

# Overview of services

## 2025



**Headed towards the  
future with clear goals**

**MORE SUSTAINABLE**

**SUCCESS WITH QUALITY**

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# WELL EQUIPPED FOR THE FUTURE



## **Our new Corporate Structure for your success.**

What you now need to know:

### **QUALITY AUSTRIA ACADEMY GMBH**

Founded in 2024, Quality Austria Academy GmbH focuses on the long-term development of participants' competencies with a clear emphasis on practical application and tangible benefits. Whether it's ESG, compliance, or compact courses, discover our comprehensive range of training and professional development programs for yourself.

[www.qualityaustria.com/en/company/academy](http://www.qualityaustria.com/en/company/academy)

### **TAILORED INHOUSE TRAININGS**

We are happy to offer all public training programs by Quality Austria Academy as customized solutions for your organization or directly at your premises. This can result in cost advantages such as eliminating travel expenses, external venue fees, or catering costs.

[www.qualityaustria.com/inhouse](http://www.qualityaustria.com/inhouse)

### **QUALITY AUSTRIA CERTIFICATION GMBH**

Your competent partner for accredited certifications of management systems and products, as well as for validation and verification. Accredited personnel certifications – for instance, following a complete course – are also carried out by Quality Austria Certification GmbH.

[www.qualityaustria.com/en/company/certification](http://www.qualityaustria.com/en/company/certification)

### **ACCREDITATIONS**

Quality Austria Certification holds the most comprehensive range of accreditations in the field of management systems in Austria. This means we are continuously audited by third parties to meet specific quality standards. **qualityaustria** Certificates are renowned worldwide as objective proof of compliance and competence, thanks to their globally recognized processes for assessment, monitoring, and periodic reassessment. This ensures that our services are reliable and trustworthy.

[www.qualityaustria.com/en/company/accreditations](http://www.qualityaustria.com/en/company/accreditations)

### **INTERNATIONALE RELEVANCE**

Through our international network, licensing partnerships and collaborations, we ensure that our services deliver value and benefits on a global scale.

[www.qualityaustria.com/en/international](http://www.qualityaustria.com/en/international)

### **EVENTS**

In addition to hosting various expert forums (e.g., on sustainability, food safety, and health), the annual **qualityaustria** Forum stands out as the event in the field of management systems, attracting around 1,000 attendees. Participation is free for **qualityaustria** customers.

[www.qualityaustria.com/events](http://www.qualityaustria.com/events)

### **SHARING SUCCESS STORIES & CELEBRATING ACHIEVEMENTS**

Share your success stories with us and apply for our quality awards. Individuals can apply with successful projects as a Quality Champion, Quality Team, or Quality Talent. Holistic excellence by outstanding organizations is recognized with the Austrian Excellence Award.

[www.staatspreis.com](http://www.staatspreis.com) | [www.qualityaustria.com/qualitaets-champion](http://www.qualityaustria.com/qualitaets-champion)

Quality Austria CEOs Christoph Mondl and Werner Paar wish you success with quality

# YOUR BENEFITS



## 1. FIELD-TESTED AND COMPETENT EXPERTS

Our auditors and trainers know what they are doing. Through our work in bodies active at international and national level and years of experience our clients can rely on an extensive network of competence.

With around 1.000 auditors and trainers we secure the successful implementation of standards and regulations within the organizations and provide sector and product specific knowledge with a very high focus on practical relevance. We influence trends, interpret innovation and shape norms actively – therefore, **qualityaustria** clients can always count on being up-to-date and on having competent experts by their side. Furthermore, we are also represented in numerous national and international organizations and committees for the creation of standards (e.g. EOQ, IQNET, IPC, ISO, ASI).



## 2. COMPREHENSIVE SCOPE OF ACCREDITATION

Quality Austria Certification has the most extensive scope of accreditation in the field of management systems and persons in Austria.

Quality Austria Certification is the leading Austrian authority for the certification of management systems, products and persons as well as validation and verification. Certificates enjoy an excellent reputation as objective proof of conformity and competence due to their globally accepted processes of testing, monitoring and periodic reassessment. The fairness, independence and validity of our testing procedures are continuously ensured and the recognition of our certification programmes is confirmed.

