSE

JOB PROFILE

Circular Globe Transformation Coaches are able to develop concepts of circular economy in the organization. Furthermore, they are able to assess the initial situation of the organization as well as to identify potential in their own organization and to derive feasible projects from it. They understand the assigned tasks for the implementation, know about the necessary project steps and know best practice examples in order to benchmark their approaches. The graduates are familiar with systematic approaches on which such change projects are based on.



STRUCTURE OF THE COURSE SERIES

CGF-E → CGT-E → CGE-E → CGI-E → CGP-E

Note: This training is carried out in cooperation with SQS.

Project work: Throughout the course series a project work has to be developed by the participants. This project work is an integral part of the exam.

CGF-E
2 days
09-17 h

Circular Globe – Foundation Course

COURSE

Circular economy is an imperative trend in our economy necessary to make a significant contribution towards a sustainable economy. In this online course the concepts, their potential, and how organizations can use these approaches in practice will be clarified and discussed using sample projects.

PREREQUISITES

Willingness to change and courage to innovate; experience in business transformation is advantageous

TARGET GROUP

Innovation managers, intra-/entrepreneurs, business developers, organizational developers, persons responsible for changes (e.g. system managers, representatives etc.)

CONTENTS

- Introduction to the circular economy
- Analysis of technical and biological cycles
- Influence of circular models on the business model
- Innovation in the direction of circular product/service systems
- Actively shaping the value network and generating values related to the circular economy
- Essential success factors and stumbling blocks in the implementation – the Circular Globe model as a compass

CGT-E
2 days
09-17 h

Circular Globe – Technical and Biological Concepts Course

COURSE

In this course, the specific technical and biological circular systems that are central to the implementation of the circular economy are considered. These cycles have to be designed along the value chain. Product development and material cycles are therefore of crucial importance. However, digital processes and the corresponding analysis of big data are also central influencing factors for implementation. The participants will be able to identify the areas of activity that are important for their specific projects.

PREREQUISITES

Willingness to change and courage to innovate; experience in business transformation is advantageous

CONTENTS

- Biological and technical cross-value chains
- Eco-design with a circular economy focus
- Specific aspects: product lifetime extension, product as a service etc.
- Importance of product and material cycles
- Closed loops along the value chain
- Energy, greenhouse gases and other emissions
- Inclusion of the upstream and downstream supply chain
- Digitalization as an enabler for the circular economy
- Political/legal environment: future trends and requirements

CGE-E
2 days
09-17 h**Circular Globe – Circular Economy
Business Model Deployment**

COURSE

In many organizations, the implementation of the circular economy means a major development or even radical change of the business model. The corresponding transformation processes to a circular value creation form the center of this course. To this end, success factors and stumbling blocks are identified using best practice case studies and are discussed with the participants.

PREREQUISITES

Willingness to change and courage to innovate; experience in business transformation is advantageous

CONTENTS

- Circular economy and the imperative for new business models
- Criteria for a circular economy business model
- Success factors and stumbling blocks for business model innovations
- Case studies for successful circular economy projects
- Implementation planning and system approach: planning, implementation, monitoring and measurement
- Importance of stakeholder involvement
- Management of the value network, up-/downstream view

CGP-E
1 day
09-17 h**EXAMINATION Circular Globe
Transformation Coach**COURSE
EXAMINATION

The contents of the examination refer to the courses CGF-E, CGT-E and CGE-E.

PREREQUISITES

Training in accordance with the courses CGF-E, CGT-E and CGE-E; prepared project work

FORMAT

The written exam consists of multiple choice questions. The practical examination consists of the presentation of the project work, which has been developed throughout the course series. The project work includes the analysis of the initial situation, the definition of the product/service innovation including adaptation of the business model (if necessary) as well as the planning of a project for the implementation of a circularity project within the organization.

CERTIFICATE Circular Globe Transformation Coach

VALIDITY OF THE CERTIFICATE 3 years

CRITERIA OF EXTENTIONS

- Circular Globe Community and Refreshing or appropriate **qualityaustria** training.

CGI-E
1 day
09-17 h**Circular Globe – Implementation
Workshop (optional)**

SEMINAR

The implementation of circular economy implies a transformation process that the Circular Globe Transformation Coach accompanies. This workshop focuses on the exchange within the community. Problems in projects are identified and a solution space is designed together. The focus is on the participants' project work.

PREREQUISITES

Mastery of the courses CGF-E, CGT-E und CGE-E

CONTENTS

- Review of the case studies by the participants
- Exchange of best practices
- Development of new, joint ideas

**TRAINING TIPS**

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



Sustainability and
ESG Management
part 1 and 2

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

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EXCELLENCE

VIRTUALLY ON REQUEST!



