

55th EOQ Congress
World Quality Congress
Budapest, Hungary - June 20-23, 2011

"Navigating Global Quality in a New Era"



June 21, 2011 (Tuesday) 55th EOQ Congress

CONCURRENT SESSIONS
KEMPINSKI HOTEL CORVINUS

Tuesday 13:30 – 17:30
Erzsébet tér 7-8, Budapest V.

SALON BANDINI/MARZIO

9.1. EDUCATION OF QUALITY – QUALITY OF EDUCATION I. 13:30 – 15:00

Co-Organizer: Óbuda University

Session Chair: Zoltán Koczor, Óbuda University, Hungary

14.15 The EOQ Personnel Certification and Registration – Results and Experiences in Germany
Thomas Votsmeier, German Society for Quality, Germany

Votsmeier, Thomas (Germany)

Dipl. Ing. Thomas Votsmeier studied regional and environmental planning at the University of Dortmund. He was several years Head of the Department for Environmental Impact Assessment in the city of Wiesbaden and changed in 1998 to the Deutsche Gesellschaft für Qualität e.V. At DGQ he was responsible for the training programmes with focus on environmental, OHS (Occupational Health & Safety) and international management. Since 2007 he is Head of the Personnel Certification Body of DGQ. In addition, he works in different functions in several national associations at DIN (Deutsches Institut für Normung e.V.) and the German Accreditation Body, internationally at EOQ, IPC (Association Connecting Electronics Industries), ISO, Casco and is actively involved in the development of standards and certification programmes with focus on management systems and certification issues.

EOQ Personnel Certification and Registration

Results and Experiences in Germany

Dipl.-Ing. Thomas Votsmeier
Head Personnel Certification Body
DGQ Frankfurt

DGQ
Deutsche Gesellschaft
für Qualität

GERMAN SOCIETY FOR QUALITY

DGQ

Understanding. Progress. Responsibility.

Those who understand quality can improve it and assume responsibility for their personal success as well as the success of their organization.

- 🔍 The German Society for Quality (DGQ) was established in 1952 concerned with use of technical statistics within efficient production (Ausschuss für Technische Statistik im Ausschuss für wirtschaftliche Fertigung - AWF)
- 🔍 today the DGQ guides, develops and supports the leading quality platform in Germany



Understanding. Progress. Responsibility.

DGQ at a glance

- 🔍 Certified to DIN EN ISO 9001
- 🔍 Accredited to DIN EN ISO 17024 as personnel certification body
- 🔍 Founding shareholder of DQS GmbH
- 🔍 Founding and full member of the European Organization for Quality (EOQ)
- 🔍 Founder of Federation for Quality Research and Science (FQS)



WE DESIGN NETWORKS.

Successful networking

- 🔍 850 corporate members and more than 5000 personal members
- 🔍 4 main regional offices, 63 regional groups nationwide (500 training events, 13,000 participants a year)



National and international partner and contacts

We are closely linked with

- 🔍 European Organisation for Quality (EOQ)
- 🔍 European Foundation for Quality Management (EFQM)
- 🔍 International Personnel Certification Association (IPC)
- 🔍 as well as many other national and international organizations



Community Work

- 🔍 we gather knowlegde and practice-related know-how for evaluation
- 🔍 we convey practice experience to all interested parties of economy and social life
- 🔍 we support the creation and the spread of standardized terminologies
- 🔍 professional, technical literature – currently ca. 90 titles available
- 🔍 Official DGQ journal: QZ Qualität und Zuverlässig monthly circulation 20,000 copies



Excellence Barometer (ExBa)

- Q we regularly examine factors which are relevant for the success of German companies and organizations
- Q each year we present the most comprehensive benchmarking study with regard to German industry and commerce by means of the Excellence Barometer

Research and Science

The Federation for Quality Research and Science (FQS)