## 3. INTERNATIONALLY CONNECTED AND IN TOUCH WITH TRENDS



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

We cooperate with around 50 partner and member organizations worldwide and thus ensure the facilitation of global know-how. Thanks to regional managements, Quality Austria is nowadays also represented by competent contact persons onsite in Eastern and Southern Europe, North Africa, Asia and South and Central America.

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

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

# QUALITY AUSTRIA CERTIFICATION

## ACCREDITATION FOR SYSTEM AND PRODUCT CERTIFICATION AS WELL AS VERIFICATION

### PAY ATTENTION TO THE ACCREDITATION!

Quality Austria Certification is accredited through the Accreditation Austria 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. Moreover Quality Austria is accredited as a Verification Body acc. to EN ISO/IEC 17029.

Fairness, impartiality and validity of our procedures and certification programs are guaranteed and confirmed continuously.

More details regarding our accreditations and registrations can be found here: [www.qualityaustria.com/accreditation](http://www.qualityaustria.com/accreditation).



#### SYSTEM CERTIFICATION

acc. to ISO/IEC 17021-1



#### PRODUCT CERTIFICATION

acc. to ISO/IEC 17065



#### VALIDATION AND VERIFICATION

acc. to ISO/IEC 17029

## OUR AUDIT PHILOSOPHY: BENEFITS AND VALUE

The **qualityaustria** audit design is focused on creating value for our customers.

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

Characteristics such as independence, transparency, comprehensibility, professional due diligence, factual illustration, integrity and confidentiality are a given for us. This comprehensibly contributes to company success within the context of this philosophy. The benefit of the Integrated Management System is reinforced with the recurring audit, which is to be understood as a constructive intervention.

For more information regarding a **qualityaustria** system certification including the steps to obtain a certificate please visit our website: [www.qualityaustria.com/certification](http://www.qualityaustria.com/certification).

## ACCREDITATION FOR PERSONAL CERTIFICATIONS

Due to the ISO/IEC 17024 accreditation of Quality Austria Certification **qualityaustria** personal certificates are **recognized worldwide**.

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

All **qualityaustria** training courses, including all non-accredited examinations, have been handled operationally by **Quality Austria Academy** since autumn 2024.

**Quality Austria Certification** carries out all accredited examinations and issues accredited personal certificates. For most certification programs, an EOQ certificate can also be applied for.

This separation further ensures the **independence of personal certification** resulting in a quality gain for you and your training experience..



qualityaustria  
personal certificate



European Organization  
for Quality (EOQ)  
personal certificate



#### PERSONAL CERTIFICATION

acc. to ISO/IEC 17024



# INHOUSE TRAININGS



**Katrin Stadler**

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**Celine Feigl**

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**Jennifer Leopold**

Your direct contact for Inhouse trainings in the area of automotive, risk, business excellence, medical products and customized products  
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**David Vrhovac**

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**AN EFFICIENT TRAINING OPTION**

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

**COST BENEFITS AND FLEXIBILITY**

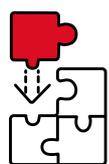
**All public qualityaustria trainings can be booked one-to-one as Inhouse trainings. This results in cost-saving potentials due to the elimination of travelling expenses, external locations, catering, etc.** It also is possible to book single modules of courses as inhouse trainings. This means that every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

**SPOT ON**

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

**Elisabeth Tucek**  
trainer

**YOUR BENEFITS AT A GLANCE**



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



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



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



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



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

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

# FINANCIAL ASSISTANCE FOR FURTHER EDUCATION AND TRAINING



## WE ARE LISTED AT Ö-CERT

Quality Austria Academy is listed at Ö-CERT.

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

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

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



## qualityaustria BONUS SYSTEM

Benefit from our bonus offers for companies and training participants! The **qualityaustria** bonus system offers you the following options: Pioneer bonus, corporation bonus, group bonus and competence certificate bonus. You can find further information online:

[www.qualityaustria.com/en/bonus](http://www.qualityaustria.com/en/bonus)

# AUSTRIAN EXCELLENCE AWARD

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

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

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

[staatspreis@qualityaustria.com](mailto:staatspreis@qualityaustria.com)

## 1 APPLICATION

starting in September

## 2 QUESTIONNAIRE

completion & submission  
4 weeks prior to the site visit

## 3 SITE VISIT

review by assessors  
September to mid-April

## 4 FEEDBACK

regarding strengths and potentials  
after the site visit

## 5 JURY MEETING

selection of the best  
end-April

## 6 AWARD CEREMONY

celebrate success  
June



## NEW EVALUATION METHOD

This facilitates participation, as organizations no longer have to follow a specific model. A new evaluation matrix enables objective comparability and provides valuable feedback on strengths and development potential, which enhances the long-term success of the organization.

