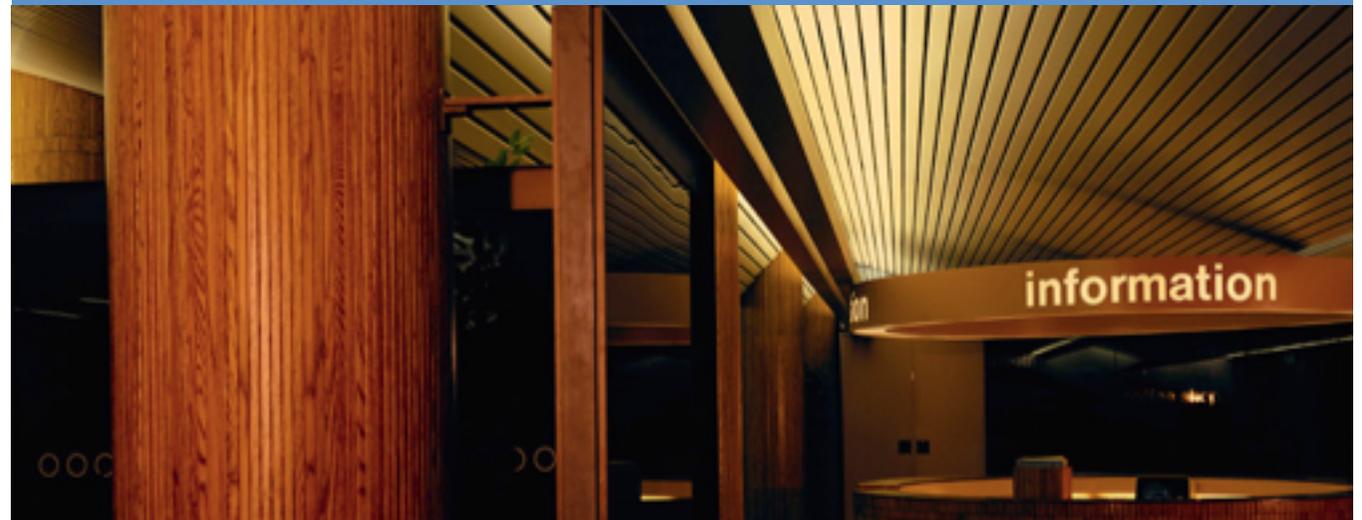


# Guide to the EuRA Global Quality Seal

August 2019





“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

# Introduction

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.



"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*

## 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 Global 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 your fellow members who have been through the process. You can also join our peer to peer sharing group on LinkedIn.

We will also give the contact details of our audit partner DQS. At this point you contact them directly. The costs of the audit will be different according to your turnover.

The audits are carried out on site by independent auditors appointed by DQS.

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

[+44 \(0\) 1379 640883](tel:+44201379640883)

[maree@eura-relocation.com](mailto:maree@eura-relocation.com)

## Training

We run 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. We also have a full Introduction to the EGQS module available for free on the EuRA Academy platform. We also run update sessions online and in person at EuRA events. When you register with Maree she will send you links to the online platform training.

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 Global 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 around €1125 plus expenses and local VAT.



## 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;

1. Mission, Quality Policy, Objectives and KPI's
2. Management Responsibility and Leadership
3. Organisation and Planning
4. Services
5. Client/Customer Satisfaction and Complaint Management
6. 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:

1. Business Continuity Plan
2. Anti Corruption Policy
3. Corporate Social Responsibility Policy
4. Environmental Policy
5. Health and Safety policy
6. 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.





## Our Audit Partner - 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*

[europa@dqs.de](mailto:europa@dqs.de)

+49 69 95427 457

More information can be found at  
[www.dqs.com](http://www.dqs.com)

## Audit Costs

DQS structure the costs of their audit process according to your turnover, making it possible for EuRA Members of all sizes to receive EGQS certification.

When you receive the EuRA Quality Standard from the EuRA Office and the EGQS Methodology, we will put you directly in touch with DQS 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 6 & 7 Diss Business Centre  
IP21 4HD UK  
T +44 1379 640883  
M +44 7764 575614  
E [maree@eura-relocation.com](mailto:maree@eura-relocation.com)  
W <https://www.eura-relocation.com>