

Overview of services

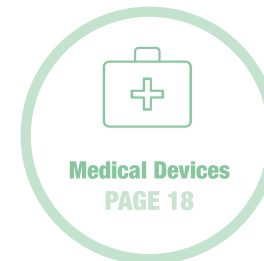
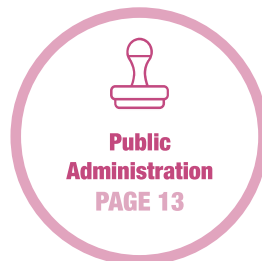
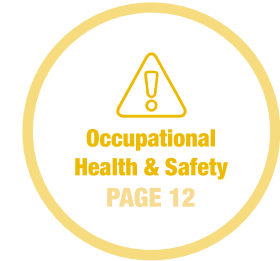
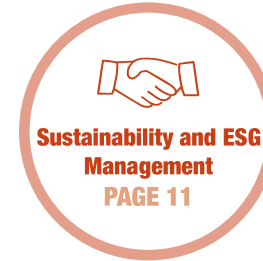
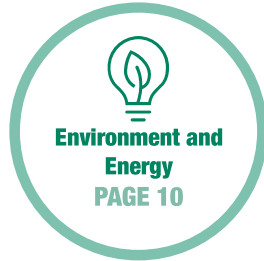
2026



Towards a joint future

SUCCESS WITH QUALITY

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TRAININGS PROGRAMMESME (GERMAN)
www.qualityaustria.com/kursprogrammesm

INHOUSE TRAININGS (GERMAN)
www.qualityaustria.com/inhouse



WELL EQUIPPED FOR THE FUTURE



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

Our offer for your success.

How our services can help you get ahead:

QUALITY THAT INSPIRES.

Quality Austria Holding GmbH is Austria's leading authority on integrated management systems. As the national market leader, we drive momentum for Austria as a business location and live our credo of "success with quality" every day. Our range of services is continuously adapted to market needs, social trends, and our customers' requirements.

SUCCESS WITH QUALITY.

With our strong network of companies, we are well positioned for the future and offer you numerous services from one single source. Our focus is on industries that shape Austria as a business location and on topics that are future-oriented. We rely on in-depth knowledge and first-hand expertise to guarantee you the best possible quality and practical solutions.



QUALITY AUSTRIA CERTIFICATION.

Quality Austria Certification is a leader in the field of personal, system, and product certification, appraisals and validations, assessments, and the Austria Quality Seal. We stand for audits with added value.

Christoph Baumgartner. Head of Certification. www.qualityaustria.com



QUALITY AUSTRIA ACADEMY.

As a leading academy for management system expertise, Quality Austria Academy trains the experts of tomorrow—in a practical, exclusive, and professional manner. Building competence, shaping the future.

Elisabeth Hofstätter. Head of Training. www.qualityaustria.com



QUALITY AUSTRIA CONSULTING.

Quality Austria Consulting offers comprehensive consulting services for companies that want to implement new management systems, optimize existing systems, and establish sustainable, future-oriented solutions.

Annelie Dornaus. Head of Corporate Sales. www.qualityaustria-consulting.com



QMD SERVICES.

QMD Services (Quality Medical Devices) is a European regulatory affairs agency for medical devices and in-vitro diagnostics, drawing on an international team with many years of experience in the industrial and healthcare sectors.

Anni Koubek; Florian Heffeter. CEOs QMD. www.qmdservices.com



CIS - CERTIFICATION & INFORMATION SECURITY SERVICES.

CIS Certification is an accredited partner for management systems and personal certifications with a focus on information security, AI, TISAX®, data protection, and IT risk management.

Thomas Mann, CEO CIS. www.cis-cert.com

QUALITY AUSTRIA SECTORS & CONTACT

Our **products**—such as system and product certifications as well as training and continuing education—can be used across all industries.

At the same time, we are familiar with the specific requirements of individual **industries** and tailor our services to their needs and challenges. Here is an excerpt of the economic sectors in which we apply our expertise and can therefore support you in a variety of ways:

AUTOMOTIVE & MOBILITY

Whether you are a manufacturer, supplier, or service provider, we support the automotive and mobility industry with certifications and training programmes. As an official licensing partner of VDA QMC (Quality Management Center of the German Association of the Automotive Industry) in Austria, we teach global industry standards in a practical manner.



