

EuRA Global Quality Seal+

Premium Members - Dom Tidey EuRA COO

At our latest Executive Group meeting a decision was taken to highlight the members who have gone through the Seal and elevate them to Premium Membership! All members and their offices holding the Seal will benefit from Premium Membership.

There will be advantages for Premium Members including early access to conference bookings, discounted conference costs and discounted training, as well as a personal invitation to a Premium Members reception at the conference.

From April 1st this year we have brought the whole process in house.

Martina Scharwey lead a [Briefing](#) on how this will work in January, and it's really important to take a look if you are currently certified or thinking of undertaking the process.

From now [Maree Barnes](#) will take the administrative lead in the EuRA

the Standard extremely well as well as how our industry works.

One other great advantage is that we are now able to offer all members remote audits should they prefer. From initial audit to re-certifications, they can all now take place via Zoom or Teams which saves time and a lot of money! Any member who would prefer a face-to-face audit can of course do this, just adding the auditors expenses themselves.

As we are now dealing with the administration ourselves, we can also significantly reduce the cost of audits. Full details are in [The Guide to the EGQS+](#) on the website.

We sent out a survey last year asking non-EGQS+ members what the barriers were to them undertaking certification. It was great to hear that over 75% of respondents had plans to undertake the EGQS+ in the next two years, but predictably the main barrier to starting the process was a lack of internal resources and staff to prepare for the audit.

In order to help, we have developed a Mentoring Programme and Michèle Bramstoft and Åse Löfren Gunsten (both past Presidents of EuRA and long standing EGQS+ holders) are now acting as independent consultants to EuRA and will be providing mentoring services to any members certifying or re-certifying. The process will be free for two



hours of mentoring per member company. The first call will be about how to start preparing the Quality Manual. The first task is to undertake the ["Introduction to the EGQS"](#) training module in the EuRA Academy. This module takes you through the Quality Standard step by step. If you follow the training then build your Quality Manual accordingly, you're done! Once you have built your Quality Manual, your Mentor will suggest you fill out the Self Assessment questionnaire and send it to them and your second call will be to determine how ready you are. In the interim your Mentor (and myself, Martina Scharwey and Gordon Kerr if you have any questions about GDPR!) are only a call or email away with answers to any questions you might have. We also provide you with all of the Policy Templates that you need to build for example your DEI or Environmental Policy.

If you have any questions just get in touch! The EGQS+ is designed to help members prove what we already know... they're the best in the business!



Office so all enquiries start with her!

We have recruited five auditors who are all very experienced in EGQS audits and therefore know

EuRA Global Quality Seal+ Mentoring Programme

We recently asked all our members who don't hold the EGQS+ what their biggest barriers to undertaking the programme were.

Not surprisingly the number one reason was lack of internal resources to take the time to build the Quality Manual. Over 70% of members said that they would like to undertake the Seal in the next two years and that

greater support would be a big help in getting started. So we have asked two seasoned EGQS Holders and past Presidents of EuRA to act as Mentors for the programme. If you are thinking of going for the programme, Åse Löfgren Gunsten and Michèle Bramstoft can now help you to start.



We met up in Copenhagen to design the programme with the aim of providing short no cost online sessions with Åse or Michèle to help give you a structure and deadlines to complete key stages of the programme. The first step however will be to access the training link that Maree will give you. Martina's training module in the EuRA Academy is a blueprint for how to build your Quality Manual. Åse and Michèle will help to keep you in track.

Their role is not to build your Quality Manual for you, but to set some achievable goals to keep you on track as you build the system. They will set up three online calls at critical stages in the process. The first call will be once you have signed up with Maree at the EuRA Office. The purpose

being to help de-mystify the Quality Standard and answer any questions you have. The second will be once you are well underway building your quality manual at a time set out in the first call to keep you on track. The final call will be as you arrange with the Office to have your auditor come on site. The purpose is to provide moral support and help keep you on track. This programme is provided at no cost. If you want greater support in the actual building of the Quality Manual, the auditors are available to provide support but this is charged for directly by them and it will not be the same auditor who undertakes your final audit for the sake of compliance.

Just contact Maree about getting started and we will do as much as we can to help!

Why Did Our Mentors Certify?

Michèle Bramstoft

Have you ever felt totally lost? Imagine sitting in a conference workshop. The session topic is about something unknown to you. You listen intently, trying to understand what everyone seems to already know. That was me in 2007 at the EuRA conference in Berlin. I joined a session to learn about the new quality seal being developed. But oh boy, in addition to feeling lost, I felt dumb. What the heck is a Process Management System? ISO 9001 - what's that? Quality standard? Shish - what am I doing here? But you know what? I love to learn and since Copenhagen Relocations was already all about quality, we took a deep dive!! Ok - so it was 3 years later when we started writing our Quality Manual at my dining room table one productive Friday evening. And thank goodness for our friend Google!!

Looking back, the EGQS prepared us for growth. As a business matures, it needs, among other things, additional structure. The standard provides it. Practicing the EGQS 'habits' inspired us, gave us new ideas about how to run the business. It also won new business for us.

Copenhagen Relocations is grateful to have 'bitten the EGQS+ bullet'. It's made us a better company. It makes us proud to flash our EGQS+ credentials.

Åse Löfgren Gunsten

I first undertook the EGQS+ back in 2008 for two very different reasons. Firstly to ensure the highest standards no matter where we delivered services and secondly as a marketing tool. At the time I had three offices and was told by my teams that service delivery varied between Gothenburg, Malmö and Stockholm. I gathered the three office leaderships teams and we sat down to pick out

the very best practices across the network. This was then incorporated into our Quality Manual and improved service delivery and company culture. As owner and CEO getting to grips with things like annual risk assessments was unquestionably a great leadership tool. As a marketing tool the EGQS+ is hard to beat. 50% of our work came from RMC's and they recognised the value of working with a provider with a consistently high level of quality no matter where the service was delivered. I admit that going through the process was daunting. You need time set aside to get the Seal completed - it is not something that can be done over a few weekends. But we realised we already had what the Seal asked of us in our heads, we just needed to commit it to paper and I'm looking forward to helping other gain the same sense of achievement that got when we qualified.

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