## WHY YOU SHOULD PARTICIPATE

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

- **External perspective:** Qualified assessors analyse your organization as part of a site visit and offer valuable external insights.
- **Organizational development** with the excellence approach: The assessment identifies strengths and potential areas for growth and provides concrete improvement suggestions to develop the organization holistically.
- **Reflection and feedback:** Through self-description, verbal feedback and a detailed feedback report, you receive clear recommendations for the improvement and future viability of your organization.
- **Maturity benchmarking:** Determination of your level of maturity and sector-independent comparison with other organizations.
- **Opportunity to receive an award and funding:** Opportunity to win the national award and receive an 'Excellent Company' award, including the chance to support a socially sustainable project with € 10,000.

## EXCELLENCE FRAMEWORK EUROPE

Your comprehensive guide to the (further) development of your organizational fitness and to holistic organizational and management assessment.



# qualityaustria EVENT CALENDAR (GERMAN EVENTS)



## qualityaustria FORUM

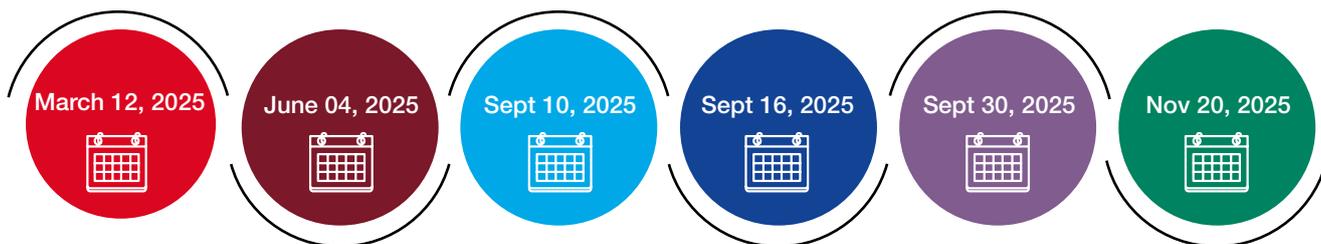
THE event highlight in terms of management systems in Austria. Thousands of people have already attended in over two decades – be a part of it! You can expect top-class speakers, exciting topics, forward-looking concepts and news from the world of standards. In German.

## HEALTH FORUM

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

## FOOD SAFETY FORUM

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



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

## qualityaustria EXCELLENCE DAY

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

## CIS COMPLIANCE SUMMIT

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

## SUSTAINABILITY FORUM

We are looking for quality champion, talent and team 2026!

You too can share your success story with us and apply by 15 December 2025 as a quality champion, talent or team! We are looking forward to your ideas, projects and work!

The award for your success!

**APPLY NOW!**

or nominate others



# INTEGRATED MANAGEMENT SYSTEM



Using synergies effectively



SAVE THE DATE  
30<sup>TH</sup> qualityaustria FORUM



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**Thomas Waldner**  
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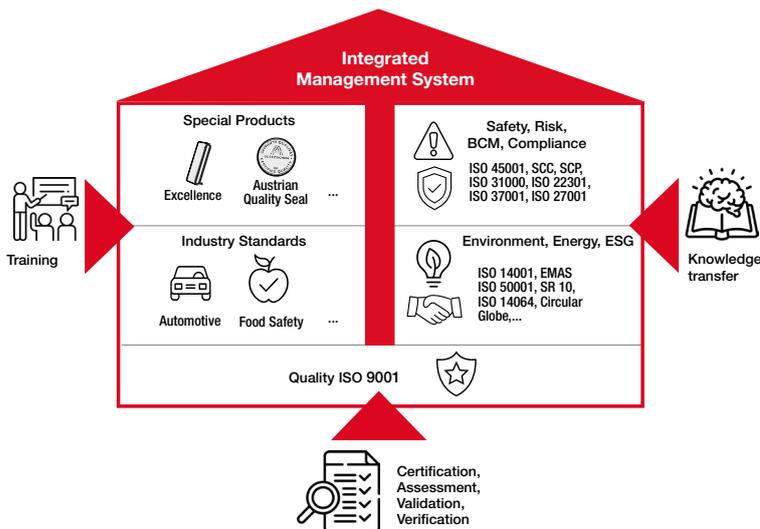
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The integrated implementation of management systems offers many advantages: clear and coordinated responsibilities and allocation of tasks, providing a better overview of the entire system in the organization and as a consequence cost optimization.

