

European Organization for Quality

EOQ Personnel Registration as a recognition of competence

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EOQ Director General



European Organization for Quality

- The European Organization for Quality, EOQ, is an autonomous, non-profit association under Belgian law.
- EOQ was established in 1956 and its present effective membership is comprised of 33 national European quality organizations, as well as institutions, companies and individuals from all over the world.
- Based on Competence Schemes and Personnel Certification Schemes follows the registration and issuing of EOQ Professional Competence Passport
- Networking and Knowhow transfer (EC, ISO, EA, IAF, CEN)
- Awards: European Quality Leader, George Borel

EOQ VISION

***EOQ is Europe's leading promoter
of quality.***

EOQ MISSION

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

This will be achieved by:

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*

EOQ Personnel Registration Unit (EOQ PRU)



- **EOQ - PRU** = EOQ Personnel Registration Unit, acting both as a harmonization body and as a body for the recognition / certification, registration and acceptance of EOQ certified professionals
- **EOQ- PRU Agent** = EOQ member organization (National Representative or Associated) recognized by the EOQ against established rules, applying the EOQ Personnel Registration Scheme

EOQ-PRU HISTORY

- **1985-1990** - The EOQ Education and Training committee defines the Knowledge and experience criteria of Quality Professionals
- **1990-1993** - EOQ builds the EOQ Personnel Harmonized Scheme
- **June 13, 1993** - The EOQ GA approves in Helsinki the Memorandum of Understanding for Establishing an EOQ Harmonized Scheme for the Qualification and Registration of Quality Personnel
- **January 19, 1995** - DGQ receives the first recognition certificate as EOQ-PRU Agent for certification/registration of personnel

EOQ-PRU HISTORY

- **1999 – 2008:** have been developed most of the existent EOQ Harmonized Schemes (about 90%), approved according to well-defined criteria, based on the proposal of EOQ-PRU Agents
- The EOQ Harmonized Schemes list - permanently reviewed in accordance with the market requirements, current status of standardization and the Harmonized Schemes results (success) on the market
- Were recognized 20 EOQ-PRU Agents. Currently there are 15 PRU Agents
- Delivery of EOQ certificates and cards through the EOQ Registration (AEC/Spain)

Personnel Certification - Specific Terms

A personnel certification body shall be a legal entity, or a defined part of a legal entity, such that it can be held legally responsible for its certification activities

Personnel certification process - all activities by which a certification body establishes that a person fulfils **certification requirements** including application, examination, decision on certification, recertification, and use of certificates and logos/marks

Certification requirements - set of specified requirements including **scheme requirements** to be fulfilled in order to establish or maintain certification

Certification scheme for persons - **competence** and other requirements related to specific occupational or skilled categories of persons

Competence - demonstrated knowledge and skills

EOQ Specific Terms

EOQ Harmonized Scheme for Personnel Qualification and Registration (HS) = harmonized rules and procedures for the qualification and certification/registration of EOQ certified professionals

