

# EOQ Annual Report

# 2017

For unrestricted distribution

EUROPEAN  
ORGANIZATION  
FOR  
QUALITY 

# Content

1

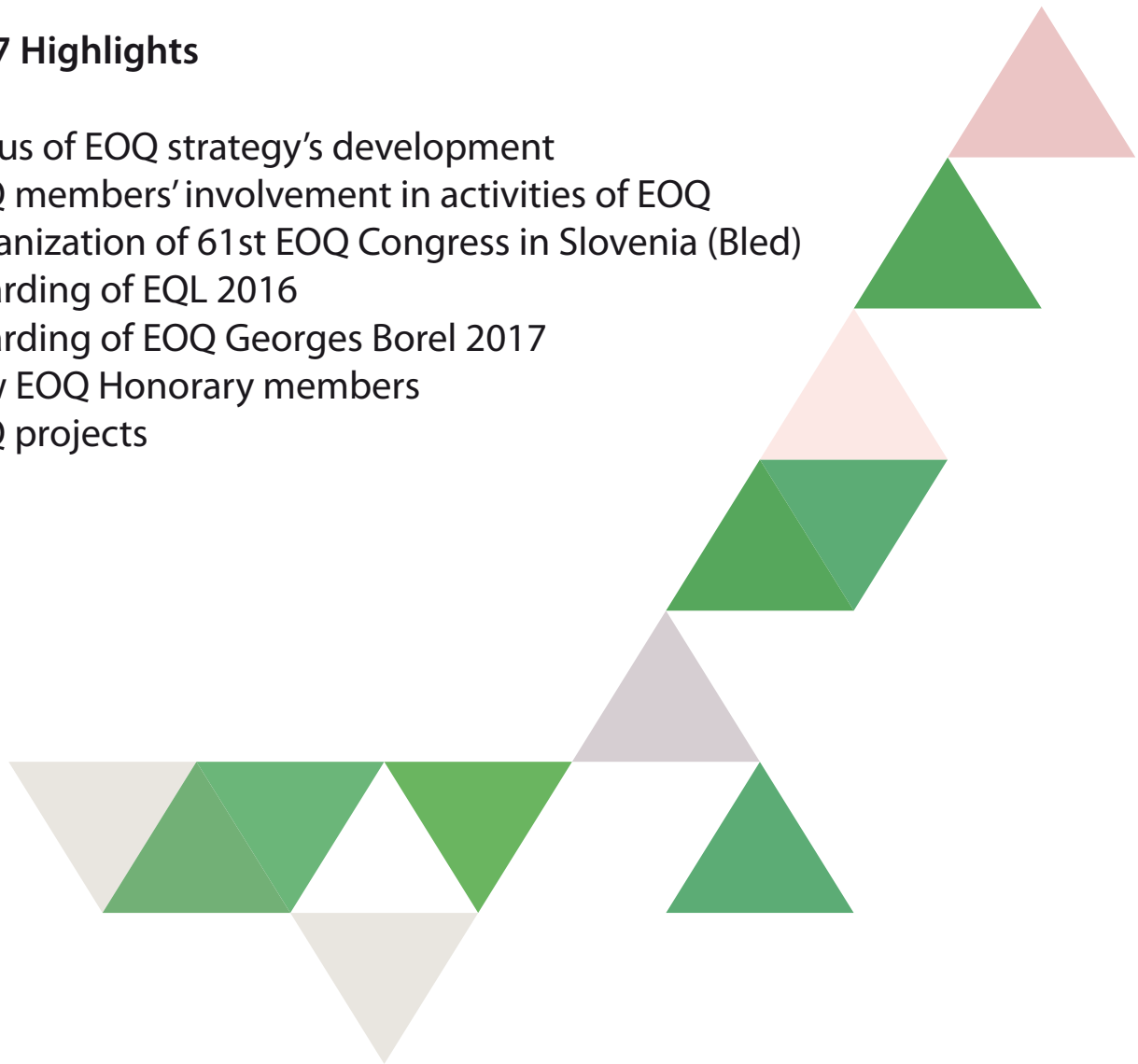
**EOQ - the European interdisciplinary organization striving for effective improvement in the sphere of quality in its broadest sense**

- 1.1. EOQ Charter
- 1.2. EOQ membership
- 1.3. EOQ partnership/cooperation
- 1.4. EOQ organization

2

**EOQ 2017 Highlights**

- 2.1. Status of EOQ strategy's development
- 2.2. EOQ members' involvement in activities of EOQ
- 2.3. Organization of 61st EOQ Congress in Slovenia (Bled)
- 2.4. Awarding of EQL 2016
- 2.5. Awarding of EOQ Georges Borel 2017
- 2.6. New EOQ Honorary members
- 2.7. EOQ projects



1

**EOQ - the  
European  
interdisciplinary  
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the sphere of  
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# 1 EOQ Charter

