



EOQ engagement in conformity assessment, accreditation and personnel certification business

**63rd EOQ Congress
Lisbon/October 2019**

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EOQ Engagements and Activities

- The European Organization for Quality (EOQ) is engaged since many years in supporting the development and harmonization of the quality infrastructure in Europe.
- Within the European development process since the end of the cold war in 1989 ff. the former west- and east- European countries grew together also in EOQ by joining of new members.
- The management system standardization and conformity assessment rules have been implemented and European- and worldwide harmonized – especially for the former East European countries this was a fundamental change.
- EOQ-internally many activities for know-how transfer have been done to harmonize the knowledge about Quality and conformity issues between the national quality associations.

EOQ Standardization Support Activities

- This was done by know how transfer between and supporting the development of national Quality Organizations and exchanging ideas e.g. during the annually EOQ congresses and (summer- and winter-) camps.
- The specific knowledge of the EOQ members related to Quality management systems was offered to ISO TC 176 in the 1990es and EOQ is accepted as A liaison member of ISO TC 176. The continuous contribution to the ISO standards development is going on – at least in the developing processes of ISO 9001 and 9004.
- Special engagement was shown in the field of defining and harmonizing competence requirements of quality and other management personnel and its implementation via specifications using Casco tools.

EOQ Conformity Assessment Support Activities

- The European Organization for Quality (EOQ) supports as CASCO A liaison member primarily the development of Casco standards related to personnel and management system certification – specific the standards defining the competence of Quality management personnel and auditors.
- Active involvement was shown here in the development of the ISO 17024, 17021 in conjunction with 17021-3 and other core Casco tools. Currently EOQ is involved in the PROC 33 development.
- EOQ is contributing and participating in the annually CASCO plenary to give input to actual developments.
- What are the generic core intensions contributing to standards development?

EOQ Standardization Engagement Objectives



- Strengthening / improving the image, the acceptance, the practical relevance and the effect of (QM) standards
- Strengthening the comprehensibility and clarity of standard texts
- Promotion of the quality infrastructure system with accreditation and certification systems
- Limiting the number of additional (management system) standardization projects to those with clear market needs and benefits for the organizations
- Supporting the trend towards better compatibility of management system standards in implementation (high level structure, same terminology, comparable regulatory density, ...)
- Reduction of detail rules in standards, instead strengthening of principles with implementation interpretation possibilities of the users (for example QM principles, audit principles)
- Avoidance of unnecessary revisions of existing standards

EOQ Personnel Certification Scheme

Development Activities

- EOQ developed training and certification schemes for Quality and other management personnel with specific rules and requirements since the 1980`s. The Implementation on national levels is done through personnel certification bodies (PCB`s) of the national EOQ member organizations.
- With upcoming of accreditation for personnel certification (former EN 45013 and then ISO 17024) a framework of requirements concerning the content and the certification requirements for personnel certification bodies (PCB`s) was developed and EOQ internal procedures defined how to reach consensus about certification schemes and certification requirements.

EOQ Scheme Development Activities

- Former “harmonized schemes” had the function of a framework of requirements that have been made concrete by the national member organizations and adopted to national rules and regulations.
- Different requirements of the national accreditation bodies concerning national schemes for quality personnel under national accreditation lead to a variation in detailed requirements.
- In 2007 the strategy of EOQ was focused on the further development of the “harmonized schemes” in direction of European wide harmonized certification schemes considering ISO 17024, IAF Guide 24 and specific EA requirements.
- Based on these requirements actual certification schemes and competence specifications for (quality and other) management personnel have been developed under consideration of the experience of the national EOQ member organizations and interested parties – including a set of specific rules differentiating between the function of EOQ as scheme owner, PCB’s and training institutes.