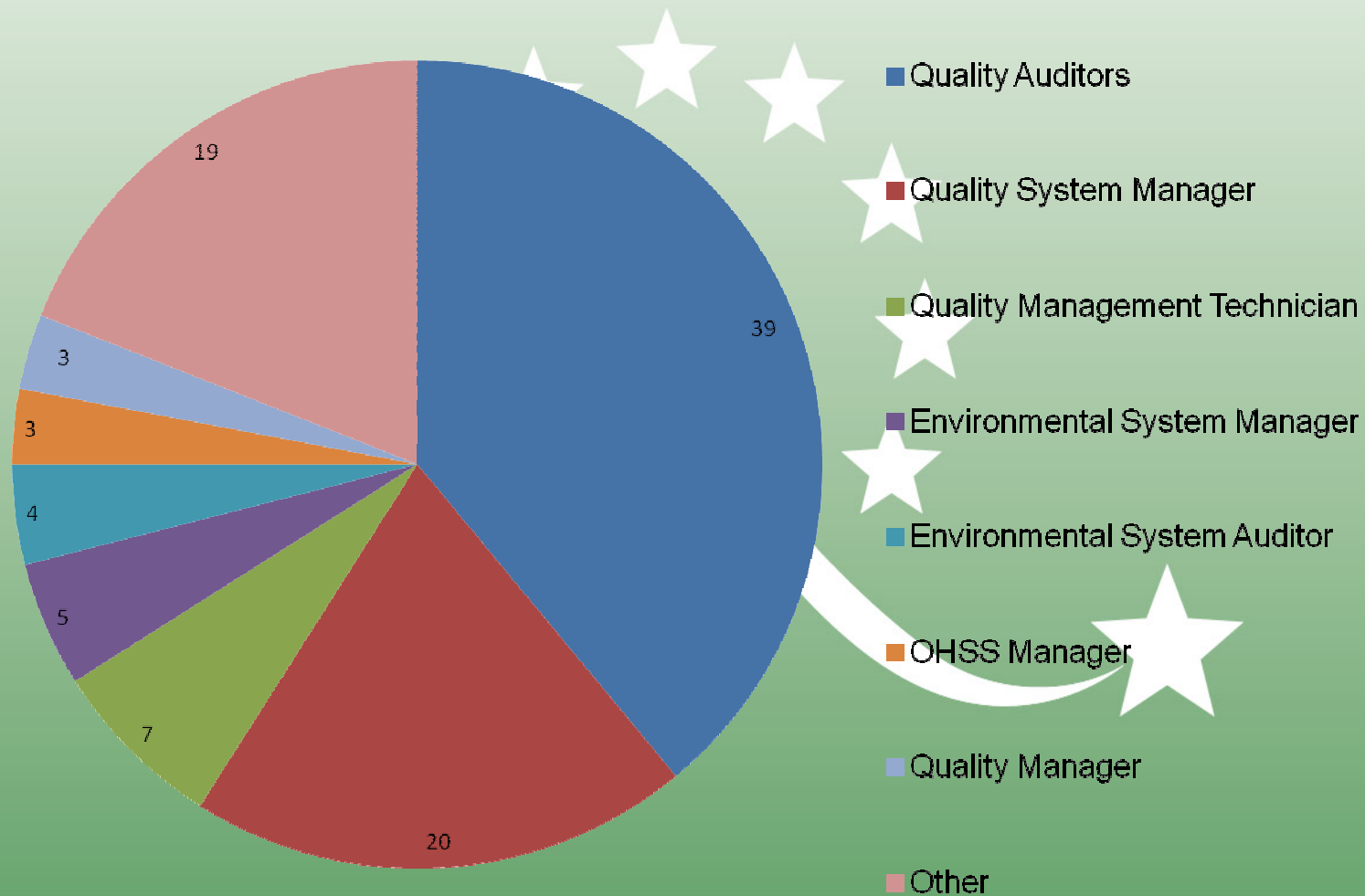
EOQ Normative Documents = Competence Specifications (**CoS**) and Certification Schemes (**CS**)

EOQ Technical Working Group (TWG) – initiated in 2009 to develop and maintain the EOQ Competence Specifications (CoS) and associated documents such as the EOQ Certification Schemes (CS). It is formed of specialists belonging to EOQ-PRU Agents.

EOQ-PRU Agents

<u>Country</u>	<u>EOQ-PRU Agent</u>
 Austria	QA
 Croatia	OE
 Czech Republic	CSQ
 Germany	DGQ
 Kazakhstan	KOQIM
 Norway	QMGe
 Poland	PCBC
 Romania	ARC
 Russia	EQC
 Spain	AEC
 Slovakia	SSK
 Slovenia	SZKO
 Switzerland	SAQ
 Turkey	TSE
 Ukraine	UAQ