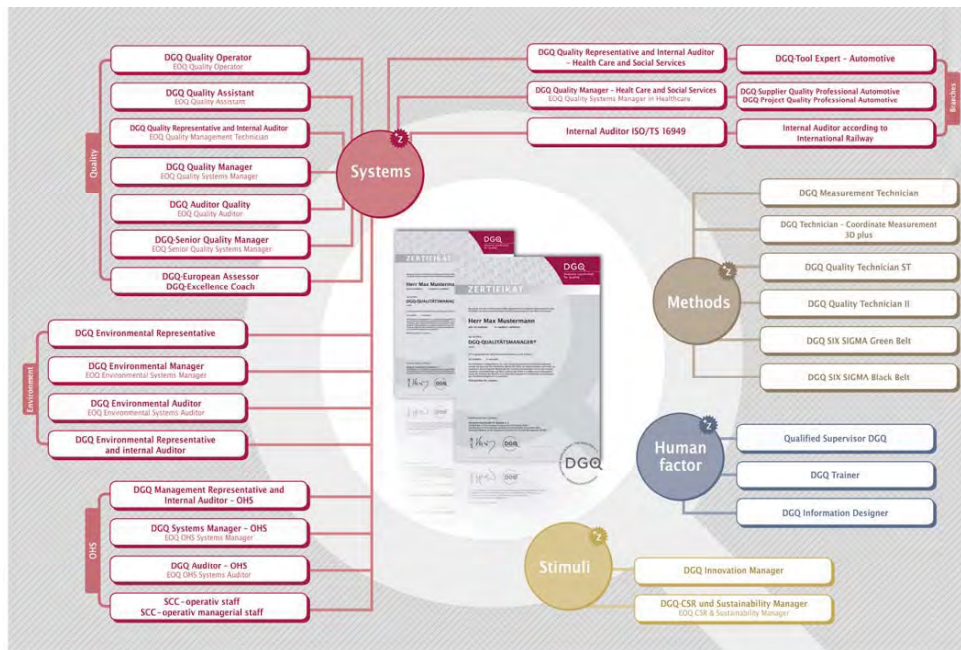
- Q has been successfully initiating research projects for many years now
- Q enables transfer of knowledge between science and industry

Personnel Certification Body

- Q we certify personnel in the areas of quality, environmental protection and occupational health and safety management
- Q 20 national und 10 international certification programs including different branches
- Q EOQ national member
- Q in total about 8,000 certificates a year



Overview of our certification program:



Our Training Program

is based on the facts that

- 🔍 lifelong learning is the key to success
- 🔍 you gain ability to manage knowledge
- 🔍 quality is the concern and responsibility of each and every person within a company or organization
- 🔍 comprehensive and in-depth qualifications pave the way to expert knowledge
- 🔍 we need practical instructions, which are important for day-to-day work



Training

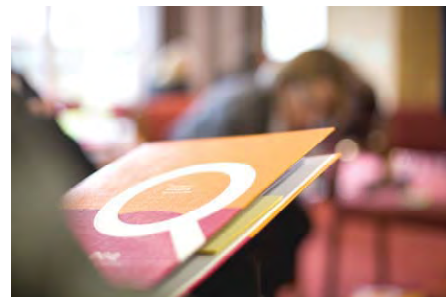
We offer

- 🔍 courses, seminars and congresses
- 🔍 themes related to Quality Management tools, procedures, standards, regulations, soft skills
- 🔍 more than 100 current themes related to Quality and Environmental Management, Occupational Health and Safety Management
- 🔍 Inhouse Training - tailored individual courses and seminars based on requirements and goals of organizations and companies
- 🔍 e-learning: learning which is not dependent on attendance at a specific time
- 🔍 more than 300 handpicked trainers from science and industry



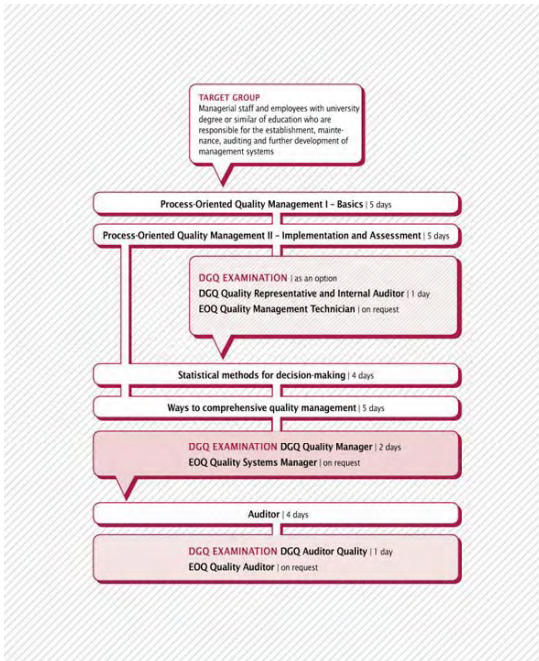
Our main subjects at a glance:

- 🔍 Quality Management
 - Quality Management in specific branches:
 - Health Care and Social Services
 - Public administration
 - Automotive sector
 - Aerospace industry
 - Railway sector for operators, systems manufacturers and suppliers
 - Logistics sector
- 🔍 Environmental Management
- 🔍 Occupational Health and Safety Management – OHS
- 🔍 Measuring Technology / 3D Coordinate Measuring Technology
- 🔍 Statistical Methods
- 🔍 Quality Assurance and quality testing
- 🔍 SIX SIGMA
- 🔍 Innovation Management
- 🔍 Corporate Social Responsibility – CSR
- 🔍 Leadership and management competency
- 🔍 Communication
- 🔍 DGQ Trainer
- 🔍 EFQM Model for Excellence



Training and certification

Example: Quality Management:



Our courses

Example:

Ways to comprehensive management

Content

- TQM fundamentals
- Analysis of the initial situation
- Aspects of organization management
- Implementation of policy and strategy
- Staff management
- Partnership and resources management
- Process management
- Measurement and evaluation of results
- Implementing TQM with the help of process management
- Self-assessment
- Group work

Our examinations

Example:

DGQ Quality Manager

The examination includes a written and an oral test. It refers to the contents of the following DGQ courses:

- Process-Oriented Quality Management I – and - II
- Statistical methods for decision making
- Ways of comprehensive quality management

The second source of reference includes the contents of the standards ISO 9000, 9001, 9004 and 19011.

Management consulting services and support

- 🔍 consulting of organizations concerning all issues on quality-oriented management
- 🔍 implementation and improvement of management systems
- 🔍 process efficiency
- 🔍 implementation of Business Excellence

Starting Point

Our Consulting Approach

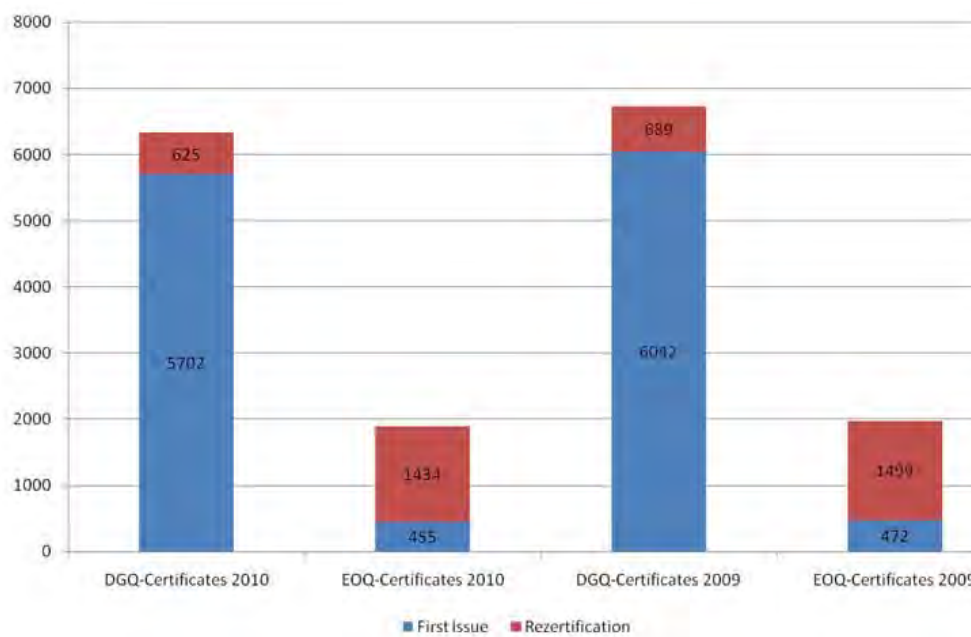
Our Consulting Know-how

- 🔍 More and more enterprises need competent and solution-oriented consulting when implementing quality and quality-oriented management tasks.
- 🔍 We develop problem resolutions tailored individually to your needs and provide active support during the process of implementation.
- 🔍 We consult medium-sized enterprises and operatively independent enterprises within corporate groups. We have a team of experts particularly characterized by long years of experience in the field of management.