Ing. Michael Dragosits, MSc

Head of Sector Management
Automotive & Mobility
michael.dragosits@qualityaustria.com

FOOD

From production to logistics, we support companies in the food (safety) industry, as well as producers, processors, distributors, and logistics partners, to ensure quality, hygiene, and traceability along the entire value chain.



Wolfgang Leger-Hillebrand

Head of Sector Management
Food Safety
wolfgang.leger@qualityaustria.com

INDUSTRY

Industry is diverse, ranging from mechanical engineering to electronics and manufacturing. Efficiency, process reliability and sustainability are key success factors in an increasingly automated environment. We support you in optimizing your standards and remaining competitive in the long term.



Thomas Waldner

Head of Sector Management
Industry
thomas.waldner@qualityaustria.com

CONSTRUCTION & PUBLIC ADMINISTRATION

Sustainable construction, safety, compliance, and efficient processes are issues that concern construction companies, public authorities, and municipal institutions worldwide. In this industry, we promote quality, safety, and efficiency through product certifications tailored to the specific requirements of these areas.



Florian Steindl

Head of Sector Management
Construction & Public Administration
florian.steindl@qualityaustria.com

ENVIRONMENTAL MANAGEMENT & SOCIO-ECONOMIC ENTERPRISES

Whether recycling companies, energy suppliers, or social organizations—companies in the environmental and socio-economy sectors combine ecological responsibility with social added value. Our certifications and training courses promote transparent structures, efficient processes and credible commitment.



Axel Dick, MSc

Head of Sector Management
Environmental management &
socioeconomic enterprises
axel.dick@qualityaustria.com

HEALTHCARE & PHARMACEUTICALS

The healthcare and pharmaceutical industry is characterized by strict regulatory requirements, high quality standards, and sensitive processes. Clinics, care facilities, laboratories, and pharmaceutical companies must guarantee safety, efficacy and trust.



Marica Pfeffer-Larsson, MSc

Head of Sector Management
Healthcare & Pharmaceuticals
marica.pfeffer@qualityaustria.com

MEDICAL DEVICES

Manufacturers and service providers in the medical device sector operate in a highly regulated environment where product safety, traceability and innovation are crucial. Our certifications and training courses help to efficiently implement precise quality requirements and strengthen trust in products and processes.



Thomas Waldner

Head of Sector Management
Medical devices
thomas.waldner@qualityaustria.com

INFORMATION SECURITY

In an increasingly digitalized world, information security is a key success factor. Companies of all sizes must protect data, manage risks and comply with legal requirements such as data protection and cybersecurity.



Thomas Mertl
Head of Sector Management
Information Security
thomas.mertl@qualityaustria.com

SERVICES & TOURISM

A wide variety of businesses in the service and tourism industries—from hotels and service companies to educational institutions—are faced with the task of making their processes efficient, sustainable, and customer-oriented.



Claudia Kerpe
Head of Sector Management
Services & Tourism
claudia.kerpe@qualityaustria.com

TRANSPORT & LOGISTICS

Global supply chains, deadline pressure, and sustainability requirements characterize the transport and logistics industry. Freight forwarders, warehousing companies, and logistics service providers must keep an eye on efficiency, safety, and environmental aspects in equal measure.



Klaus Gürtler
Head of Sector Management
Transport & Logistics
klaus.guertler@qualityaustria.com

ELECTRONICS

For companies in the electronics industry, safe products, transparent supply chains, and technological advancement are crucial. Our qualification and certification services help to implement these requirements and strengthen the reliability of products and processes.



Christian Mayrhofer
Head of Sector Management
Electronics
christian.mayrhofer@qualityaustria.com

CHEMICALS, TEXTILES, AND PLASTICS

Companies in the chemical, textile, and plastics industries need safe, sustainable, and efficient processes. Our certifications and training courses help them comply with legal requirements and ensure product quality.



Gabriele Poinsett, MSc
Head of Sector Management
Chemicals, Textiles & Plastics
gabriele.poinsett@qualityaustria.com

AGRICULTURE, WOOD, PAPER, WASTE DISPOSAL

Companies in these industries face the challenge of ensuring quality, safety, and sustainability in their processes, production and processing.