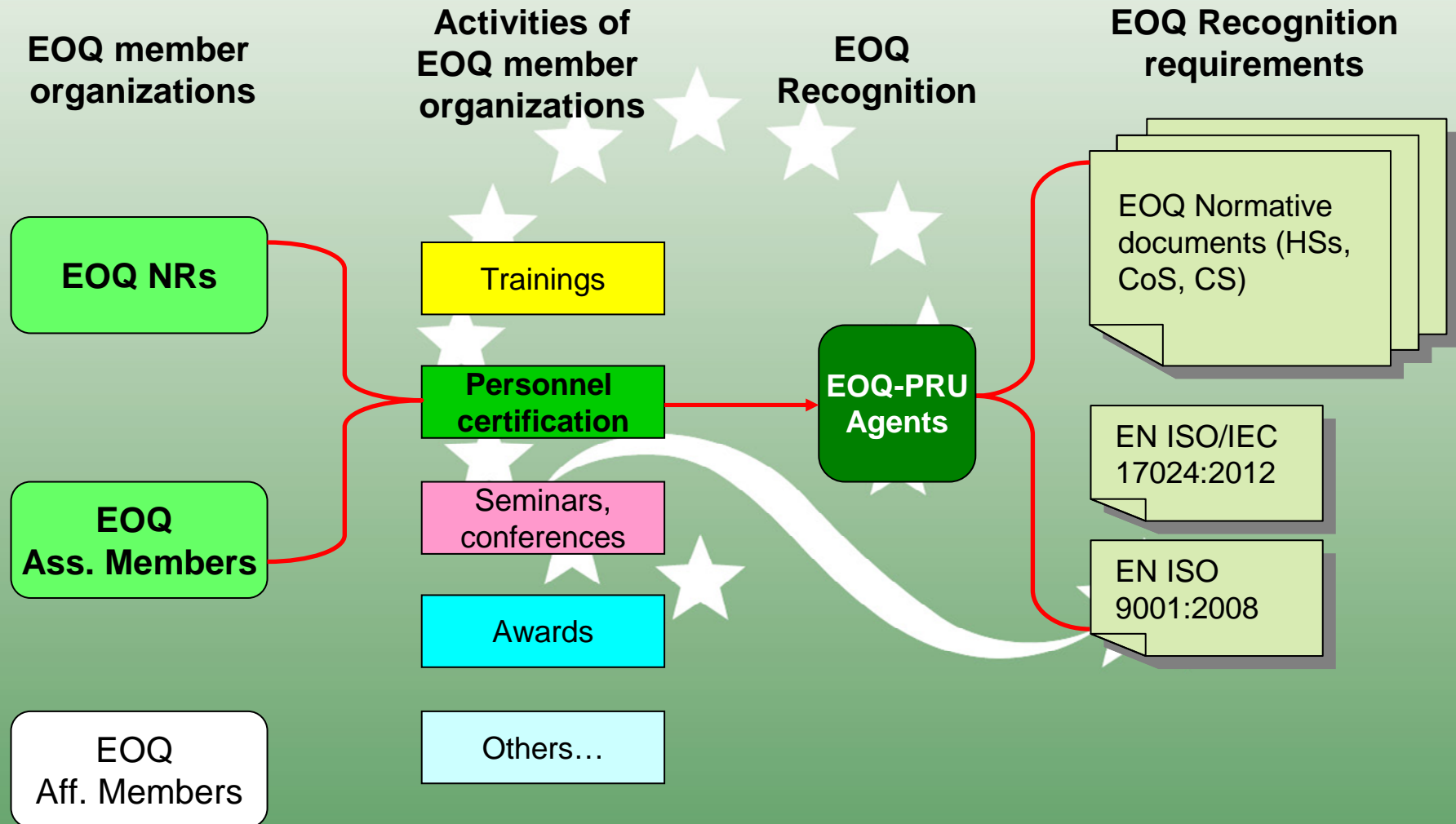
EOQ Certificates in 2013 (in %)



