CERTQUA

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06 International – Professional – Compact
Secure market advantages with a first-class quality management system

DIN EN ISO 9001
Maximum Flexibility and Combinability

The path to your goal:
Successful Certification according to DIN EN ISO 9001

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ABOUT CERTQUA

CERTQUA WAS FOUNDED IN 1994 AS A COMPANY OF THE LEADING ASSOCIATIONS IN GERMAN INDUSTRY AND THE SECTOR ASSOCIATION WUPPERTALER KREIS E.V.

It is a certification organisation accredited in accordance with ISO 17021 and ISO 17065 for the specialist areas of the market of employment, education and training and services. CERTQUA is also accredited as a competent body on the basis of the AZAV (General Certificate of the Association for the Unemployed) ordinance and is the main player in this area.

CERTQUA operates on a national and international basis with numerous experts in the competence areas of quality management and certification. We service companies, educational and training organisations, schools, universities, ministries and other institutions and public corporations with the highest level of commitment.
What speaks in favour of CERTQUA?

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<th>REPUTATION</th>
<th>VOICE</th>
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<td>As an institution of the leading associations in German industry and of the sector association Wuppertaler Kreis e.V., we have a well-known and recognised reputation and expertise in politics and industry and in associations and authorities.</td>
<td>As an industry body, we are partners at the interface of industry and politics. We take your concerns seriously and actively action them. To this end, we co-operate with many bodies in a very committed way or do the legwork for them.</td>
<td>Many years of expertise in the specialist areas of the market of employment, education and training and services since 1994.</td>
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<th>INNOVATION</th>
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<td>Use of modern and innovative planning and evaluation tools in the IT-supported quality assessment of your organisation.</td>
<td>Provision of informative management cockpits for the managers of our customers.</td>
<td>Thanks to the convenient, online-based CERTQUA Service Center, your application procedures can be carried out concisely, easily and speedily.</td>
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Our Services

› Certification according to DIN ISO 9001 / DIN ISO 29990
› Customer-specific solutions
› Further training for experts/managers working in education and training management
CERTQUA OPERATES ON AN INTERNATIONAL BASIS IN QUALITY MANAGEMENT

With analyses, lectures, workshops and certifications, our experts are available worldwide to bring the issue of quality management to the forefront.

Below are examples of some of the countries we operate in.
With a CERTQUA-certified quality management system in accordance with DIN EN ISO 9001, you can enable your company, your customers and partners to carry out transparent and objective assessments of your services. And this can be done all over the world because the ISO 9001 standard is a quality standard recognised on a worldwide basis. Thanks to a structured organisation of your workflows and defined processes, you are also demonstrably improving your capabilities concerning quality. Streamlining and, if necessary, downsizing your organisation, increasing efficiency, optimising costs, effective deployment of personnel and increasing quality are important determining factors with which you can achieve your organisational goals and fulfil customer requirements professionally.

DIN EN ISO 9001 is a sector-neutral standard which offers you maximum flexibility to be able to take into account and map any operational requirements you may have that may need to be observed. ISO 9001 is suitable for companies and organisations of any size and orientation.

The DIN EN ISO 9000 series of standards consisting of the individual standards ISO 9000, 9001, 9004 and 19011 sets the internationally recognised standard for quality management systems (ISO) valid as both a European (EN) and German (DIN) standard.

Further information is available on our website at www.certqua.de. Our customer service team is also available to help you on:

+49 228 4299 2048
angebote@certqua.de
DIN ISO 29990

Management System for Training and Further Training

In December 2010, a new management system for training and further training organisations was published. DIN ISO 29990 is an internationally recognised quality management system and at the same time a standard which makes the actual learning process the focal point and is therefore geared particularly to education and training service providers.
The standard contains the following main components

- Management of the learning service provider
- General management requirements
- Strategy and corporate management
- Management evaluation
- Preventative and corrective measures
- Finance and risk management
- Personnel management
- Communication management (internal/external)
- Resource management
- Internal audits
- Feedback from interested and affected parties

**Learning services**
- Determining the learning requirement
- Designing the courses on offer
- Providing learning services
- Monitoring the implementation of learning services
- Evaluation by learning providers
- Evaluation of the learning
- Evaluation of the learning service
The requirements of ISO 29990 can easily be integrated into your existing system which, for example, can be extended to include Finance and Risk Management. The requirements of ISO 29990 are integrated in existing CERTQUA audit programmes and can be checked simultaneously in certification, monitoring or re-certification audits. You will also receive a further certificate attesting to your successful adherence to the requirements for learning service providers in accordance with DIN 29990.