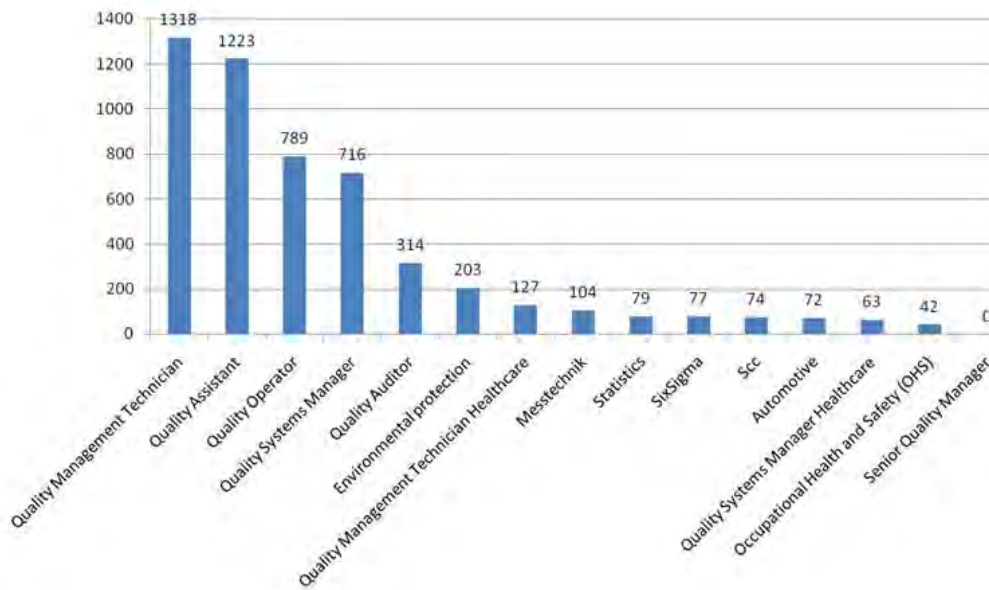
Certification for quality personnel - history

- 🕒 **In the early 90s QM certification was rising up. For the implementation and support of QM Systems it was absolutely essential to train and certify the first generation of specialized quality personnel. Approx. 4,000 certificates Quality Manager and Auditor Quality per year were issued by DGQ.**
- 🕒 **DGQ was the first and huge organization for collecting and spreading quality specific knowledge in Germany. Training and personnel certification was a booming market. – DGQ was only partly able to fulfill the needs of all potential customers in the first years.**
- 🕒 **DGQ know-how was spread by licencing in Germany and via EOQ in Austria and Switzerland. To reach international acceptance of personnel certificates EOQ served as platform for a broader acceptance by the „EOQ harmonized scheme“.**
- 🕒 **In the following years the number of organizations offering QM training and certification in Germany grew rapidly – currently exist more than 10 accredited personnel certification bodies for QM personnel and uncounted numbers of training institutes in Germany– partly based on EOQ harmonized scheme content.**
- 🕒 **Since 1997 a special programme with leading universities in Germany is running to integrate DGQ / EOQ based quality content into education at universities. Students can get a special „DGQ Quality Manager Junior“ certificate.**