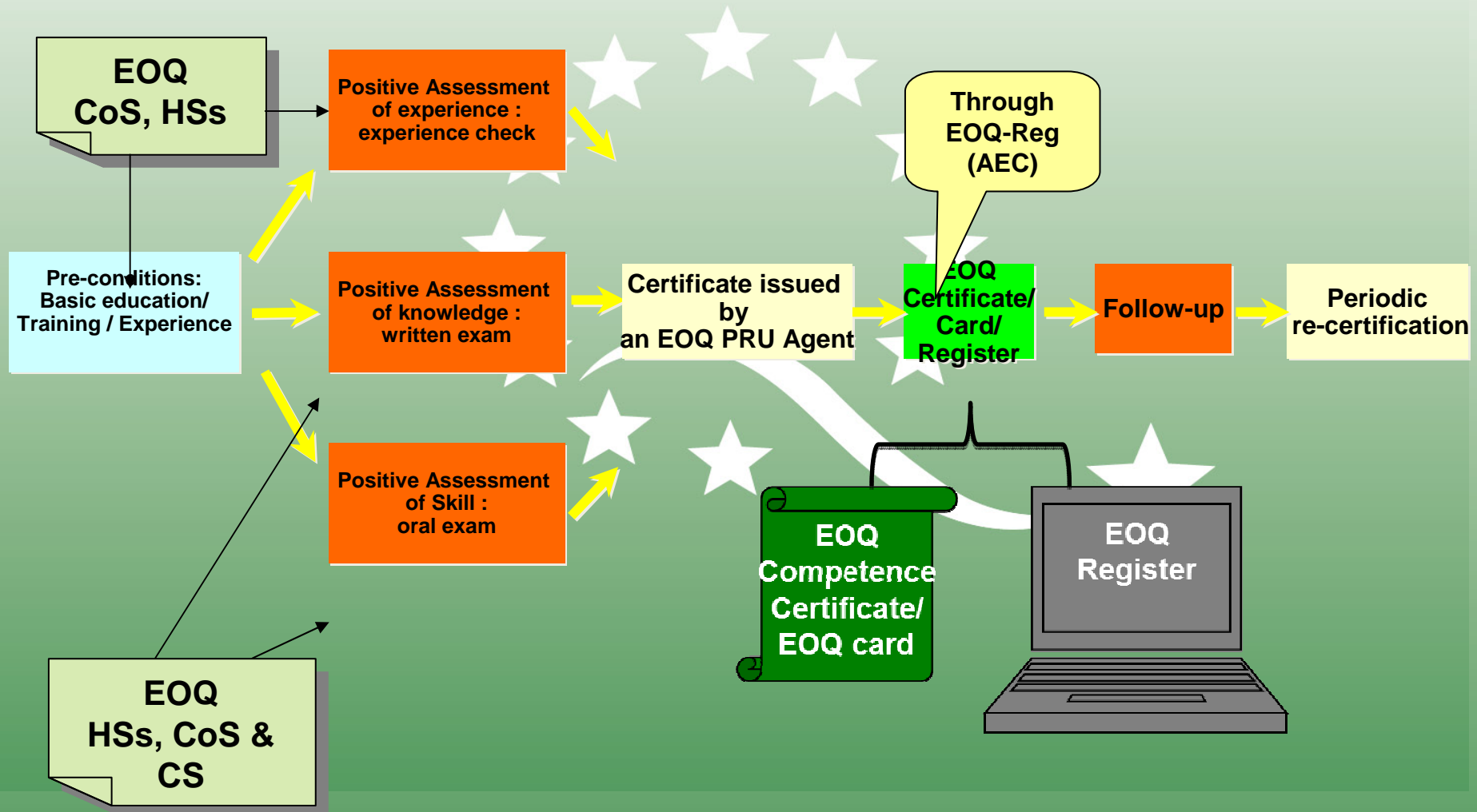
EOQ requirements to EOQ-PRU Agents

- To be an EOQ member organization, not for profit making (EOQ NR or EOQ Associated)
- Perform personnel certification processes in accordance with EOQ Harmonized Schemes and EOQ Normative documents (CoS and CS)
- Have an implemented and functional management system based on EN ISO/IEC 17024:2012 and ISO 9001:2008 requirements


EOQ recognition of PRU Agents



EOQ-PRU Personnel Registration Basic process



EOQ certificate and EOQ card (templates)



This is to certify that

«FIRST_NAME» «NAME»

born in «BIRTH_PLACE», on «BIRTH_DATE»

has fulfilled the requirements of the
EOQ Competence Specification as

«CERT_NAME»


The holder of the certificate has proven knowledge and skills in accordance with the EOQ Competence Specification and Certification Scheme for quality professions, edition in force, in front of the EOQ PRU Agent in <<Country>>, << Organization name>>.

The certification is in line with the requirements of ISO 17024:2003 "General Requirements for bodies operating certifications of persons"

This certificate is valid for 3 years and expires on «EXPIRY_DATE».
For the <<Name of PRU Agent>> For the EOQ

<<Name and surname>> Authorized Representative Dr. Eric Janssens Director General

Registration No: «CODE»-«ID»
Date: «ISSUE_DATE»

Approved by the European Commission


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EOQ Personnel Certification Scheme