Andreas Ackerl, BSc
Head of Sector Management
Agriculture, Wood, Paper, Waste Disposal
andreas.ackerl@qualityaustria.com

YOU NEED MORE INFORMATION?

Not all organizations can be clearly assigned to a specific industry. For companies, associations, and institutions with individual structures, we also offer additional certifications and customized training courses. Please feel free to contact us by email at anfrage@qualityaustria.com.

Would you like to find out more or arrange a personal consultation tailored to your needs? We look forward to hearing from you and will be happy to provide you with further information. Please contact us by email at anfrage@qualityaustria.com.



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. 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 Economy, Energy and Tourism.

OUR ACCREDITATIONS

ACCREDITATION FOR SYSTEM AND PRODUCT CERTIFICATION AS WELL AS VERIFICATION

PAY ATTENTION TO THE ACCREDITATION!

Quality Austria Certification is accredited through 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 programmes are guaranteed and confirmed continuously.

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



SYSTEM CERTIFICATION

acc. to ISO/IEC 17021-1



PRODUCT CERTIFICATION

acc. to ISO/IEC 17065



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.

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.

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



PERSONAL CERTIFICATION

acc. to ISO/IEC 17024



qualityaustria personal certificate



INTEGRATED MANAGEMENT SYSTEM



Using synergies effectively



SAVE THE DATE
32ND qualityaustria FORUM

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.

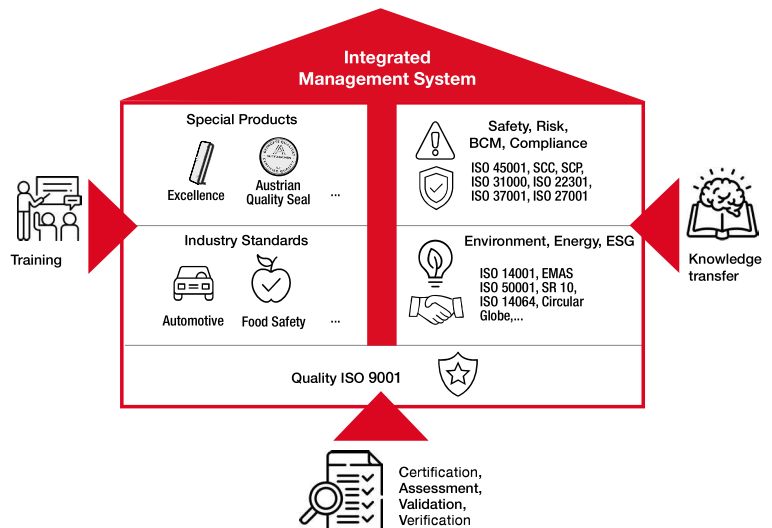
QUALITY AUSTRIA CERTIFICATION

■ Integrated audits

QUALITY AUSTRIA ACADEMY*

All our German training programmes 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 programmes, please contact our international training team (see page 23) or visit our website:

www.qualityaustria.com/en/company/academy/



INHOUSE

All public trainings can be booked as inhouse trainings see page 24.



***Please note**

Accredited exams are carried out by Quality Austria Certification.



More questions? We are happy to help!

anfrage@qualityaustria.com
Customer Service Center:
+43 732 342322



Looking for a specific solution to your individual industry?

We have the experts for you – please refer to our sector overview on page 4.

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



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.



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ENVIRONMENT AND ENERGY

Worlds apart

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



SAVE THE DATE
12TH SUSTAINABILITY FORUM



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 dialogue 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 programmes.

QUALITY AUSTRIA CERTIFICATION

- ISO 14001 Environmental management systems
- EMAS (Eco Management Audit Scheme)
- ISO 50001 Energy management
- ISO 14064 Greenhouse gas balancing and Verification
- Verification of Greenhouse gas reports acc. to NEHG 2022
- **NEW** EU-ETS 2
- ISO 38200 Chain of custody of wood and wood-based products
- SURE (Sustainable Resources Verification Scheme)
- PEFC CoC (Programmes of the Endorsement of Forest Certification Chain of Custody)
- **NEW** PEFC RED III Certification (Biomass and Biogas)
- Verification and Validation of Carbon Footprints of Products acc. to ISO 14067 (not accredited)

QUALITY AUSTRIA ACADEMY*

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www.qualityaustria.com/en/company/academy/

ISO 14001 in revision

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



INHOUSE

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***Please note**

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+43 732 342322



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We have the experts for you – please refer to our sector overview on page 4.