EOQ Scheme Development and EA Evaluation Process



- The development of the EOQ scheme based on COS and CS 9000 Version 2009 was discussed with EA to clarify the necessary requirements for acceptance as EA approved scheme
- The result was the development of new additional rules
 - Business model, guideline for examiners, approval of training courses and providers,
 - contract frame PCB / training institutes, use of EOQ logo and membership fees,
 - criteria for AB assessor competence, rules for establishment of EOQ normative documents
- Update of COS / CS 9000 in 2015/16/19
- The scheme was formally accepted by EA in 01/2017 based on EA - 1/22 A:2016 “Procedure and Criteria for the Evaluation of Conformity Assessment Schemes by EA Accreditation Body Members”

EOQ's MLA Structure and Documents

- Business model (defining rules and relationships between EOQ, EOQ PRU members, other PCB's, training providers, certified persons)
- Competence specification (core document defining job profiles, task and job descriptions, competence requirements)
- Certification scheme (core document defining specific certification process requirements)
- Approval of training providers and –courses
- Rules for development, review and validation of EOQ conformity assessment schemes
- Competence requirements for involved CB's personnel and accreditation bodies assessors

Principles of EOQ Business Model

- EOQ acts as Scheme Owner as defined in ISO 17024
- EOQ is not a Certification Body neither an Accreditation Body
- EOQ maintains a voluntary register for persons certified by PCBs, in accordance with ISO 17024 and EOQ schemes
- EOQ offers the following services:
 - *to Personnel Certification Bodies:*
Provision and maintenance of CoS 9000 in conjunction with CS9000 for accreditation purposes
 - *to Training Organizations:*
Provision and maintenance of CoS 9000 for design of trainings as pre-requisite for the certification of persons and for training in the subject of CoS 9000 in general
 - *to individual certified persons:*
Registration in the EOQ Registry based on certificates issued by accredited Personnel Certification Bodies

EOQ CoS 9000 COMPETENCE SPECIFICATION

- **EOQ COS 9000 was issued in the versions 2009, 2012 ,2015, 2019**
- **Continual review is ensured, the actual version complies with ISO 9001 2015 and ISO 19011 2018**

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EOQ CoS 9000 – 2015

COMPETENCE SPECIFICATION

Job Profiles and Tasks Description

4.1 Quality Management Representative

EOQ Quality Management Representatives have the knowledge and skills needed to implement and maintain a quality management system on the basis of normative requirements (ISO 9000 series with interfaces to other rules and standards as well as legal requirements). They are able to manage corresponding projects and also to analyse and improve company processes. They know the main quality management methods and can apply them within a team. They use their communication skills to come across to internal and external interested parties as a professional, knowledgeable and motivational contact for quality management system issues.

4.2 Quality Manager

EOQ Quality Managers have - in addition to the EOQ Quality Management Representatives - the knowledge and skills needed to develop quality management systems in the direction of sustained business success of the organization. In doing so, they take into account the demands of interested parties, market requirements and the organisation's environment. They know the advanced managerial concepts, help make decisions on their application and implement them in the company. Through their understanding of models and systems, they are able to integrate the requirements of different standards into the organizations management system.

They can fulfil the tasks of an audit programme manager.

Through the application of suitable methods including the application of statistics, they are able to analyse, evaluate and present quality-related data as well as to make them available for decisions. They identify customers' interests and represent them in the organisation. They provide information, advice and training on quality-related issues at all levels of the organisation and promote the implementation of the quality management system.

EOQ CoS 9000 – 2015

COMPETENCE SPECIFICATION



Job Profiles and Task Description

4.3 Quality Auditor

Based on their basic competence in quality management the EOQ Quality Auditors are able to initiate, plan and conduct quality-related audits in accordance with ISO 19011 (1st party/internal-, 2nd party/supplier-, system-, process- and compliance audits together with experts), in the role as sole auditor or as an auditor in an audit team.

4.4 Quality Lead Auditor

Based on their fundamental EOQ Quality Manager competence EOQ Quality Lead Auditors are able to initiate, plan and conduct all kinds of quality-related audits in accordance with ISO 19011 and 17021 (1st, 2nd and 3rd party audits, system-, process-, compliance- and product audits), both in the role as sole auditor or auditor in an audit team, as well as audit team leader.