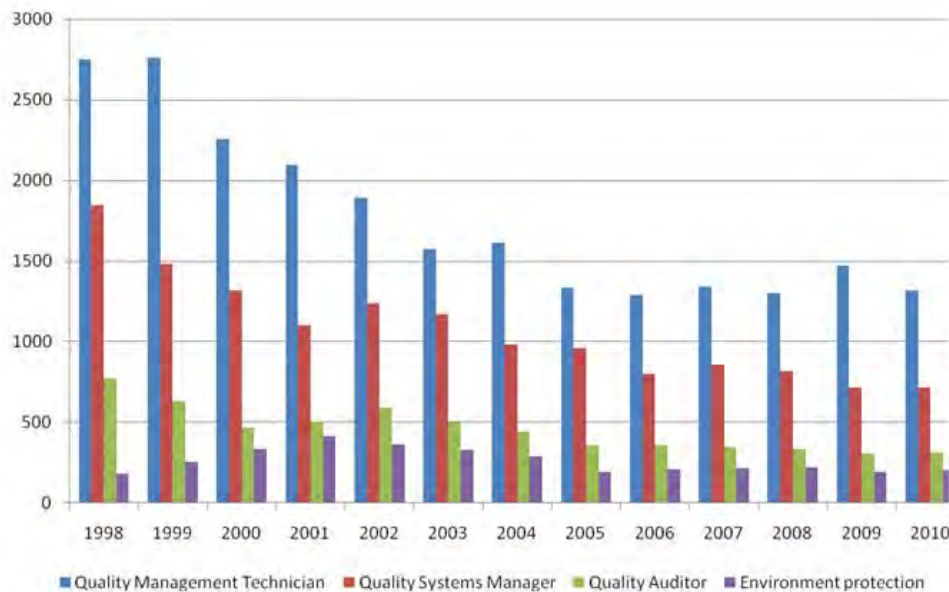
Sum of certificates 2009 - 2010



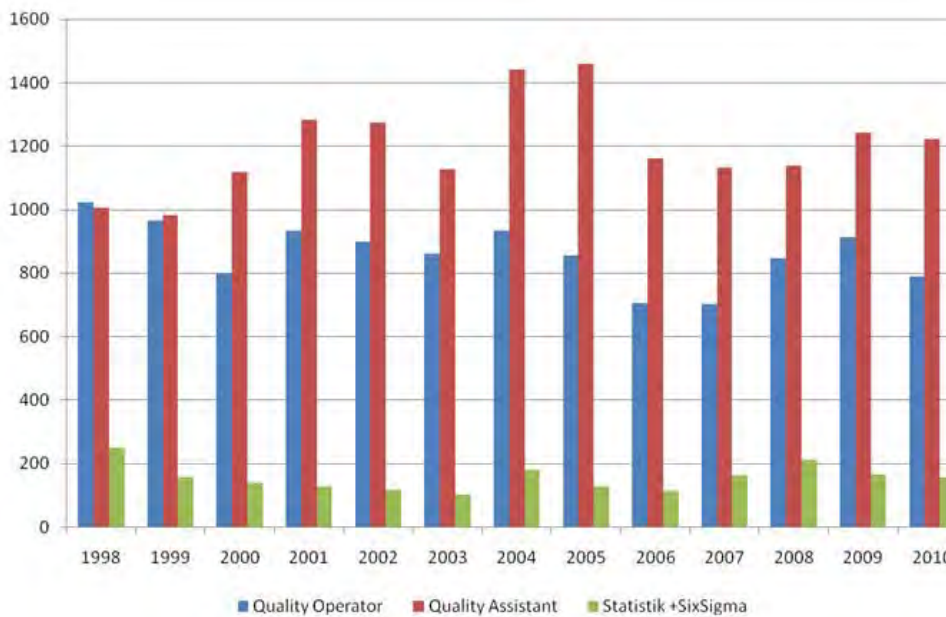
DGQ Certificates with Examination 2010



Certificates on management level (DGQ first issue)



Certificates on operational level (DGQ first issue)



Cooperation with universities –

DGQ Quality Systems Manager Junior

- 🔍 **The integration of learning items of the EOQ harmonized scheme for Quality Managers into the learning programme of german universities is running on a regular basis. Conformity with EOQ Certification programmes is ensured.**
- 🔍 **Participants of these programme are the universities of Aachen, Berlin, Bonn, Chemnitz, Cottbus, Dortmund, Erlangen, Göttingen, Hannover, Ilmenau, Kassel, Lübeck, Wuppertal and Zwickau.**
- 🔍 **The number of certificates is rising in the last years – overall about 2000 Junior Certificates have been issued.**
- 🔍 **It is planned to issue EOQ Junior Certificates parallel to interested students in future.**