COURSES SERIES

COURSE

■ **qualityaustria** Assessor Excellence58



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qualityaustria ASSESSOR EXCELLENCE



JOB PROFILE



qualityaustria Assessors Business Excellence (EFQM) analyse and evaluate organizations by using the EFQM Excellence approach. They plan and conduct assessments in organizations, in which strengths are identified and potentials are revealed. They can furthermore participate as assessors for the Austrian Excellence Award.



STRUCTURE OF THE COURSE



UQEG
1 day
09-17 h

Fundamentals of Corporate Quality and Excellence

COURSE

Build internal expertise to identify strengths and undiscovered potential in your organization. This course introduces the principles of corporate quality and excellence. Furthermore, it conveys the basics of the EFQM Model as well as an overview of its application possibilities by means of introductory presentations and group work.

PREREQUISITES

- Understanding of business contexts
- Courage to improve
- Willingness to eliminate traditional thought patterns

TARGET GROUP

- People who want to discover the topic of excellence for themselves
- People who want to develop their organization further
- People who want to learn more about the EFQM Model
- People who are interested in further training for managers

CONTENTS

- Excellence – Approach and Benefits
- EFQM Model 2020
- The Excellence Approach – Framework
- Development to Excellence – Approach and Recognition

UQEB
1 day
09-17 h

Implementing of Corporate Quality and Excellence

COURSE

This course uses introductory presentations and group works to impart initial skills for analyzing and assessing the maturity level achieved and the ability to transform and improve in the own organization, as well as for preparing a self-description.

PREREQUISITES

- Mastery of the course UQEG
- Knowledge of the EFQM Model
- Basic understanding of overall business context

TARGET GROUP

- People who want to assess and improve business quality and excellence
- People who want to identify the strengths and opportunities / potentials of an organization
- People who are interested in further training for managers

CONTENTS

- Writing a self-description
- RADAR Tool – method and application
- Identifying strengths and areas of improvement
- Assessing with RADAR
- EFQM Model – strategic loops

Note: Successful completion of the course UQEB is a prerequisite for participation in the course UQEA.



In small groups, the participants will work on the practical implementation of the contents of UQEG and UQEB courses. An assessment is carried out on the basis of the case study that have been worked on in advance.

PREREQUISITES

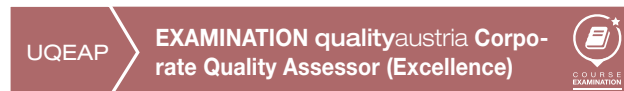
- Mastery of the contents of the training courses UQEG, Implementing of UQEB
- Completion of the case study. You will receive the case study 4 weeks before the course. Please plan 2 days for this.

TARGET GROUP

- People who want to assess and improve corporate quality and excellence
- People who want to carry out self-assessments and gain experience thorough teamwork
- People who want to work as Assessors in the Austrian Excellence Award to drive and develop organizations towards excellence and thus gain new input for their own company
- Managers from profit and non-profit organizations

CONTENTS

- Assessment of corporate quality and excellence, assessment in a team
- Advanced practical training in the EFQM Model and RADAR logic
- Understanding the organization
- Strategic control loops
- Assessment: Site visit, evaluation
- Feedback report and presentation of results



The content of the examination refers to the courses UQEG, UQEB and UQEA.

PREREQUISITES

Training in accordance with the courses UQEG, UQEB and UQEA

FORMAT

The examination takes place during the course. It includes rating of the case study from the preparation, active cooperation and participation during the course and team exercises / group works.

CERTIFICATE

qualityaustria Corporate Quality Assessor Excellence

On request: EOQ TQM Assessor, EFQM Assessor

VALIDITY OF CERTIFICATE 3 years

CRITERIA FOR EXTENSION

- Proof of consistent practice in management (company management, leading activity in marketing/sales/production/personnel/controlling or equivalent) or in quality, environmental or safety management, project management within the last 3 years.
- Active participation in an internal or external assessment based on the EFQM Model within the last 3 years (proven leadership activity in management with a specific reference to excellence projects can be counted as equivalent).
- Refresher course for assessors of corporate quality (Excellence) and Committed to Excellence validators (RAV or RQA-AV) or participation as an assessor in the competition for the Austrian Excellence Award and the associated assessor team briefing or participation as an assessor in an equivalent competition (at least 1 x in 3 years).



DIGITAL ECONOMY

VIRTUALLY ON REQUEST!