EOQ Certification Scheme for Quality Management Personnel CS 9000



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EOQ Certification Scheme for Quality Management Personnel CS 9000



- **Requirements related to certification bodies**

A certification body issuing certificates based on this certification scheme shall fulfill the requirements of ISO/IEC 17024

- **Criteria and prerequisites for the initial certification**

As prerequisites for the initial certification the certification body shall require objective evidence that the person applying for certification fulfills the basic requirements related to the profile as specified in the corresponding competence specification (CoS). The prerequisites cover:

- **Education**
- **General work experience**
- **Workplace-specific experience**
- **Formal training**
- **Auditing experience (if applicable)**
- **Code of professional conduct**

EOQ Certification Scheme for Quality Management Personnel CS 9000



Training Programmes

- The national EOQ PRU personnel certification body is responsible for the validation of training programmes based on the knowledge and skills specification in the corresponding CoS and the requirements defined in EOQ24 “**EOQ methods and criteria for approval of training courses and training providers**”.
- This document is describing EOQ rules and criteria to be used for the approval of training providers and training courses using as reference the EOQ Competence Specifications (CoS) and by Accreditation Bodies for the control and delivery of training courses as pre-requisite for certification according to ISO 17024.
- Personnel Certification Bodies, willing to certify personnel in accordance with EOQ normative documents have to accept training proofs of certification candidates delivered only from training providers and for training courses approved by the EOQ through its EOQ PRU Agents.
- Candidates shall provide sufficient documentation on the content, duration and positive completion of relevant training programmes to the personnel certification body.

EOQ Certification Scheme for Quality Management Personnel CS 9000



Examination requirements and procedures

Basic conditions for the examination

- Examinations shall be composed of written and in addition oral and/or practical examinations, as appropriate for assessing the specific competence requirements.
- An examination system shall be implemented consistent with the requirements of the COS by each personnel certification body, specifying the components of the examination. The design of the examination shall ensure the comparability of results of each single examination, including the validity of fail/pass scores set by the PCB. ... An evaluation system shall be implemented which defines the evaluation criteria for each part of the examination.

Special conditions for specific examinations

- The conditions for the different types of examination related to the special profile are defined in the CS 9000.

EOQ Certification Scheme for Quality Management Personnel CS 9000



Requirements for examiners and other personnel

- Examiners and personnel involved in certification decisions shall fulfil the competence requirements defined in “EOQ23 EOQ guideline for nomination of examiners and persons involved in the certification decision”.
- Very experienced and competent personell is extremely important to ensure valid and comparable examination results and certification decisions.

EOQ Certification Scheme for Quality Management Personnel CS 9000



Surveillance and Re-Certification

- Considering the three years re-certification period surveillance activities are not necessary.
- EOQ Quality Professionals shall provide evidence of maintaining their competence periodically by recertification. The main target of recertification is to provide evidence that the candidates are working in the respective field and have maintained their competence.
- Criteria for recertification depend on the profile – they address professional development, self- or third party declaration about professional experience, evidence of audit experience or peer assessment.

Rules for Development, Review and Validation of EOQ Schemes

- Procedures for technical work are defined based on the following principles
 - Purpose of normative documents of EOQ is to establish competence requirements in form of competence specifications (CoS) and Certification Schemes (CS) within the countries of the EOQ National Representative Organizations in the field of quality management and also in other management fields, as need arises.
 - The EOQ Competence Specifications (CoS) shall be publicly available, prepared by due procedures, allowing participation of a broad range of stakeholders, represented by the National Representative Organizations.
 - The EOQ Competence Specifications should allow assessment of conformity thus personnel certification according to ISO/IEC 17024.
- The rules include organizational structure, responsibilities of technical work and project management requirements for the development of COS and CS documents.
- ISO procedures for the development of standards have been taken into account - especially ISO 17007 Conformity assessment - Guidelines for drafting normative documents suitable for use for conformity assessment

What to remember

- Since decades EOQ focused on contributing its own and its member organization specific competence to the national quality organizations, national and european markets, quality minded organizations and (quality) management personnel.
- Active stakeholder engagement in conformity assessment, accreditation and personnel certification business is one of the main activities of EOQ.
- The engagement in ISO, CASCO, IPC , EA and IAF committees in specific fields supports the idea of common rules and regulations Europe- and worldwide.

What to remember

- Formal recognition of the EOQ Scheme COS CS 9000 through EA as well as the recognition of the IPC Auditor Scheme (developed with EOQ support) by IAF in 2017 showed that longstanding engagement is necessary but at least successful.
- EOQ is further developing their (competence related) products and supports standardization and conformity assessment activities also in future!

Thank you!



Discussion!