SUSTAINABILITY AND ESG MANAGEMENT

Taking
responsibility



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)
- **NEW** Assessment Circular Globe - compact
- 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

QUALITY AUSTRIA ACADEMY*

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www.qualityaustria.com/en/company/academy/



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 in visualization. We offer (compact) assessments and train persons – identify your potential for realizable projects!

www.circular-globe.com



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



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

QUALITY AUSTRIA ACADEMY*

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CONSTRUCTION

PUBLIC ADMINISTRATION



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)' Nearly 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).

QUALITY AUSTRIA CERTIFICATION

- ÖVGW – QS-GNB 200 (Quality Requirements placed on Gas Grid Operators)
- Construction of steel and aluminium structures in accordance with EN 1090

QUALITY AUSTRIA ACADEMY*

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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.

Nowadays public administrations like using quality management systems – above all ISO 9001 – as extremely helpful implementation tools. Also, 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).

QUALITY AUSTRIA CERTIFICATION

- CAF (Common Assessment Framework)

QUALITY AUSTRIA ACADEMY*

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www.qualityaustria.com/en/company/academy/

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



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*

All our German training programmes 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 programmes, please contact our international training team (**see page 25**) or visit our website:

www.qualityaustria.com/en/company/academy/

VDA QMC LICENCE TRAININGS IN COOPERATION WITH QUALITY AUSTRIA ACADEMY

As a partner, Quality Austria Academy offers training courses as a licensed product of VDA QMC.



INHOUSE

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



SAVE THE DATE
17TH FOOD SAFETY FORUM



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

- ENFIT HQF Certification
- ISO 22000 and FSSC 22000 for Food, Pet Food and Packaging Manufacturers, logistic companies and wholesalers
- EN 15593 Packaging – Management of Hygiene in the Production of Packaging for Foodstuffs
- EN 14065 Textiles – Laundry processed textiles – Biocontamination 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, IFS Progress Food, 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

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HEALTH, SOCIAL SERVICES & HEALTH TOURISM

Always on pulse of time



SAVE THE DATE
20TH HEALTH FORUM



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)

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www.qualityaustria.com/en/company/academy/

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



INHOUSE

All public trainings can be booked as inhouse trainings see page 24.



***Please note**

Accredited exams are carried out by Quality Austria Certification.



**More questions?
We are happy to help!**

anfrage@qualityaustria.com
Customer Service Center:
+43 732 342322



Looking for a specific solution to your individual industry?

We have the experts for you – please refer to our sector overview on page 4.



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.

A high number of 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

QUALITY AUSTRIA ACADEMY*

All our German training programmes 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 programmes, please contact our international training team (**see page 23**) or visit our website:

www.qualityaustria.com/en/company/academy/



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RISK, SECURITY AND COMPLIANCE

Systematically
beating chance



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

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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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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 co-operation between QMD and Quality Austria, you receive ISO 13485 system certification and certification of your medical devices from a single source.

www.qmdservices.com



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Looking for a specific solution to your individual industry?
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Quality Austria awards the Austrian Excellence Award since 1996



SAVE THE DATE

EXCELLENCE DAY &
AUSTRIAN EXCELLENCE
AWARD CEREMONY



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 even exceed the expectations of their stakeholders.

QUALITY AUSTRIA HOLDING

Assessments

- Austrian Excellence Award
- Committed to Excellence
- Recognised for Excellence

QUALITY AUSTRIA ACADEMY*

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TAKE ADVANTAGE OF THIS OPPORTUNITY TO CONDUCT A COMPREHENSIVE ASSESSMENT OF YOUR ORGANIZATION.

- **External Perspective:** Qualified assessors analyze your organization during a site visit and provide valuable external insights.

- **Organizational Development** Using the Excellence Approach: The assessment identifies strengths and areas for improvement and provides concrete strategies for holistically advancing your organization.
- **Reflection and feedback:** Through self-assessment, verbal feedback, and a detailed feedback report, you'll receive clear recommendations for improving your organization and ensuring its future viability.
- **Maturity benchmarking:** Determine your maturity level and compare your organization with others across industries.
- **Opportunity for recognition and funding:** Chance to win the Austrian Excellence Award and receive an award as an "Excellent Company," including the opportunity to support a socially sustainable project with €10,000.