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

## QUALITY AUSTRIA CERTIFICATION

■ Integrated audits



## QUALITY AUSTRIA ACADEMY\*

All our German training programs are available as inhouse sessions on demand in English. Additionally, some are offered as public trainings through selected partners. For more details about our international training and certification program, please contact our international training team (**see page 25**) or visit our website: [www.qualityaustria.com/en/company/academy/](http://www.qualityaustria.com/en/company/academy/)

\*Accredited exams are carried out by Quality Austria Certification

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



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

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

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

#### QUALITY AUSTRIA CERTIFICATION

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

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#### AUSTRIA QUALITY SEAL

- Austria Quality Seal products
- International Quality Seal
- Austria Quality Seal Austrian model company – quality specification for industrial works



#### ISO 9001 in revision

ISO 9001 is currently being revised and, according to current planning, will be published in September 2026. We will inform you about details of the updates via newsletter, website and social media as soon as they are available.

# ENVIRONMENT AND ENERGY

Worlds apart

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



SAVE THE DATE  
11<sup>TH</sup> SUSTAINABILITY FORUM



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

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

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

## QUALITY AUSTRIA CERTIFICATION

- ISO 14001 Environmental management systems
- EMAS (Eco Management Audit Scheme)
- ISO 50001 Energy management
- **NEW** ISO 14064 Greenhouse gas balancing and Verification
- **NEW** Verification of Greenhouse gas reports acc. to NEHG 2022
- **UPDATE** ISO 38200 Chain of custody of wood and wood-based products
- **UPDATE** SURE (Sustainable Resources Verification Scheme)
- **UPDATE** PEFC CoC (Programme of the Endorsement of Forest Certification Chain of Custody)
- Verification and Validation of Carbon Footprints of Products acc. to ISO 14067 (not accredited)

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## ISO 14001 in revision

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

# SUSTAINABILITY AND ESG MANAGEMENT

Taking  
responsibility



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Product Expert Compatibility work and family  
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For more **qualityaustria** experts please visit our website.

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

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

## QUALITY AUSTRIA CERTIFICATION

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

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[www.circular-globe.com](http://www.circular-globe.com)

## CIRCULAR GLOBE: Thinking today about tomorrow!

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

# OCCUPATIONAL HEALTH & SAFETY

Safely into the future

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



**Otto Kreiter, MSc**

Executive Vice President  
Head of Business Development  
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**Klaus Gürtler**

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

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

#### QUALITY AUSTRIA CERTIFICATION

- ISO 45001 Occupational Health & Safety Management System
- SCC (Safety Certificate Contractors)
- SCCP certificate for petro-chemical industry
- SCP (Safety Certificate Personnel Leasing)
- Legal Certainty for Occupational Safety

#### AUSTRIA QUALITY SEAL

- GRL04: Austria Quality Seal for Fire Protection Management

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# CONSTRUCTION



**Quality management in construction has become an absolutely essential requirement.** It can no longer be reduced to quality assurance alone, but also includes environmental and occupational safety requirements, which have long been standard industry practice in a process-orientated 'Integrated Management System (IMS)' Virtually all medium sized construction companies and particularly large enterprises are already engaged in the further development of their Integrated Management System by supplementing it with requirements from risk management (ISO 31000 or ÖNORM D 4901), compliance management (ISO 37301), anti-corruption management (ISO 37001) and information security management (ISO 27001).



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## QUALITY AUSTRIA CERTIFICATION

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

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# PUBLIC ADMINISTRATION



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

By now public administrations like using quality management systems – above all ISO 9001 – as extremely helpful implementation tools. Furthermore, further development towards integrated management systems and particularly dealing with the environmental management system acc. to ISO 14001 are becoming more important. Many organizations supplement their integrated management systems primarily with requirements from risk management (ISO 31000 or ÖNORM D 4901), compliance management (ISO 37301) and anti-corruption management (ISO 37001).



