

EOQ Role in Promoting Industry and Economy in Europe

The EOQ Harmonized Schemes for the
Qualification of Personnel

Sharing Success

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Introduction to the European Organisation for Quality

- founded 1956
- non-profit organisations from 35 countries
- more than 70 000 persons dedicated to quality
- committed to the development of quality
- 1985-1993: harmonising the Personnel Registration
- more than 50 000 EOQ certificates
- world-wide more than 200 000 certificates, based on the requirements of the EOQ Harmonised Schemes

EOQ values

- **Vision**

EOQ is Europe's leading promoter of Quality

- **Mission**

Improve European society through the promotion of Quality in its broadest sense

Achieved by:

- Facilitated networking
- Qualified people
- Transformed organizations

Facilitated networking, thereby:

- speeding up research
- aiding the transfer of knowledge
- disseminating leading edge concepts and techniques
- functioning as a competence centre for organizations, governments and EU
- supporting its members in the promotion and deployment of quality
- fostering the processes of global integration in the field of quality

Qualified people, created by:

- Training and continuous professional development through attendance on appropriate courses taught by qualified trainers
- Recognition of the levels of competence achieved by issuing certificates of qualification
- Developing and providing training programs

Transformed organizations, through:

- Integration of qualified people within the structure
- Masters in innovation techniques and breakthrough management
- Dissemination of information by all means
- Common framework of CSR & Sustainable development

The role of the EOQ

The EOQ supports all common activities, with respect to the qualification and registration / certification of quality personnel under the EOQ Personnel Registration Scheme and promotes the mutual recognition and acceptance of registrations/certificates granted by the EOQ-PRU Agents within the framework of the scheme.

The EOQ Harmonized Personnel Registration Scheme

- Over 30 Certification Schemes with defined Body of Knowledge (BoK)
- Co-ordinated by the Personnel Registration Unit (PRU)
- Working in a quality management system, based on a process approach
- 19 national participants (“PRU Agents”)
- Some of pre-requisites for the PRU Agents:
 - non-profit organisations
 - national accreditation or EOQ recognition
 - submittal of own handbook
 - declaration of conformity

19 PRU Agents from...

Austria

Croatia

Czech Republic

France

Germany

Hungary

Italy

Norway

Poland

Portugal

Romania

Russia

Slovakia



Slovenia

Spain

Switzerland

The Netherlands

Turkey

Ukraine

EOQ Harmonized Personnel Registration Scheme

1. EOQ Integrated Quality

Integrated Management Systems

(Quality-, Environmental-, Occupational Health and Safety-, CSR-Management Systems, etc.)

2. Specific Sectors

Food, Safety, Information Security, Public Transportation, Healthcare, Public Administration, Services Sector, Occupational Physician, etc.

3. General Competency

Process management, project management

1. EOQ Integrated Quality

EOQ Quality Operator

EOQ Quality Professional

EOQ Quality Systems Manager

EOQ Quality Management Technician

EOQ Management Systems Consultant

EOQ Management Systems Senior Consultant

EOQ Occupational Health and Safety Auditor

EOQ Occupational Health and Safety Systems Manager

EOQ Integrated Quality and Environment Systems Manager

EOQ Integrated QEHS Systems Manager

EOQ Quality Auditor

EOQ Quality Assistant

EOQ CSR & Sustainability Assesor

EOQ CSR & Sustainability Manager

EOQ Environmental Systems Auditor

EOQ Environmental Systems Manager

EOQ Senior Quality Manager

EOQ TQM Assessor

EOQ TQM Leader

2. Specific Sectors

EOQ Food Safety Auditor

EOQ Safety Auditor

EOQ Safety Manager

EOQ Food Safety System Manager

EOQ Information Security Management System Auditor

EOQ Information Security Management System Manager

EOQ Quality Manager in Public Transportation

EOQ Management Technician in Healthcare

EOQ Quality Systems Manager in Healthcare

EOQ Quality Systems Manager in Public Administration

EOQ Quality Systems Manager in Services Sector

EOQ Occupational Physician

3. General competency

EOQ Process Manager

EOQ Project Manager

The No 1 EOQ certification product

Over 50 %
of the issued certificates for:
**EOQ Quality Systems
Manager**

BoK - EOQ Quality Manager

Requiring balanced knowledge in:

- **quality** techniques
- **management** tools
- **system** approach (ISO 9000 & others)

- BoC defined in the PRU management system documents

- Criteria based on a simple 3-level taxonomy:

A To understand and to be able to explain

B In addition to A, to be able to indicate relevant methods and to apply them

C In addition to A and B, to elaborate and integrate relevant methods and to interpret the results

The No 2 EOQ certification product

Over 35 %

of the issued certificates for:

EOQ Auditors

significant majority:

- EOQ Quality Auditor
- EOQ Environmental Auditor
- EOQ Health and Safety Auditor
- EOQ Integrated System Auditor

*Here is **NO WAY** to an EOQ Auditor certificate **WITHOUT** fulfilling the requirements of the adequate EOQ Manager certificate!!*

The EOQ Personnel Registration & the ISO Management System Certification

About 90 %

of our certificates are in strong relation to

ISO 9000

family of standards


Other growing-arising

personal certification segments

are also strongly related to ISO based MS standardisation



**EOQ is interested to contribute
to the global integrity of
Management Systems Certification
by the means of globally harmonized
Personnel Certification**



**Qualified and competent
personnel leads economy to
development and success**

**Competent human resources
represent the main asset of
any company**

Thank you
for your kind attention!

www.eoq.org

www.qualityaustria.com