EOQ Profession Name

Name Surname

Registration No: «CODE»-«ID» Expiry date:dd.mm.yyyy

EOQ further development – new strategies, new products

Starting 2009

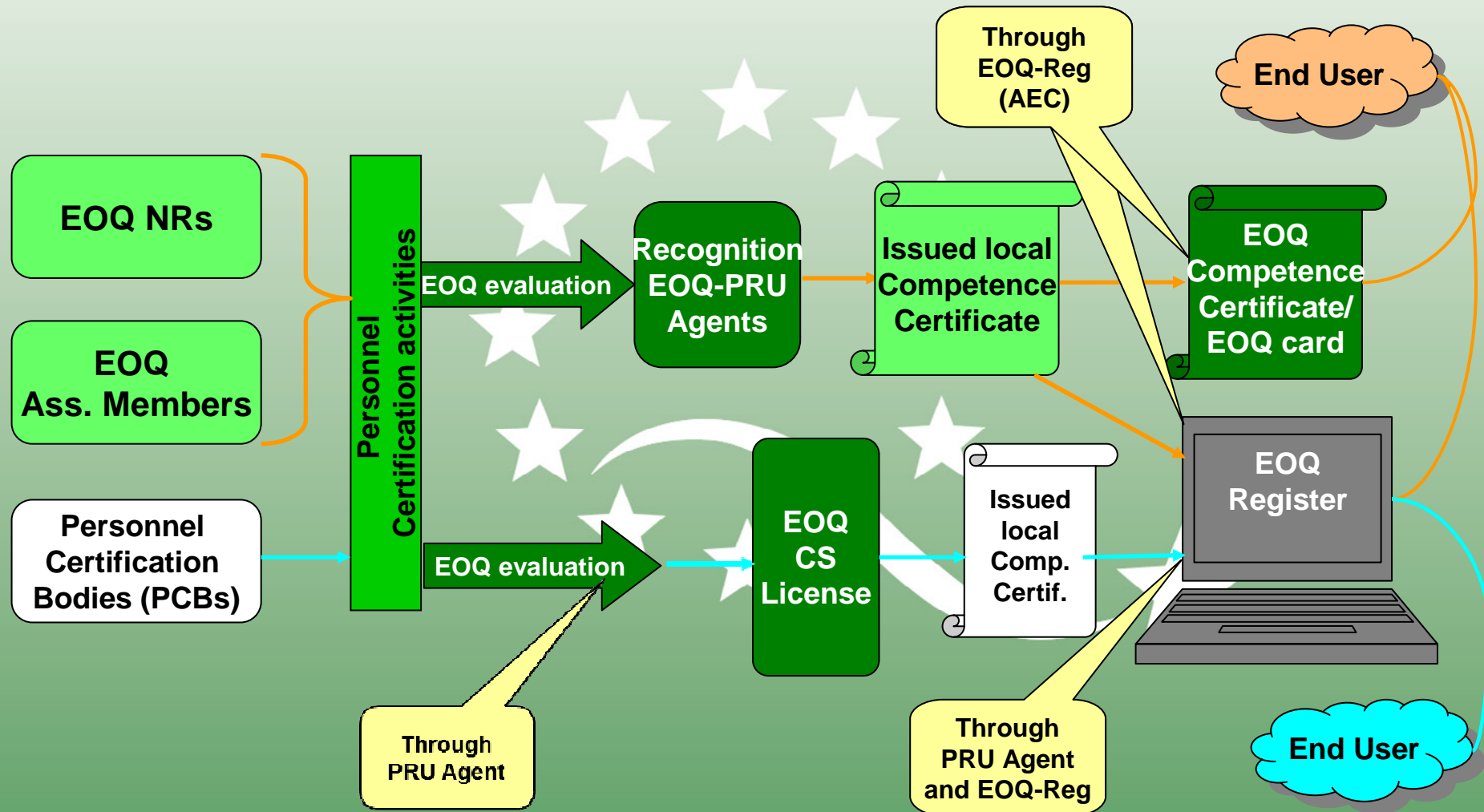
- Publication of the **EOQ Registry** on the EOQ website, up-dated monthly (Holders of valid EOQ certificates and cards)
- New **EOQ Business Model** – opening to the market
- Identification of relevant **new EOQ products**:
 - EOQ registration through other PCBs than the PRU Agents (EOQ CS License)
 - EOQ recognition of training organizations and trainings relevant for the EOQ personnel certification/registration
- **Further development of EOQ CoS and CS**
- Elaboration of **EOQ requirements for approval of training organizations and trainings**