The Austrian Excellence Award is THE official national award for holistic excellence and recognizes the particularly successful implementation of excellence principles and the results achieved through them.

You can find more information on page 26 and at www.staatspreis.com (in German only)



INHOUSE

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Looking for a specific solution to your individual industry?

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Quality Austria is accredited for ISO 27001 since 2023



SAVE THE DATE: 8TH SEPT 2026
CIS COMPLIANCE SUMMIT



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.

QUALITY AUSTRIA CERTIFICATION

- ISO/IEC 27001 Information Security

CERTIFICATION IN COOPERATION WITH CIS CERTIFICATION GMBH

- ISO 42001 Standard for AI Management systems (Artificial Intelligence)
- ISO 20000 IT Service Management
- ISO 27701 Data protection
- ISO 27017 Information Security for Cloud Services
- ISO 27018 Data Security for Cloud Services
- ISO 27019 Security measures for energy providers
- EN 50600 Data Centers
- 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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CIS CERTIFICATION & INFORMATION SECURITY SERVICES GMBH

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.

SECURITY | PRIVACY | CONTINUITY

www.cis-cert.com



All public trainings can be booked as inhouse trainings
see page 24.



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CUSTOMIZED PRODUCTS FOR SPECIAL INDUSTRIES

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



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.

Additionally, 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 15085 Certification of welding manufactureres for welding railway vehicles and components

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

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INTERNATIONAL AND ENGLISH OFFER

Around the world



Friedrich Khuen-Belasi, MSc
Partner Management and Network partners (ATAF)
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Jennifer Leopold
Organization of inhouse trainings, international trainings
jennifer.leopold@qualityaustria.com



INTERNATIONAL TRAINING

We offer a variation of training programmes, 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

- Morocco
- Qatar
- Tunisia

ASIA

- China
- India
- Japan
- Kazakhstan

INHOUSE TRAININGS



Katrin Stadler

Your direct contact for inhouse trainings in the area of IMS, ESG, occupational health (safety) and food safety
katrin.stadler@qualityaustria.com



Celine Feigl

Your direct contact for inhouse trainings in the area of quality, environment, information security, construction and cooperations
celine.feigl@qualityaustria.com



Jennifer Leopold

Your direct contact for inhouse trainings in the area of automotive, risk, business excellence, medical products and customized products
jennifer.leopold@qualityaustria.com



David Vrhovac

Your direct contact for inhouse trainings in the area of health and transport
david.vrhovac@qualityaustria.com

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

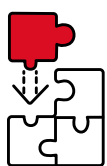
All public qualityaustria trainings can be booked as inhouse trainings. This results in cost-saving potentials due to the elimination of travelling expenses, external locations, catering, etc. It also is possible to book single modules of courses as inhouse trainings. This means that every qualityaustria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



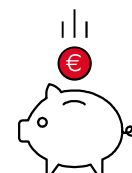
- Our formula for your personal success: tailoring to the specific needs of your organization, promoting team spirit, efficient results and discretion.



- 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 programmes can be supported financially by the respective federal state or by AMS. Current information on funding opportunities can be found at www.qualityaustria.com/foerderungen (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 or +43 732 34 23-22



qualityaustria BONUS SYSTEM

Benefit from our bonus offers for companies and training participants! You can find further information regarding

the **qualityaustria** bonus system online:

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 Economy, Energy & Tourism 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.

Take advantage of this opportunity to conduct a comprehensive assessment of your company. You'll learn where you currently stand, what strengths set you apart, and what potential you can still develop. Strengthen your image as a top employer and build your company's future viability. Take advantage of this opportunity to conduct a comprehensive assessment of your company.

Show that your company is part of the best and apply now!

