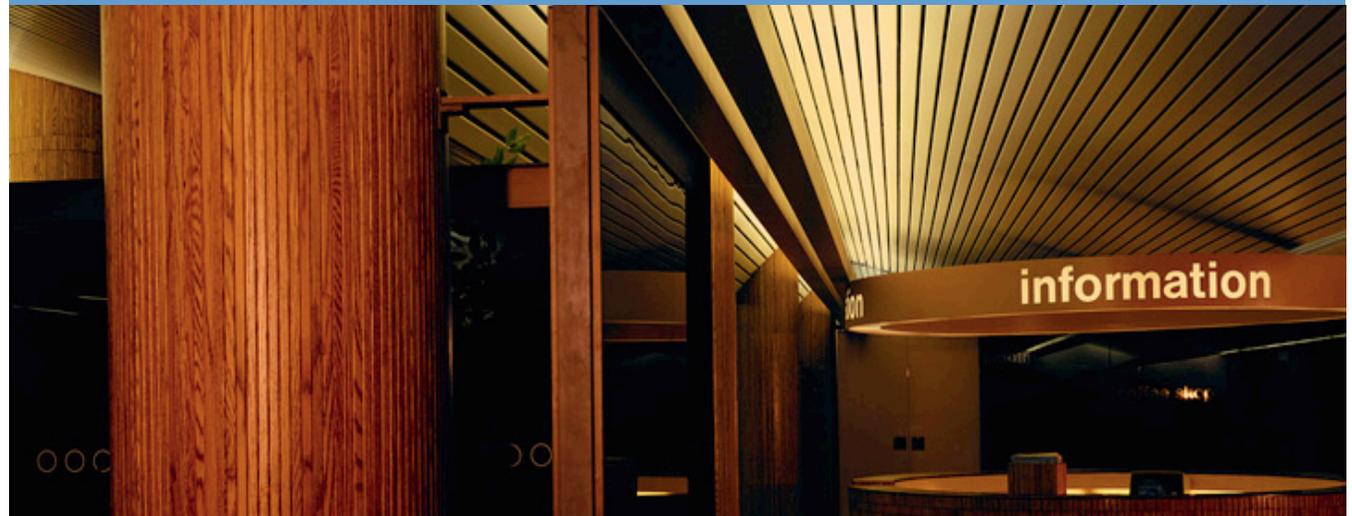


# Guide to the EGQS

September 2017



# Introduction



**“Assured Quality from  
EGQS Holders”**

The EuRA Global Quality Seal (EGQS) was introduced in 2008 to enable EuRA members offering mobility services to demonstrate their dedication to quality and professionalism.

Since its launch, over 120 offices of EuRA members have been accredited under the scheme across 38 countries.

This revolutionary program focuses on process management across all areas of a EuRA member company’s sphere of operation, from service delivery, to internal management.

The idea behind the program was to demonstrate and enhance quality within the mobility industry and as more and more members have undertaken the process, so they demonstrate across the globe how they lead mobility service delivery.

Each year we gather together a focus group of EGQS holders along with representatives from Global

Management Companies and corporate clients to ensure the ongoing relevance of the program. This means that the audits reflect the most contemporary needs of clients as well as ensuring qualified EuRA members are compliant with new legislation and codes of conduct.

EuRA makes no profit from the EGQS. It is part of a portfolio of benefits available to members of the association, which itself is a not for profit organization. The fees we charge for administering the EGQS are ring fenced to fund the annual review meeting. The EGQS audit can be linked to an ISO 9001 audit, which reduces the costs when taken together.

The response from members undergoing certification has been overwhelmingly positive and we are proud to have a 98.5% recertification rate among members. Recertification takes place every two years for EGQS holders and every three years for combined EGQS and ISO 9001 holders.



## Starting the Process

The first step to achieving the EuRA Quality Seal is to contact the EuRA Office and register with us to receive your copy of the EuRA Quality Standard.

