EuRA GQS+: This is ISO 9001 and more…

The quality management system standards ISO 9001 and EuRA GQS[+] (EuRA Global Quality Seal Plus) are both standards aimed at ensuring quality, customer focus, leadership, engagement of people, process approach, supplier management, continuous improvement, and relationship management within organisations. While ISO 9001 is applicable to any organisation, regardless of its type, size, or products and services, EuRA GQS[+] has incorporated the ISO 9001-requirements and specifically tailored them to the relocation service providers, including companies that handle corporate relocations, destination services and related activities. Since its introduction in 2008, the EuRA GQS[+] standard has been reviewed annually and continuously incorporated necessary new requirements.

Due to the unique market environment and business model of relocation organisations, there are additional requirements beyond those mandated by ISO 9001. Conversely, some requirements, such as *Monitoring and Measuring Resources* or *Design and Development of Products and Services*, are not applicable.

EuRA GQS[+] requirements go **beyond** the requirements of ISO 9001:

- Risk Management, including a risk and opportunity assessment
- Compliance Management, including the assignment of a Chief Compliance Officer
- Definition and implementation of a
    - Corporate Social Responsibility Policy (CSR)
    - Diversity, Equality & Inclusion Policy (DEI)
    - Corporate Social Responsibility Policy (CSR)
    - Health and Safety Policy
    - Anti-Corruption / Anti-Fraud Policy
    - Environmental / Sustainability Management Policy
- Information Security and Data Protection, including the implementation of appropriate technical and organisational measures (TOMs) and the assignment of a Data Protection Manager. EuRA GQS[+] holders have to work in compliance with local / international law and consider GDPR
- Business Continuity Plan has to be implemented and tested at least once a year

ISO 9001 requires the setting and measurement of quality objectives and process management using KPI's. The EuRA GQS[+] goes further: It requires to meet or exceed the target values of six specific objectives related to customer and client satisfaction, employee development and sustainability. Additionally, it mandates achieving the target values of nine relocation-service related KPI's, which reflect the highest standards in relocation services.

The EuRA GQS[+] goes far beyond the requirements of ISO 9001, especially in the area of Human Resource Management, as the relocation business is essentially a people business. Therefore, special emphasis is placed on the hiring, background checking, selection, evaluation, training, further development and promotion of employees.

EuRA GQS[+] holders must undergo an external audit at least every two years. The external Auditors, appointed by EuRA are quality management accredited Auditors and are experts in quality management as well as the relocation business. Every Auditor is an appointed ISO 9001 Auditor of an international certification company, must undergo annual further qualification and is subject to the **EuRA Quality Assurance** process. Quality checks are carried out at least once a year per Auditor to ensure the quality, meaningfulness, correctness, reliability and integrity of the audits and reports.