COURSE SERIES

COURSE

- Course series Accessibility and Diversity Management61
- Course series Quality 4.0 Professional62



CONTACT



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ACCESSIBILITY AND DIVERSITY MANAGEMENT

JOB PROFILE

Accessibility Representatives are familiar with the most common forms of disabilities and the associated technical and organizational requirements for ensuring accessibility. They have the necessary knowledge and skills to establish a company-specific accessibility management, taking into account relevant standards.



STRUCTURE OF COURSE

DAB → DABP



TRAINING TIP

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

DAM

Diversity and Accessibility Manager

For further information and if you would like to receive an offer for a training in your company, please contact johanna.koller@qualityaustria.com

DAB
2 days
09–17 h

Accessibility Representative



COURSE

Accessibility is becoming increasingly important, not least due to legal requirements. Each person, regardless of age or any impairment, should be given equal access to services, goods, facilities and digital content. In the training course, participants will learn about the different forms of disabilities and the various technical and organizational requirements for ensuring accessibility.

PREREQUISITES None

TARGET GROUP

CSR Representatives, Quality/Environmental/Occupational Health and Safety Managers, and Executives from Controlling, Human Resources and Compliance Management, Marketing and PR

CONTENTS

- Legal framework for accessibility
- Different forms of disabilities and accessibility needs
- Assistive technologies and design
- Requirements for accessible room design
- Requirements for accessible product design
- Requirements for accessibility
- Requirements for accessible digital media
- Resources and expertise on the topic of accessibility

DABP
30 minutes

EXAMINATION Accessibility Representative



COURSE EXAMINATION

The content of the examination refers to the course DAB.

PREREQUISITES

Training in accordance with the course DAB.

FORMAT

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

CERTIFICATE

Accessibility Representative

VALIDITY OF CERTIFICATE 3 years

CRITERIA OF EXTENSION

- Proof (e.g. letter from employer, interim certification, self-declaration) of 1 year of professional practice in the field of digital economy within the last 3 years.
- Refresher Course for Quality Management Representative (RQB) or appropriate **qualityaustria** training.

QUALITY 4.0 PROFESSIONAL



JOB PROFILE

Quality 4.0 Professionals are able to formulate and design requirements for digitization solutions, support their implementation and ensure integration into the organization's existing processes and digitization landscape. Graduates are aware of the importance of knowledge of internal systems and the data contained in them. They understand the psychological effect of increasing digitization in the corporate environment on people and are able to take this decisive acceptance factor into account in the context of implementation in a targeted manner. Professionals in the quality or IMS environment are aware that digitization is a rapidly changing subject area and that it entails a continuously high level of self-initiative on further education.



STRUCTURE OF COURSE



DQ4
2 days
09–17 h

Quality 4.0 Professional

COURSE

This course takes a look at real situations that are frequently encountered in organizations and develops approaches with the participants on how they can gradually implement digitization – especially in connection with data generation and use – in their own company. In addition, an overview of tools and methods that can be used to support this project are discussed.

PREREQUISITES Professional experience in quality management is an advantage

TARGET GROUP

Quality Representatives and Quality Managers, IMS Managers, (lead) auditors, interested people with a strong understanding of the process.

CONTENTS

- Digitization: Short introduction to IMS relevant topics for a general understanding
- Fundamental basis: Knowledge of the systems and data in companies and the relevance for the IMS
- Importance of real-time data
- The human factor: Effects of an increasing digital work environment
- The way to a digital IMS
- Scope and benefits of a well thought-out IMS digitization strategy
- Determination of the status of the current IMS degree of digitization
- Outline of a possible procedure for achieving a digitized IMS
- Outlook, benefits, challenges and opportunities

DQ4P

EXAMINATION
Quality 4.0 Professional

COURSE EXAMINATION

The content of the examination refers to the course DQ4.

PREREQUISITES

Training in accordance with the course DQ4

FORMAT

The exam takes place alongside the course and consists of a knowledge test and portfolio tasks. The individual and team exercises during the course, the participation during the course and the knowledge test (MC Test) are assessed.

CERTIFICATE

Quality 4.0 Professional

VALIDITY OF CERTIFICATE 3 years

CRITERIA OF EXTENSION

- Proof (e.g. letter from employer, interim certification, self-declaration) of 2 years of professional experience or participation in projects related to digitalization within the last 3 years.
- Workshop Quality Data Science (QM-DS)



REFRESHING AND TRAINING COURSES TO BE CREDITED FOR EXTENTIONS

For a certificate extension, the certificate holders must prove their competence in the form of the required practical periods (audit and/or professional practice) and for certain certificates by attending relevant re-fresher courses. The table below demonstrates which courses you can attend to renew your certificate. The application form for extension can also be found [online](#) in the service section. For more information please contact barbara.mayr@qualityaustria.com.