The Quality Standard is the document that underpins the EuRA Quality Seal and sets out the requirements for certification. It also acts as a guideline document for building your Quality Manual. We can also give you advice, guidance and put you in touch with mentors who can assist you in beginning the certification process. We will also give the contact details of our two audit partners, SGS and DQS. At this point you contact them directly and choose which company you wish to work with. The costs of the audit will be different depending on which company you choose, but they will each give you a full quote.

The audits are carried out on site by independent auditors appointed by the audit partner chosen by the EuRA member.

Maree Ninow is the EGQS Executive in the EuRA office and can answer any questions you have about starting your certification.

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## EDUCATION

We will be running open training programs throughout the year, providing an in-depth analysis of the audit process, designed to ensure success in achieving the EGQS. These training days are MIM+ accredited. Training is run during the EuRA International Relocation Congress and consists of a full day for anyone new to the program and a two hour update session for any members already certified.

We also run a series of three 2 hour webinars each year to assist anyone who cannot make it to face to face training. These webinars are free to any EuRA Member and are recorded. When you register with the office to undergo certification, we will send you the links to these training webinars.

Members may also choose to have an In-House training session with our Strategic Consultant for Quality Standards Martina Scharwey. These sessions provide an opportunity for every member of staff to participate in achieving both the EGQS, and excellence in service delivery. The cost will be €1400 per day plus expenses.

An optional pre-assessment is also available. This full day pre-audit will ensure that every aspect of the EuRA Quality Seal standards can be met prior to the audit day itself. This pre-assessment will be carried out by the same person who will carry out your audit and will cost €1125 plus expenses and local VAT.

“One thing that sets Irish Relo apart is our status as the only provider in Ireland to have the EuRA Quality Seal. I was in a meeting recently and it was the major factor for the client choosing us as provider.”

*Eileen Lawlor, Director, Irish Relocation*



## The Quality Standard

The EuRA Quality Standard is the document that sets out all of the requirements to successfully achieve the EuRA Global Quality Seal Certification.

The standard is divided into 6 main sections;

- Mission, Quality Policy, Objectives and KPI's
- Management Responsibility and Leadership
- Organisation and Planning
- Services
- Client/Customer Satisfaction and Complaint Management
- Documentation

Within each section are the minimum requirements for certification under the EuRA Global Quality Seal.

Included in the EuRA Quality Standard are requirements for policies that will



shape and define the way a company operates, both in terms of process management and in terms of successful and high quality service delivery. Policies required for certification include:

- Business Continuity Plan
- Anti Corruption Policy
- Corporate Social Responsibility Policy
- Environmental Policy
- Health and Safety policy
- Compliance and Data Integrity Policy

The EuRA Quality Standard is more rigorous than ISO 9001 and has been designed to truly reflect the complexity of the mobility management.



## DQS

DQS GmbH are the German Registrar for Management Systems.

DQS have over 1400 auditors worldwide overseeing 29,500 certified sites in 96 countries.

The DQS contact for all EuRA enquiries is:

**EuRA Key Account Manager:**

*Natalia Campania*

**euura@dqs.de**

**+49 69 95427 457**

More information can be found at

[www.dqs.com](http://www.dqs.com)

## SGS

Recognized as the global benchmark for quality and integrity, SGS employ more than 64,000 people and operate a network of over 1,250 offices and laboratories around the world.

With core competencies in inspection, verification, testing and certification, which are being continuously improved to be best-in-class.

**EuRA Key Account Manager:**

*Laurence Wade*

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## Audit Costs

SGS and DQS have different matrices for calculating audit costs. DQS prices are banded based on turnover. SGS costs vary according to local costs in the audit location.

When you receive the EuRA Quality Standard from the EuRA Office and the EGQS Methodology, we will put you directly in touch with both audit partners who will contact you with details of costs.

For members who currently hold ISO certification, a discount of 20% applies.

*EuRA makes no profit whatsoever from this program and the €300 fee for the EuRA Quality Standard is ring fenced to support the annual review meeting.*

As our members continue to monitor and improve their quality management processes, then so do we!

The EuRA Quality Seal, its development and ongoing implementation are a member service.



**EuRA**

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