

EuRA Quality Seal

Frequently Asked Questions and Answers

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1. What is the EuRA Quality Seal?

This is an internationally recognized quality management standard which is the synthesis of a collection of relocation industry best practices. During the certification process, six areas of each company's management system are reviewed and these are:

- ✓ Mission, Quality Policy and Objectives
- ✓ Management and Leadership
- ✓ Organization and Planning
- ✓ Core Services
- ✓ Complaint Management and Client Satisfaction
- ✓ Document Management

This seal sets the standard for quality within the relocation industry. Fulfillment of the minimum requirements of the standard leads to a DQS certification and the issuance of a EuRA Quality Seal Certificate which is valid for 2 years.

2. How will being certified help me to win new work and keep existing clients?

The benefits of being certified under this standard include

- ✓ Having documented evidence of an efficient management system which is recognized by an international certification body;
- ✓ Having successfully implemented all requirements of this international standard is evidence that your company meets all requirements and ensures your continual process improvement
- ✓ Companies who have implemented this management system no longer rely on "ad hoc" success; having implemented a process-based approach ensures high quality service delivery at all times:
- ✓ Higher client satisfaction
- ✓ Improved supplier and partner relationships
- ✓ This can lead to increased revenue and improved cost efficiency

3. Who is the certifying body DQS?

DQS is the Registry of Management Systems, based in Frankfurt Germany. DQS issued the first ISO 9001 certification in Germany in 1985. The recent merger of DQS and UL MSS and the anticipated opening of offices in Spain and Dubai marked a significant international growth for DQS. They now have 61 offices in 44 countries and are accredited to certify clients in over 70 different international and

industry/association standards, such as the EuRA Quality Seal. Please see www.dqs.de for more information.

4. Can I get certified under the EuRA Quality Seal with another Certifying Body?

No, DQS has recognized this standard and EuRA and DQS have agreed that DQS is the only certifying body worldwide authorized to certify according to this standard.

5. Who will my Auditor be and in Which Language can we do this?

Currently Sybil D’Oria, as Lead EuRA Quality Seal Auditor, has trained other DQS auditors with the following language skills/regional responsibility:

Sybil D’Oria – Germany, the UK, Ireland, Denmark and the Nordic countries and Holland. Please see www.sycheck.org for more information.

Knut Popp – France, Belgium and Luxembourg

Silvia Kienast – France and Portugal

Luca Guilliani - Italy

Liz Joseph and William Reynolds – The USA

Information about your DQS auditor and their qualifications are available upon request.

6. How much does it cost for EuRA members to get certified?

For a EuRA Quality Seal certification, the cost to members is based on annual revenues. Please complete the basic data sheet and fax this back to DQS to get an offer outlining the cost to your organization. The cost for certification for EuRA non-members is twice the amount which members pay.

7. How much would it cost if to get ISO 9001 and EuRA certified?

If you chose to become certified under ISO 9001 as well, or are already certified, DQS will offer you the regular cost of an ISO 9001 certification plus 20% of the cost of the EuRA Quality Seal certification (as calculated above) as part of an “ISO and EuRA” certification package.

In this case as well, please complete the basic data sheet and fax this back to Angelika Meyer at DQS to get an offer outlining the cost to your organization.

8. How much does it cost to get certified if I have many offices?

DQS has a “multi-site” certification policy, the cost of which is based on a random selection of 1 out of each 4 offices (who have more than 25 moves a year) that you have outside your home country. Offices within your home country will be included in your certificate at no extra cost.

9. How much does it cost to get certified if I have a franchise network of destination service providers?

The cost of the EuRA Quality Seal will be for the headquarters and one of every 4 franchisees, (with or outside of your home country) to be reviewed every two years. Please see your offer letter (as above) from DQS to understand the full cost picture.

10. Can I certify my company if our core services are other than destination services?

No, the EuRA Quality Seal is a standard which has been designed to certify companies who are active destination service providers. The EuRA Association is the only exception to this rule, as the association supports active destination service providers.

11. What is the EuRA Quality Seal Audit Process?

The EuRA Quality Seal certification consists of a two-day audit. The first day is the “System Analysis”, which is a document review conducted by the auditor in their home office. Usually the EuRA member’s Quality Manual is reviewed, as well as Management Review Meeting minutes and other management system relevant documents and records. Upon successful completion of this review, the auditor completes the Assessment Part 1 report.

The second part of the audit is the site visit(s). Upon successful completion of this audit the auditor will issue the Site Visit Report and the EuRA Quality Seal certificate at the end of that day.

The member will then be certified for a two year period. An optional review, the “Interim Audit” is available after 12 months and consists of a one day home office document review conducted by the assigned auditor.

12. What are the options for getting “certification ready”?

Members can either attend a training conducted by Martina Sharwey, who worked with EuRA’s best practice forum and members to draft the standard, or Martina can come to your company and conduct an “In House” training session for you and your team.

Another option is to have a “pre-audit”. This involves the auditor visiting your site and reviewing your current operations and certification readiness. An action plan is drafted outlining all tasks which must be completed before the first part of the audit can begin. The cost of this is €1,125.

13. How long will it take (to get certification ready)?

Depending on your certification readiness and the resources you can devote to the activity, this can take anywhere from two to six months. The average time is ca. 3 months. One key readiness factor is the completion of your company’s “Quality Manual” and other key documentation, describing “how you do what you do” and how this fulfils the EuRA Quality Seal key requirements.

14. What are the steps to get started?

EuRa members can complete the “Basic Data Sheet” which is available via the DQS website or from EuRA and fax that back to Angelika Meyer at DQS (fax number provided on the sheet). Then DQS sends the applicant an “Offer/Order” letter which states the cost of the EuRA (or EuRA and ISO) audit. Once the applicant signs and faxes this back to DQS, this becomes the binding legal contract between DQS and the applicant. At this time the Auditor is contacted and the Auditor reaches out to schedule the audit dates and begin the process.

15. Can any EuRA member get certified?

All members who fully adhere to the EuRA code of conduct and fulfill all of the regulatory and EuRA Quality Seal requirements will most probably achieve the EuRA Quality Seal certification. If a Management Review has not been conducted before

the audit, or if any of the key required elements are missing from the applicant's management system, then the audit will be delayed until all requirements are met.

16. What happens if a major non-conformity is found?

If it is determined that the EuRA code of conduct is not adhered to, or any of the regulatory or EuRA Quality Seal requirements are not being met, a corrective action plan will be drafted and agreed to by both the auditor and the EuRA member Quality Manager either during the System Analysis, or during the site visit, as necessary. Once all requirements are met, the certificate can be issued or re-issued in the case of a renewal.

17. Continual Improvement to the EuRA Quality Seal Standard

Once a year the auditors and creators of the standard meet in a Content Review Workshop to incorporate all of the ideas for improvement which have been gathered throughout the year into the EuRA Quality Seal standard. The new version of the standard and any other relevant content will be distributed to all certified members upon completion after the Content Review Workshop. It is ensured that by doing this, changes within the industry, service improvements and new member best practices will be incorporated into the standard on an annual basis. Members are requested to provide feedback to their EuRA Quality Seal auditors regularly to facilitate this process.