EXPLANATION: ● qualifying Training/Refreshing ✗ not qualifying

TRAINING/REFRESHING	CERTIFICATE																					
	Manager for the Integrated Management System	(Lead) Auditor for the Integrated Management System	Internal Auditor – Compact, Internal Auditor and Supplier Auditor – Compact	Quality Management Representative – Compact	Quality Management Representative	Quality Systems Manager	Laboratory Quality Manager / Laboratory Assessor	(Lead) Auditor for Quality Management	Environmental Management Representative / Environmental Systems Manager (incl. focus Energy)	(Lead) Auditor Environmental Management (incl. focus Energy)	Occupational Health and Safety Representative / Systems Manager	(Lead) Auditor for Occupational Health and Safety Management Systems	Quality Management Representative in the Automotive Industry	Quality Systems Manager in the Automotive Industry / IATF 16949:2016 / Internal Auditor Automotive – Compact	Hygiene Management Representative / System Representative / Manager / (Lead) Auditor for Food Safety	Risk Representative / Manager / Auditor	Business Continuity Manager / Auditor	Sustainability and ESG Manager / Auditor	Circular Globe Transformation Coach	qualityaustria Assessor for Excellence / EFQM Committed to Excellence Validator	Accessibility Representative / Accessibility and Diversity Manager	Quality 4.0 Professional
REFRESHING COURSE Integrated Management System (RIMS-E)	●	●	●	●	○	✗	○	●	●	●	●	✗	✗	✗	○	○	●	✗	●	✗	✗	✗
REFRESHING COURSE for Quality Systems Managers & Auditors (RQA)	✗	✗	○	○	●	✗	●	✗	✗	✗	✗	●	✗	✗	○	○	○	✗	✗	✗	✗	✗
REFRESHING COURSE for Laboratory Quality Managers and Laboratory Assessors (RLQMAT)	✗	✗	✗	✗	✗	●	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
COURSE SERIES Lean Six Sigma Specialist (Green Belt) (SIXGB)	✗	✗	✗	○	○	✗	○	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
COURSE SERIES Energy Management with examination (UMEM)	✗	✗	✗	✗	✗	✗	✗	○	○	✗	✗	✗	✗	✗	✗	✗	○	✗	✗	✗	✗	✗
2 days of SEMINARS or COURSES in the field of Environmental Management (UM)	✗	✗	✗	✗	✗	✗	✗	○	○	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
REFRESHING COURSE for Quality Systems Managers & Auditors in the Automotive Industry (RQA-A)*	✗	✗	✗	○	○	✗	○	✗	✗	✗	✗	●	●	✗	✗	✗	✗	✗	✗	✗	✗	✗
2 days of SEMINARS or COURSES in the field of Food Safety (LM)	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	●	✗	✗	✗	✗	✗	✗	✗
COURSE SERIES Experts for Railway Safety Management Systems (ESE)	✗	✗	○	○	○	✗	○	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
REFRESHING Risk Management and Business Continuity Management (RRM)	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	●	●	✗	✗	✗	✗	✗
COURSE SERIES Business Continuity Management (BCMM)	○	○	✗	○	○	✗	○	○	○	○	○	○	✗	✗	○	○	✗	✗	✗	✗	✗	✗
A COURSE of the COURSE SERIES Risk Management (RM)	○	○	✗	○	○	✗	○	○	○	○	○	○	✗	✗	○	○	✗	✗	✗	✗	✗	✗
SEMINAR Prevention of corruption through ISO 37001 (SKP)	✗	✗	○	○	✗	✗	○	✗	✗	○	○	✗	✗	✗	✗	○	○	✗	✗	✗	✗	✗
COURSE SERIES Sustainability and ESG Management (CSR)	○	○	✗	○	○	✗	○	○	○	○	○	○	✗	✗	✗	✗	✗	✗	✗	✗	○	✗
COURSE SERIES Circular Globe Transformation Coach with examination (CGF-E)	○	○	✗	○	○	✗	○	○	○	○	○	○	✗	✗	✗	✗	✗	○	○	○	✗	✗
2 days of a COURSE in the COURSE SERIES qualityaustria Assessor Excellence (UQ)	✗	✗	✗	○	○	✗	○	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
2 days of a COURSE in the COURSE SERIES Accessibility und Diversity Management (DA)	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	○	✗	✗	✗	✗	○	○	○	○	✗	✗
QM WORKSHOP Quality Data Science (QM-DS)	✗	✗	○	○	✗	✗	✗	✗	✗	✗	✗	○	✗	✗	○	✗	✗	✗	✗	○	●	●

* Attention: only for holders of qualityaustria Certificates from the automotive industry.

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