Further information is available on our website at [www.certqua.de](http://www.certqua.de). Our customer service team is also available to help you on:

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WHAT DOES CERTIFICATION INVOLVE?

FROM THE OFFER TO SUCCESSFUL CERTIFICATION WE SUPPORT YOU RELIABLY AND COMPETENTLY THROUGH 10 STAGES

The audit scope of your project depends on many factors which must first be collated and assessed. First the scope of the application must be defined to establish whether the entire organisation or only a part of it is to be certified or whether simply one or more inspection standards must be applied (combi-audit). The number of permanently employed and, if applicable, freelance employees must also be taken into account as well as the existing number of subsidiaries and branches. We also check for you whether there are perhaps reasons which would allow us in accordance with the certification guidelines to reduce your audit outlay in one area or another. This cuts your costs.

The certification agreement for your company is drawn up based on the determined audit outlay. Transparency is important to us. You should be informed as comprehensively as possible why outlay and costs are arising, in which areas and to what extent and in which amount. Finally, a certification agreement is valid for three years (certification cycle).
As an effective tool to enable you to get your projects off to a good start and to offer you an orientation framework for your QM implementation phase, we developed the quality check-up. We dispatch an Audit Manager to your organisation for one day. We determine precisely where you stand in respect of future certification requirements, where you need to do some »building work« and those areas where you must take action. Informative reporting provides you with the necessary help and orientation for the next steps in the process.

**3 Our quality check-up makes it easier for you to start projects**

Your QM project needs to be professionally controlled and implemented. This is the responsibility of the QM Officer. If such a qualification does not yet exist in your company or is no longer current, our CERTQUA training team is available to support you and your employees with high-quality training sessions, for example, to become a Quality Officer, Quality Manager or professional auditor (education and training management).

» Come and have a chat with us about it. «

**4 Training to be a Quality Management Officer through CERTQUA**

The implementation phase of your quality management system is completed. You are one step closer to achieving your external certification. The first building block in this process is the comprehensive check of your QM documentation which can be submitted either electronically or in hard copy to assess plausibility, completeness and compatibility with standards. This first checking step produces a detailed report which may provide you once again with pointers regarding further improvements and/or where there are still deviations from your quality standard / ISO standard.

**METHOD**
Document analysis and comparison with the sets of rules

**RESULT**
Documentation check report

**5 Comprehensive check of your QM documentation**

**6 Implementation of a CERTQUA preliminary audit as a dress rehearsal**

Should you wish for an additional safeguard or assessment as to whether the quality activities conducted thus far are suitable for fulfilling the external certification requirements, we can offer you a CERTQUA preliminary audit. You can view this preliminary audit as a general rehearsal for the following obligatory certification stages. It is ideal in particular for larger companies and for companies with many subsidiaries.
You have completed all steps successfully. The certification committee has agreed to the certificate being issued. We now prepare a proposal for you regarding the certificate formulation and agree on the content of these with you so that your certificate helps you to achieve an optimum effect both within your organisation and externally. The certificate is valid for 3 years, each year of which is known as a monitoring audit must be carried out. This among other things serves to ensure that the organisation is not getting behind in its efforts to continuously improve itself and that the QM system continues to be applied and energised.

So that your organisation can be audited by CERTQUA, it must first be determined whether the audit basically has any chances of being successful, in other words whether the essential aspects of the quality standard have been implemented.

**METHOD**
Inspection on site, interview, comparison with the sets of rules.

**RESULT**
Formal confirmation that you can begin audit level 2.

Now it is about considering the whole picture. In Audit level 2, the Audit Manager, or in large organisations, the audit team checks whether the representation of the company provided in the QM documentation is known to the employees, whether the processes, standards and documentation specifications newly defined for the company have been communicated and applied.

**METHOD**
Interviews with executive management, QM personnel, experts and managers and people responsible for interfaces. Comparison with your QM documentation and the sets of rules.

**RESULT**
Audit report and recommendation to the certification committee.

This formal committee of the certifier must assess the entire process of your QM procedure once again. Here it relies heavily on the audit reports and the certification recommendation of the Audit Manager.

