



# QUALITY RULES



for

## *B U S I N E S S E S*

Worked out by the compartment committee for

### *Businesses*

in the framework of the  
OQA "ÖSTERREICHISCHEN ARBEITSGEMEINSCHAFT  
ZUR FÖRDERUNG DER QUALITÄT"  
A-1010 Wien, Gonzagagasse 1/4/27

Approved by the BMWA  
in April 1992

Dok.Nr.0003/V1.0  
Edition September 2001

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*FRAMES - QUALITY RULES*

*for*

*BUSINESSES*



to the acquisition of the AUSTRIA-QUALITY LABEL for "Austrian model companies"

The positive reply for the points 1 to 3 is basic prerequisite for the further treatment. For the points 4 to 20, can be given each, 7 points at most. From all relevant positions, are necessary at least 5 points on an average. If one single position had to be assessed to a less degree than 3, the label cannot be awarded.

The company produces/performs following products/service(s):

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- |    |                                                                                                                    |             |
|----|--------------------------------------------------------------------------------------------------------------------|-------------|
| 1) | Relevant commercial certificate, is existing                                                                       | yes / no *) |
| 2) | Business authorization **)                                                                                         | yes / no *) |
| 3) | Written explanation of the company owner / - responsible, that all employees are properly registered, is available | yes / no *) |

Following CRITERIA are to be assessed, by points:

	Given points
4) Clarity of the organizational structure (documented, clearly outlined responsibilities)	.....
5) Documented order pass, (Traceability of orders)	.....
6) Supplier management (Suppliers files, incoming inspection)	.....
7) Control (Production and final control)	.....
8) Calculation,	.....
9) Capacity overview (planning, meeting deadlines),	.....
10) Environment friendliness (waste disposal, emissions)	.....
11) Qualified employees (relationship to semi-skilled as well as support strengths; deputies)	.....
12) Company atmosphere (also fluctuation)	.....
13) Working place ergonomics (dust, heat,, etc.)	.....

\*) please cancel where not applicable

\*\*) if necessary

- 14) Customer care (guarantee, warranty, goodwill, service performances) .....
- 15) References (Samples from the client list) .....
- 16) In case of external performances :  
Storage and administration of customer wares .....
- 17) Cleanliness as well as hygiene .....
- 18) Mechanical provision .....
- 19) Product or service assessment .....
- 20) Assessment from the report of the work inspector  
( so far as existing) .....

Average value from the relevant points .....

The repetition examination is to be performed after

ONE / TWO \*)

year (s).

\_\_\_\_\_  
Name of the examiner (Institution)

\_\_\_\_\_  
Date

\_\_\_\_\_  
\*) please cancel where not applicable