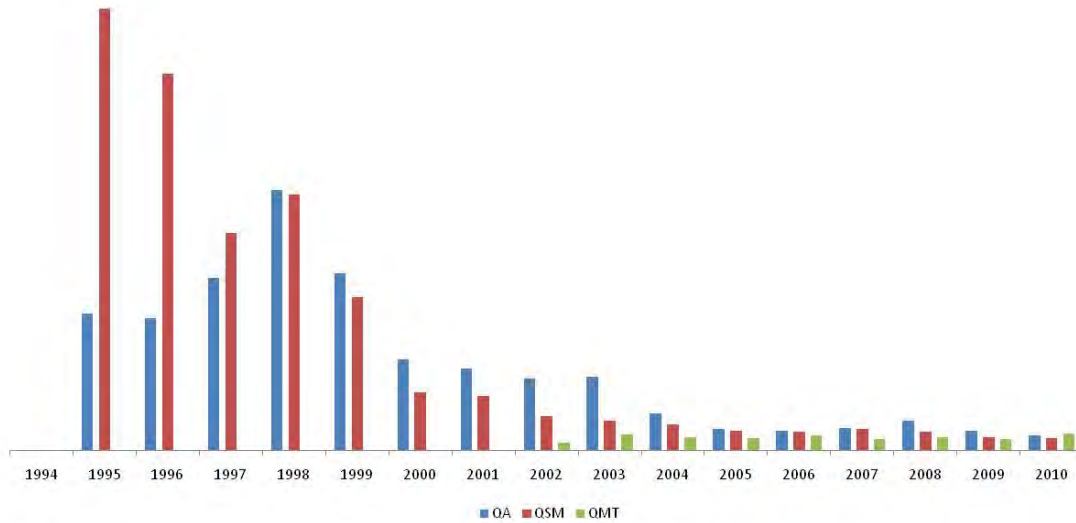
EOQ based certification – general trends

- 🔍 **EOQ based certification has a high level approach since the beginning – this will be kept also in future!**
- 🔍 **Since 1995 EOQ certificates have been issued in combination with DGQ certificates→ high number of certificates.**
- 🔍 **Since 2000 EOQ and EOQ Quality certificates have been issued separately to the customers → reduced number of new EOQ certificates – primarily requested for persons with internationally background.**
- 🔍 **Decreasing interest in EOQ certificates in the last years because of changing markets and certification needs.**
- 🔍 **Changing competition environment especially concerning Auditor certification.**

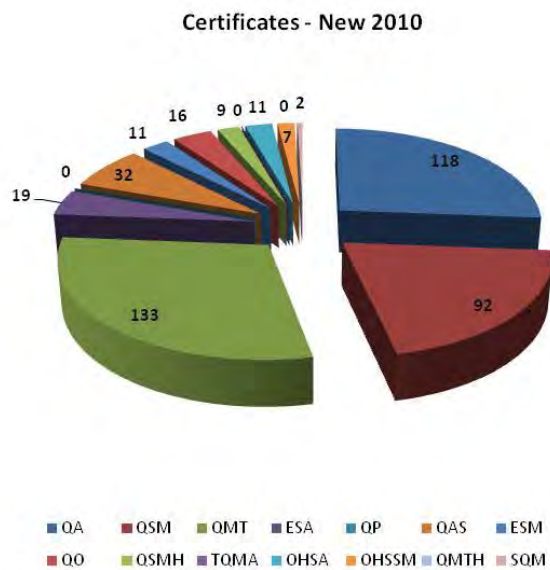
DGQ – Valid EOQ certificates 2010

Country	EOQ Agent Acronym	number of valid Certs	Scheme (Long Name)
Germany	DGQ	203	EOQ Environmental Systems Auditor
Germany	DGQ	110	EOQ Environmental Systems Manager
Germany	DGQ	42	EOQ Occupational Health and Safety Auditor
Germany	DGQ	31	EOQ Occupational Health and Safety Systems Manager
Germany	DGQ	3622	EOQ Quality Auditor
Germany	DGQ	611	EOQ Quality Assistant
Germany	DGQ	651	EOQ Quality Management Technician
Germany	DGQ	16	EOQ Quality Management Technician in Healthcare
Germany	DGQ	235	EOQ Quality Operator
Germany	DGQ	31	EOQ Quality Professional
Germany	DGQ	978	EOQ Quality Systems Manager
Germany	DGQ	58	EOQ Quality Systems Manager in Healthcare
Germany	DGQ	14	EOQ Senior Quality Manager
Germany	DGQ	11	EOQ TQM Assessor
		6613	