You have completed all steps successfully. The certification committee has agreed to the certificate being issued. We now prepare a proposal for you regarding the certificate formulation and agree on the content of these with you so that your certificate helps you to achieve an optimum effect both within your organisation and externally. The certificate is valid for 3 years, each year of which is known as a monitoring audit must be carried out. This among other things serves to ensure that the organisation is not getting behind in its efforts to continuously improve itself and that the QM system continues to be applied and energised.
CERTIFICATION PROJECT

GENERAL OVERVIEW

JANUARY
- Decision / kick-off
- QM training (e.g. CERTQUA QM seminars)
- Stock-taking / Actual analysis (e.g. CERTQUA quality check-up)

FEBRUARY
- Define new business process model
- Create project structure plan
- Define work packages

MARCH
- Describe processes and procedures
- Create QM documentation

AUGUST
- Approve QM manual
- Carry out an internal audit

DECEMBER
- Certification by CERTQUA
- QM manual check
- Inspection report
- Audit planning
- Audit implementation
- Audit report
- Certification committee
- Issue of certificate

The timeline is only intended to be an example. The project can turn out to be shorter or longer.
In this business area, we offer you a series of interesting special services which can accompany and support you at various points as your company progresses and forges its history. Professionalism, experience and discretion are the trademarks of this area. In this brochure, we want to introduce to you a number of services in this area of business.
At the start of the project – determining a site with quality analyses and quality expert reports

The CERTQUA Quality Check-Up provides you with clear orientation and saves time and money in the subsequent stages of your project.

APPLICATION AREAS OF THE QUALITY CHECK-UP

› Do you want to implement a professional quality management system for your organisation in accordance with ISO 9001 or ISO 29990?

› Do you want to know where you stand with your current efforts at maintaining quality in respect of external certification requirements?

› Do you want to know where you need to do » building work « and where your employees need to take action?

To answer these and further questions, we have developed a special checking concept which is applied by one of our experts on site in your organisation. We create professional assessments of quality for your organisation and thereby help you to identify the strengths and weaknesses of your company. With the right measures at the right time, you can improve your position optimally in the competition of quality. You achieve your goal of obtaining successful certification more quickly, more effectively and more cost-effectively.

Development and/or checking of customer or association-specific quality standards

Do you require a check to be carried out in accordance with your own standards for your company or your corporate group? We will help you develop the necessary positioning elements of an individual checking concept, create a sensible and manageable checking concept, make suggestions for a professional presentation of results and carry out the checks on site with our experts. If you already have a complete checking concept, we will use this for the checking and evaluation to be carried out by our experts. In this segment we work successfully for chambers, associations and companies.

Checking of services and education and training products

You have high-quality and particular services or education and training products which you want to use to set yourself apart from the competition? Do you want to show that you do more than your competitors within a particular service or a particular product line when it comes to quality assurance? We develop an individual checking concept for you, apply it professionally and confirm the results of our check by providing you with detailed certificates. To also fulfil public requirements for product checks, we follow national, European and international requirements. These practice-based certifications are your guarantee of reliability and quality. CERTQUA as an inspection institution of the leading associations of German industry offers you its outstanding reputation so you can showcase your capabilities in quality to the outside world. Why not have a chat with us about it? We will put our heads together and find the best possible solution for you.

Interested in our customer-specific solutions? Please send your enquiry by e-mail to info@certqua.de
Further training for experts and managers working in education and training management

The CERTQUA further training courses are geared towards experts and managers working for the market of employment and education and training service providers. Our seminars deal with all central operational issues as far as they make a contribution to increasing the quality of a (certified) company. Our thematic fields relate to the areas of quality management, auditing, standards, management, law, data protection, customer satisfaction in as far as we can derive a clear reference to the requirements in the certification-relevant sets of rules. In addition we also prepare and offer recurring topical special issues. You will find the very latest seminar overview on our homepage at www.certqua.de. All events are characterised by a high degree of expertise and practical relevance, our advisors are experts from the areas of employment market services, education and training, industry and science and all have the highest degree of industry sector expertise. We cooperate with selected conference hotels to offer you an optimum learning environment.
Our QM training for experts and managers working in education and training management

In the seminar you will learn how to prepare and carry out audits to best effect as an internal and external auditor.

In the seminar you will learn how to design and optimise quality management systems.

In the seminar you will be taught basic methods and provided with tools for implementing a quality management system in accordance with the DIN EN ISO 9001 standard.

If you have any questions or require further information, our event management team would be glad to help you:

+49 228 4299 2047
angebote@certqua.de
LEGAL NOTICE

Publisher

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the Society of German Industry and Trade for the Promotion and Certification of Quality Management Systems in Vocational Education and Training

Bonner Talweg 68, 53113 Bonn
Tel.: +49 228 42 99 200 | Fax: +49 228 28 03 430
info@certqua.de | www.certqua.de

Managing Director: Dipl.-Soz. Andreas Orru (graduate in sociology)
Bonn District Court Commercial Register 6652, VAT ID No.: DE 169 824 032

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Responsible
Andreas Orru, Kristin van Aken

Editorial
Christine Frederick, www.cfdesign.ch

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