



Global Quality Seal

Frequently Asked Questions and Answers

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1. What is the Global 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:

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

This seal sets the standard for quality within the relocation industry. Fulfilment of the minimum requirements of the standard leads to a DQS certification and the issuance of a Global Quality Seal Certificate which is valid for 2 years, in combination with ISO 9001 certification valid for 3 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 marked a significant international growth for DQS. They now have 65 offices in 52 countries and are accredited to certify clients in



over 75 different international and industry/association standards, such as the Global Quality Seal. Please see www.dqs-ul.com for more information.

4. Who will my Auditor be and in which language can we do this?

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

Audit Language is English, but if you have special wishes tell DQS.

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

For a Global Quality Seal certification, the cost to members is based on annual revenues. There are 4 bands on turnover (up to €100,000, up to €300,000, up to €500,000, over €500,000). Please complete the basic data sheet and send this back to DQS aura@dqs.de 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.

6. How much would it cost if to get ISO 9001 and GQS 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 Global Quality Seal certification as part of an “ISO and GQS” certification package.

In this case as well, please complete the basic data sheet and send this back to DQS aura@dqs.de to get an offer outlining the cost to your organization.

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

DQS has a “multi-site” certification agreement with EuRA for different situation. Please see your offer letter (as above) from DQS to understand the full cost picture.

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

In the “multi-site” certification agreement you also find a part about franchise network. Please see your offer letter (as above) from DQS to understand the full cost picture.



9. What is the Global Quality Seal Audit Process?

The Global 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 (only GQS) or conducted with the ISO 9001 audit on-site (in combination with ISO 9001). 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 in any case the on-site visit(s). Upon successful completion of this audit the Auditor will issue the Site Visit Report and the Global Quality Seal certificate at the end of that day.

The member will then be certified for a two year period or in combination with ISO 9001 for a three year period. An optional review, the “Interim Audit” is available after 12 months (only GQS) and consists of a one day home office document review conducted by the assigned Auditor. Or the optional review will be conducted in combination with the ISO 9001 audit on-site after 12 or 24 months.

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

Members can either attend a training conducted by Martina Scharwey, 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.

11. 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 Global Quality Seal key requirements.



12. What are the steps to get started?

To start the process is to register with EuRA to receive an Information Pack which will include a copy of the EuRA Quality Standard. The Quality Standard is the document that underpins the Global Quality Seal and sets out the requirements for certification. It also acts as a guideline document for building the Quality Manual. EuRA office will also give EuRA members advice, guidance and put them in touch with mentors who can assist them in beginning the certification process. The office will also give the contact details of DQS.

EuRA members can complete the “Basic Data Sheet” which is available via the DQS website (www.euraqs.com) and send that back to aura@dqs.de at DQS. Then DQS sends the applicant an “Offer/Order” letter which states the cost of the GQS (or GQS and ISO 9001) audit. Once the applicant signs and sends 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.

13. Can any EuRA member get certified?

All members who fully adhere to the EuRA code of conduct and fulfil all of the regulatory and Global Quality Seal requirements will most probably achieve the Global 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.

14. 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 Global 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.

15. Continual Improvement to the Global 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 Global 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 by the form *Evaluation of DQS Auditors* and *Evaluation of DQS Services* to their Global Quality Seal Auditors regularly to facilitate this process.