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## QUALITY AUSTRIA CERTIFICATION

■ CAF (Common Assessment Framework)

## QUALITY AUSTRIA ACADEMY\*

All our German training programs are available as inhouse sessions on demand in English. Additionally, some are offered as public trainings through selected partners. For more details about our international training and certification program, please contact our international training team (**see page 25**) or visit our website:

[www.qualityaustria.com/en/company/academy/](http://www.qualityaustria.com/en/company/academy/)

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



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**An automobile is a highly complex and safety relevant product. As a rule, defects in production will have serious consequences and cause high costs. In order to prevent this, the automotive industry is trying to avoid this risk by imposing stringent rules and enormously high quality requirements on all the suppliers.**

Quality Austria has already been intensively involved in this process by the manufacturers and associations since 1995 and offers all the required certifications or recognized trainings in order to enable the companies to meet these high requirements.

#### QUALITY AUSTRIA CERTIFICATION

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

#### QUALITY AUSTRIA ACADEMY\*

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#### VDA QMC LICENCE TRAININGS IN COOPERATION WITH OQA ZERTIFIZIERUNGS-GMBH

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



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



SAVE THE DATE  
16<sup>TH</sup> FOOD SAFETY FORUM



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

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

## QUALITY AUSTRIA CERTIFICATION

- **NEW** HQF Certification
- ISO 22000 and FSSC 22000 for Food, Pet Food and Packaging Manufacturers, logistic companies and wholesalers
- EN 15593 Packaging – Management of Hygiene in the Production of Packaging for Foodstuffs
- EN 14065 Textiles – Laundry processed textiles – Bio-contamination Control System
- HACCP/General Principles of Food Hygiene (CXC 1-1969)
- FEFCO GMP (Good Manufacturing Practice) for corrugated and solid Board Packaging
- EN ISO 15378 Primary packaging Materials for Medicinal Products
- EN ISO 22716 Cosmetics – Guidelines for Good Manufacturing Practices
- CEPA Certified – EN 16636 for Pest Management Services
- IFS Standards  
IFS Food, IFS Logistics, IFS Broker, IFS Wholesale / Cash & Carry, **UPDATE** IFS Progress Food, **UPDATE** IFS Progress Logistics, IFS Progress PacSecure
- BRCGS Standards  
BRCGS Food Safety, BRCGS Packaging Materials, BRCGS Storage and Distribution, BRCGS Gluten Free
- GFSI Global Market Standard
- Service Allergie Suisse Label
- V-Label – European „vegan“ and „vegetarian“ label

## QUALITY AUSTRIA ACADEMY\*

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# HEALTH, SOCIAL SERVICES & HEALTH TOURISM

On the  
pulse of time



SAVE THE DATE  
18<sup>TH</sup> HEALTH FORUM



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

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

## QUALITY AUSTRIA CERTIFICATION

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

## QUALITY AUSTRIA ACADEMY\*

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## AUSTRIA QUALITY SEAL

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



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

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

#### QUALITY AUSTRIA CERTIFICATION

- Safety Management Railways acc. DVO (EU) 2018/762 as requested in article 9 of Directive (EU) 2016/798
- Railway Industry: IRIS (International Railway Industry Standard) – ISO 22163
- EN 13816 (Passenger Transport Service Providers
- ISO 39001
- Risk management in the Railway Industry
- Occupational Safety in the Railway Industry
- DVO (EU) 2019/779 Maintenance of Rail Vehicles
- EN 15085 Certification of welding manufactureres for welding railway vehicles and components

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**Risk and security management implies a systematic approach for anticipating coincidence. Well-aimed and systematic prevention is the best protection for the company in order to avert damage done to the company and increase the chance to achieve higher profits.**

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

#### **QUALITY AUSTRIA CERTIFICATION**

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

#### **QUALITY AUSTRIA ACADEMY\***

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**The medical device technology as well as the medical device sector show a high level of innovation. Hundreds of new products are approved weekly, so that existing laws and regulations appear in a new light and creative implementation strategies are required.**

ISO 13485 provides an international standard for enabling manufacturers of medical devices to evidence an effective quality management system.