EOQ Certificates

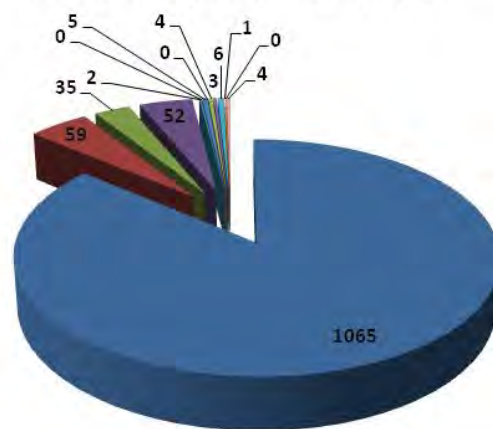


EOQ Certificates



EOQ Certificates

Certificates - Recertification 2010



Experiences with different certification schemes

- ⊕ **The most relevant and successful certification schemes are quality management personnel related: Quality Auditor –followed by Quality Manager and Quality Management Technician.**
- ⊕ **Certification of operational quality personnel like Quality Assistent and Quality Operator has a constant relevance in the market.**
- ⊕ **Environmental management related certification schemes also have a continuous market demand.**
- ⊕ **Sectoral schemes (e.g. quality management in healthcare) are of lower interest, amongst others because of a broad range of products in the market and lower affinity of the target group to the EOQ**
- ⊕ **Certification schemes for other disciplines and specialists have a lower market demand and are more relevant for the national market.**
- ⊕ **The integration of the quality related competence specifications into higher education / technical schools / universities is rising up.**

Consequences and strategy – current actions of EOQ

- 🔍 **Approval of the schemes by the international bodies (EA, IAF) in order to communicate the advantage and gain international importance of EOQ certificates**
- 🔍 **Further developing of actual and market orientated competence specifications and certification schemes**
- 🔍 **Emphasizing the state-of-the-art regarding training and examination requirements**
- 🔍 **Active role in developing of international certification programs (cooperation with IPC)**
- 🔍 **Active role in international standardisation and integration of new trends into certification schemes (ISO 14024, ISO 9001, ISO 14001, ISO 19011 etc.)**
- 🔍 **Further developing of the approach to an EA accepted certification scheme**
- 🔍 **Strengthening national and international acceptance of the PRU members as leading certification bodies and competence center for accreditation bodies**
- 🔍 **Implementation of an EOQ internet-based register for EOQ certified persons**
- 🔍 **Additional marketing activities for actual information of interested persons and organizations**

DGQ flyer for EOQ certificates

CHANCEN NUTZEN

Chancen nutzen

Sie wollen die Herausforderung des lebenslangen Lernens annehmen, Ihr Können unter Beweis stellen und dies durch ein EOQ-Zertifikat auch sichtbar machen? Dann sind wir der richtige Partner für Sie: erfahren, zuverlässig und praxisnah.



Ihre Vorteile auf einen Blick:

- 🔍 Zertifiziertes Wissen nach internationalen Standards
- 🔍 verbesserte Karrierechancen national und international
- 🔍 Anerkennung der Kompetenz auf europäischer Ebene
- 🔍 Netzwerk von 70.000 Experten in 40 Ländern



Gut zu wissen...

Die Anzahl der erteilten DGQ-Erstzertifikate bewegt sich nach wie vor auf hohem Niveau. Am stärksten nachgefragt sind die Zertifikate „DGQ-Qualitätsbeauftragter und interner Auditor“ sowie „DGQ-Qualitätsassistent Technik/Dienstleistung“. Es folgen „DGQ-Qualitätsmanager“, „DGQ-Qualitätsfachkraft“ sowie „DGQ-Auditor Qualität“.



**Karriere
mit Auszeichnung ...**
international anerkannt: Ein EOQ-Zertifikat

DGQ+
Deutsche Gesellschaft
für Qualität

Thank you for your attention.

Further informationen: www.dgq.de

Deutsche Gesellschaft für Qualität

August-Schanz-Straße 21A, 60433 Frankfurt am Main, Germany

T + 49(0)69-954 24-0, F + 49(0)69-954 24-133

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