It's simple – just fill out the registration form and the questionnaire and send them to us at staatspreis@qualityaustria.com

1 APPLICATION

fill out application form and submit

2 QUESTIONNAIRE

completion & submission
4 weeks prior to the site visit

3 SITE VISIT

review by assessors

4 FEEDBACK

regarding strengths and potentials
after the site visit

5 JURY MEETING

selection of the best

6 AWARD CEREMONY

celebrate success



qualityaustria EVENT CALENDAR (GERMAN EVENTS)



qualityaustria FORUM

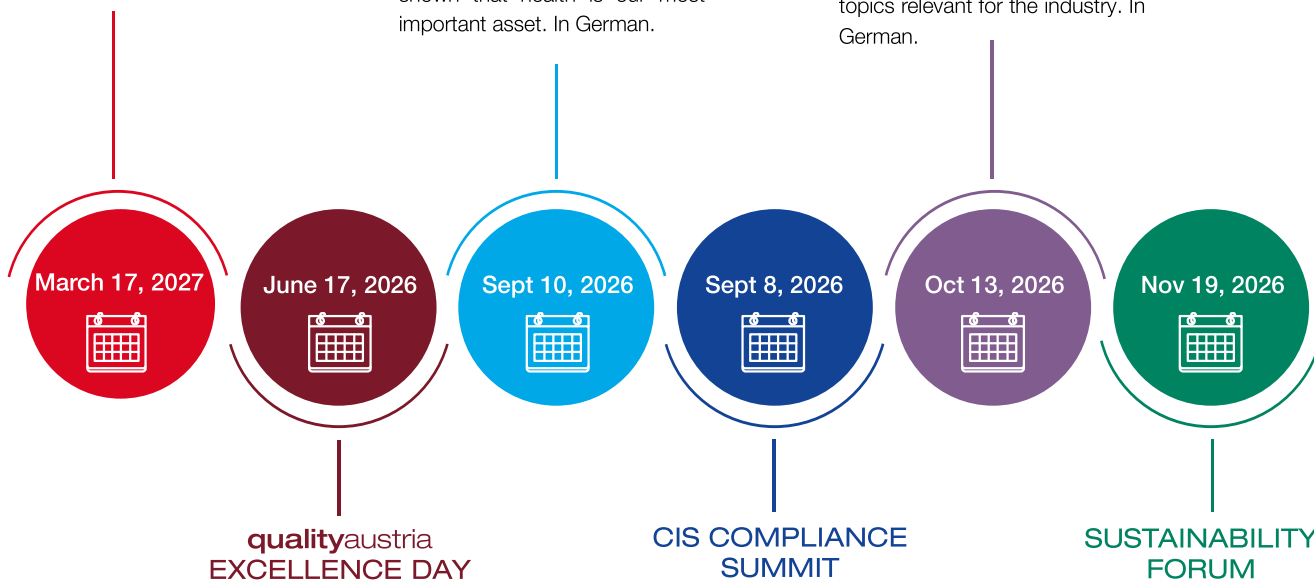
THE event highlight in terms of management systems in Austria. Thousands of people have already attended in over two decades – be a part of it! You can expect top-class speakers, exciting topics, forward-looking concepts and news from the world of standards. In German.

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.



March 17, 2027

June 17, 2026

Sept 10, 2026

Sept 8, 2026

Oct 13, 2026

Nov 19, 2026

qualityaustria EXCELLENCE DAY

Learn from best practices, ask entrepreneurs and executives direct questions, and take home valuable insights. Following the event, you'll have the opportunity to attend the State Prize for Business Excellence ceremony—THE award for Austria's most outstanding organizations. In German.

CIS COMPLIANCE SUMMIT

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.

SUSTAINABILITY FORUM

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.

The award for your success!

Become a Quality Champion, Talent, or Team of 2027

Has your project helped your company move forward? Does your idea offer exciting new ideas? Then show us! Boost your visibility, advance your career, and set an example for quality, sustainability, and innovation.

Your project. Your stage: Shoot for the stars!

APPLY NOW!

or nominate others





qualityaustria

Succeed with Quality

qualityaustria Academy

Kursprogramm 2026

Kompetenz formen, Zukunft gestalten




qualityaustria Academy

Inhousetrainings

EXPERTISE DIREKT IN IHRER ORGANISATION



Alle Trainings auch auf ENGLISCH

JÄHRLICH

- in 130 Organisationen weltweit
- 3.300 Mitarbeitende
- im Umfang von 1.500 Trainingstagen ausgebildet

TRAININGS NACH MASS

Weil Einheitsgrößen nicht für alle passen



www.qualityaustria.com/inhouse



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Please note

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

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