EOQ further development – new strategies, new products

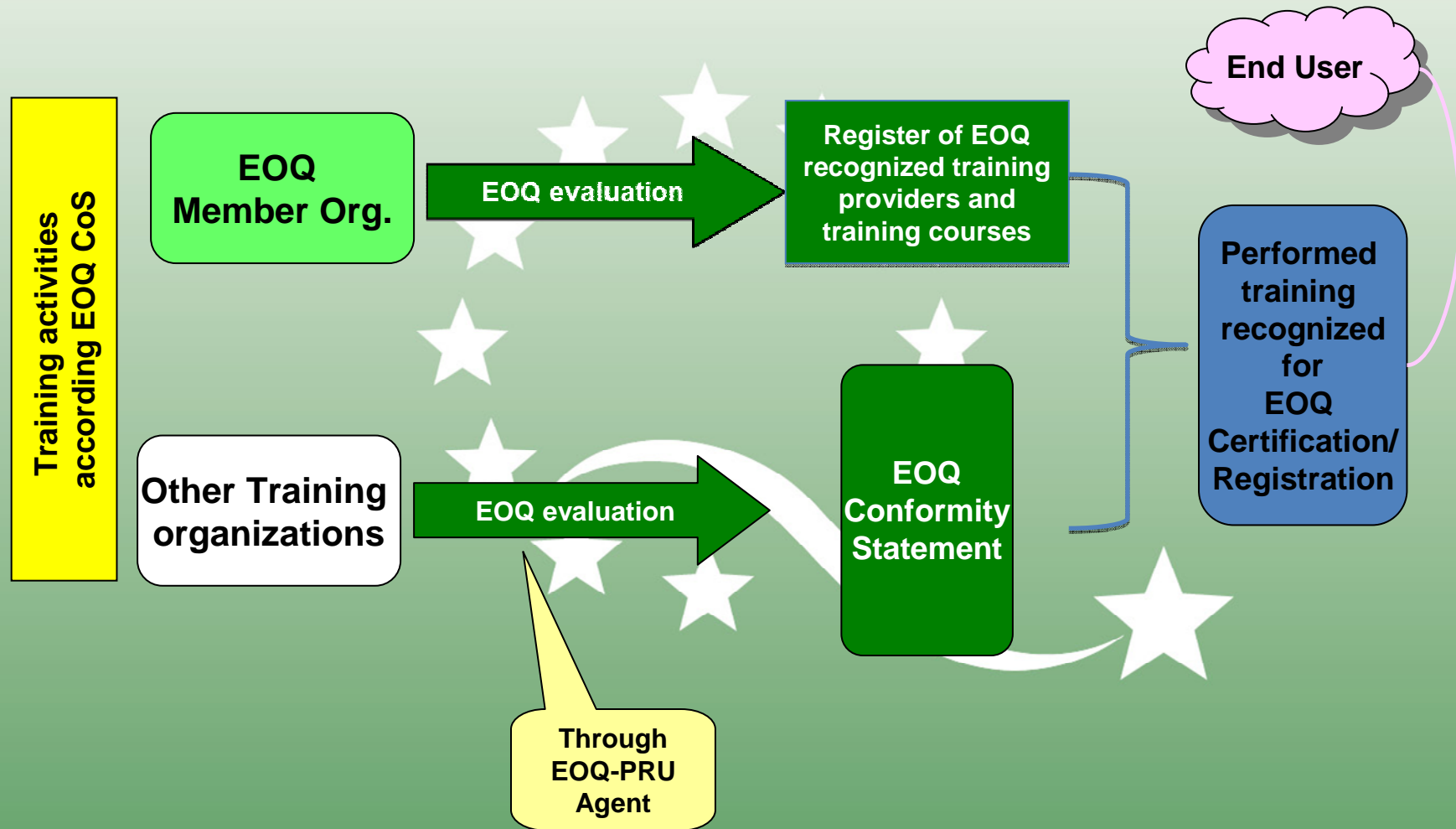
2009 - 2014

- **New valid normative documents (CoS and CS)**
 - New CoS & CS 9000:2012 (Quality management)
 - CoS & CS 31000:2012 (Risk management)
 - CoS and CS 26000:2013 (Social Responsibility Management)
 - EOQ CS Junior:2013
 - CoS and CS for QM personnel in Healthcare:2014
- **CoS and CS under development:**
 - CoS and CS 22000 (Food Safety Management)
 - CoS and CS 50000 (Energy management)
 - New CoS & CS 9000 (Quality management acc. ISO 9001:2015)
 - New CoS & CS 14000 (Environmental management)
 - Lean Six Sigma

EOQ recognition and personnel certification/registration



EQQ recognition of training organizations



Why do you need an EOQ based Certification?