#### QUALITY AUSTRIA CERTIFICATION

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

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[www.qmdservices.com](http://www.qmdservices.com)

#### QMD SERVICES: NOTIFIED BODY FOR IN-VITRO DIAGNOSTICS

qualityaustria subsidiary QMD Services is one of the few Designated Bodies in Europe for MDR and IVDR and offers conformity assessments throughout Europe and beyond. Thanks to the cooperation between QMD and Quality Austria, you receive ISO 13485 system certification and certification of your medical devices from a single source.

Quality Austria awards the Austrian Excellence Award since 1996



SAVE THE DATE

EXCELLENCE DAY &  
AUSTRIAN EXCELLENCE  
AWARD CEREMONY

2025

June  
04



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### Excellence blog

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



### „Exzellentes Unternehmen Österreichs“

Excellent company Austria  
[www.staatspreis.com/exzellente-unternehmen](http://www.staatspreis.com/exzellente-unternehmen)

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

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

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

### AUSTRIAN EXCELLENCE AWARD

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

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

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

### Find out more:

[www.staatspreis.com](http://www.staatspreis.com) (in German only)

### QUALITY AUSTRIA CERTIFICATION

Organizations do not have to follow a specific model; assessments are conducted based on the Excellence Framework Europe.

- Committed to Excellence Validation
- Committed to Excellence Assessment
- Recognised for Excellence
- Innovative Audit Excellence Check

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Quality Austria is accredited for ISO 27001 since 2023



SAVE THE DATE: 16<sup>TH</sup> SEPT 2025  
CIS COMPLIANCE SUMMIT



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

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

#### SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION

- ISO/IEC 27001 Information Security

#### CERTIFICATION IN COOPERATION WITH CIS GMBH

- Blockchain Assessment
- ISO 20000 IT Service Management
- ISO 27701 Data protection
- ISO 27017 Information Security for Cloud Services
- ISO 27018 Data Security for Cloud Services
- ISO 27019 Security measures for energy providers
- ISO 42001 Standard for AI Management systems (Artificial Intelligence)
- EN 50600 Data Centers
- Audit acc. to NIS-2 (critical infrastructures)
- Assessment in accordance with the German Energy Industry Act („Energiewirtschaftsgesetz“) § 11 on the basis of ISO 27001
- TISAX® (Trusted Information Security Assessment Exchange)

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[www.cis-cert.com](http://www.cis-cert.com)

#### CIS CERTIFICATION & INFORMATION SECURITY SERVICES GMBH

SECURITY | PRIVACY | CONTINUITY

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

# CUSTOMIZED PRODUCTS FOR SPECIAL INDUSTRIES

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



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**We are continuously updating our proven certification models by adding new standards used in specific sectors. Once again integration of management systems is our main concern. In addition to the specific technical standards, qualityaustria auditors are usually qualified in several additional management system standards or models.**

Thus, we support our customers in establishing and improving specific tailored management systems and acknowledge the effectiveness of their systems by certifying them. Thanks to their multiple competencies, **qualityaustria** auditors with a broad range of expertise can provide pointers for improvements, especially for the generation of added value.

### QUALITY AUSTRIA CERTIFICATION

- AS/EN/JISQ 9100/9110 Aviation, Space and Defense Industries
- ISO 3834/1-5 Welding Manufacturing Companies
- ISO 29993 and ISO 21001 Standards for Education Providers
- Assignment to the National Qualification Framework for the NQR in Austria
- EN 1090 Execution of steel structures and aluminium structures
- EN 15085 Certification of welding manufactureres for welding railway vehicles and components

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### AUSTRIA QUALITY SEAL

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

# INTERNATIONAL AND ENGLISH OFFER

Around the world



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## INTERNATIONAL TRAINING

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

## EXTENSIVE COOPERATIONS

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

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

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

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

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

## qualityaustria PARTNERS

### EUROPE

- Albania
- Bosnia Herzegovina
- Bulgaria
- Croatia
- Czech Republic
- Hungary
- Italy
- Montenegro
- North Macedonia
- Poland
- Serbia
- Slovakia
- Turkey
- Ukraine

### AMERICA

- Chile
- Costa Rica
- Uruguay

### MIDDLE EAST/ NORTH AFRICA

- Marocco
- Qatar
- Tunisia

### ASIA

- China
- India
- Japan
- Kazakhstan



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Academy

**Inhoustraining**  
EXPERTISE DIREKT IN IHRER ORG.



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Erfolg mit Qualität

**Kursprogramm 2025**