- Having **competent personnel** is now well established as a fundamental of company management. As companies and organizations of all kinds plan for today and tomorrow, they have an **urgent need for well-trained and experienced quality personnel** in all aspects of the discipline.
- Acknowledgment of the **competence on European level** promotes the largest motivation strength.
- An **EOQ based competence certificate** is issued only on the basis of successful examination results and motivates its holders to continuously develop their professional competency.
- **International career possibilities** rise with an EOQ based certificate, as the free choice of the job is promoted in European countries and facilitated thereby.

The added-value of EOQ based competence certificates

Competence certificates based on EOQ personnel certification schemes have an outstanding reputation and are objective proof of competence due to the world wide accepted processes of assessment, examination, certification and re-certification used in accordance with the ISO/IEC 17024 standard's requirements.

Arguments:

- State of the art - EOQ's close relationships with leading European and international organizations
- Professional design and development of EOQ harmonized personnel certification schemes

The added-value of EOQ based competence certificates

Arguments (cont.):

- Unified approach - specified and aligned content of EOQ normative documents
- European harmonized knowledge pre-condition requirements
- European harmonized practical experience requirements
- High level competence of examiners
- Fair, valid and reliable assessments
- Assurance of ongoing competence development
- EOQ based competence certificates recognized at European and international level

Advantages of the EOQ competence certification

For EOQ competence certificates' holders

- EOQ certificates are a mark of excellence, representing the recognition of your competence in the certified profession, based on an European harmonized certification scheme
- You may perform the examination in your own language and you may apply for an EOQ competence certificate and card through EOQ recognized personnel certification bodies from all over Europe
- Your EOQ certification is recognized all over Europe and above
- The EOQ certificate is designed with your career in mind

Advantages of the EOQ competence certification

For EOQ competence certificates' holders (cont.)

- You may gain an advantage over your competition and increase your career progression opportunities
- When applying for international jobs EOQ certificates can be an effective help
- Holding an EOQ certification you may indicate your certification(s) on your personal business card and demonstrate your dedication to the profession you have chosen
- Your name and identification of your valid EOQ certificate are published in the EOQ Registry, on the EOQ website

Advantages of the EOQ competence certification

For employer companies

- Assure harmonized competence for your employees - EOQ competence certificates assure for their holders harmonized and comparable competence, not limited to but depending on the country they work and live
- Motivated and qualified staff – provides career development which improves staff retention. Invest in the EOQ competence certification of your employees!
- Improve your competitiveness – enhance your organization's management systems with the involvement of competitive employees, the EOQ competence certificates' holders.

Advantages of the EOQ competence certification

For employer companies(cont.)

- Evaluation of present information – critical analysis of applicability and usefulness of general principles to specific situations in your company. EOQ competence certificates' holders have a range of skills to analyze problems and implement practical solutions.
- Positive quality culture – equip your organization with high quality level professionals. EOQ competence certificates' holders support you to create a continuous improvement culture within an organization

Recognition of Competence

- Long life learning
- Quality of Life
- Global
- Education
- Awards



European Quality Leader



EQL Award of Year	EQL Awarding Ceremony	EQL Award Winners
2012	2013	Constantinos Evripides , GENESIS Pharma/Greece
2011	2012	Antonio J. Cobo Ruiz , General Motors/Spain David J. Kelly , AFQM/Austria
2010	2011	Jean-Paul Teyssen , Carglass/Belgium
2009	2010	Prof. Milan Hutyra , Technical University of Ostrava/Czech Republic
2008	2009	Jos Corstjens , Tbp/Belgium
2007	2008	Steve Burnell , Augusta Westland/UK
2006	2007	Ben Barbé , Janssen Pharmaceuticals/Belgium
2005	2006	Malcolm Bird OBE , Estelle Clark , Marijke Korteweg /UK
2004	2005	George A. Sarris , Managing Director Entreprises Shipping & Trading S.A./Greece
2003	2004	Paul Efmorfidis , General Manager of COCO-MAT/Greece
2002	2003	Nicolas Vitantzakis , General Director of the Hellenic Telecommunications Organization (O.T.E. S.A.)/Greece

Uptodate EOQ

- www.eoq.org
- 58th Congress in Gothenburg, June 11 - 12, 2014

www.quality2014.eu

Thank you for your attention