## EOQ VISION

Europe's leading promoter of Quality by extending its sphere of influence through entire Europe and beyond

## EOQ MISSION

Improve European society through the promotion of Quality in its broadest sense

## STRATEGY

This will be achieved by:

### ▶ **Facilitated networking especially by :**

- Developing and providing an information and communication network for EOQ members to facilitate the transfer of knowledge
- Disseminating leading edge concepts and techniques
- Cooperating with relevant organizations, governments inside and outside of Europe
- Fostering the processes of global integration in the field of quality

### ▶ **Supporting EOQ members**

- EOQ has to transform itself into the new business and organisational model.
- The revenue stream should mainly be achieved by sharing good NRs practises under the leadership of EOQ and applying for funding for Quality and competitiveness.
- Programs like mentorship, marketing packages, product portfolio, exchange of experts, trainings and education can be implemented.

### ▶ **Strengthening the reputation of EOQ**

- Strengthen the EOQ brand
- Increase marketing activities
- Support a high-level prestige of EOQ recognized professionals
- Support the local recognition and reputation of EOQ members
- Acquisition of strong and active new members/partners
- Influencing of and active participation in quality infrastructure related standardization activities

### ▶ **Developing EOQ product portfolio and value proposition**

- Implementing My EOQ model with increased number of products, e.g. recognized by EOQ, troubleshooting kits, activities, awards (eg. EQL and George Borel), events (eg. EOQ Congress and European Quality Week), continuous improvement model, kits for improving creativity and innovation in a field of Quality, etc.
- Plan and execute new EOQ projects

### ▶ **Supporting management/quality professionals by:**

- Developing EOQ normative documents internationally recognized
- EOQ recognition of competence
- Registration of certified professionals
- Organizing training and other activities for supporting careers

# EOQ STRATEGY



## VISION

**Europe's leading promoter of Quality**

by extending its sphere of influence through entire Europe and beyond

**1**

Facilitated networking

**2**

Supporting EOQ members

**3**

Strengthening the reputation of EOQ

**4**

Developing EOQ product portfolio and value proposition

**5**

Supporting management / quality professionals

**MISSION : Improve European society through the promotion of Quality in its broadest sense**

# 1

## 2 EOQ Membership

### EOQ NATIONAL REPRESENTATIVE ORGANIZATIONS FROM 27 EUROPEAN COUNTRIES

AEC (Spain)	KOQIM (Kazakhstan)
AFQP (France)	Quality Kosova (Kosovo)
APQ (Portugal)	Finish Association for Quality (Finland)
ARC (Romania)	NFKR (Norway)
Club 9000 (Bulgaria)	NNK (Netherlands)
CSQ (Czech Republic)	QA (Austria)
CYAQ (Cyprus)	RFATRM (Russia)
DGQ (Germany)	SAQ (Switzerland)
EAQ (Estonia)	SFK (Sweden)
ECOFIN (Moldova)	SSK (Slovakia)
GAQ (Georgia)	SZKO (Slovenia)
HMA (Greece)	TSE (Turkey)
HDK (Croatia)	VCK (Belgium)
HNC (Hungary)	

### EOQ ASSOCIATED MEMBER ORGANIZATIONS

Norsk Sertifisering AS (Norway)  
Oskar Edukos (Croatia)  
Polish Association for Enterprise Development - PAED (Poland)

### EOQ AFFILIATED MEMBER ORGANIZATIONS

AICQ Nazionale (Italy)  
Galgano & Associati consulting srl (Italy)  
QUALITAS – European Centre of Promotion Good Business Practices (Poland)  
United Association of Serbia for Quality - UASQ (Serbia)

### EOQ INDIVIDUAL NETWORKING PARTNER MEMBERS

20 members from 13 countries

### EOQ HONORARY MEMBERS

A.V. Glichev,	Mr Lennart Sandholm
Dr. U. Turello,	Mrs Annette Geirnaert (2017, Bled)
Prof. H.-D. Seghezzi	Mr Pierre Gosset (2017, Bled)
Mr Tito Conti	Mr Zoran Lekic (2017, Bled)
Mr Otto Neumayer	

### EOQ GENERAL SECRETARIAT

Dr. Eric Janssens, General Director  
Mrs Cornelia Butnaru, Operative and Quality Management



# 1 3 EOQ Partnership/Cooperation

## MEMORANDUM OF UNDERSTANDINGS

In 2017 EOQ signed MoUs with World Partners:

- Quality Council of India (QCI) in Bled/Slovenia on 11.10.2017
- China Association for Quality (CAQ) in China, on 27.11.2017

## COOPERATION

Stakeholder and MLA signed with the International Forum for Accreditation (IAF), Member of the Financial Oversight Committee

Recognized Stakeholder at European Accreditation (EA), recognition with Home Accreditation Body of Austria for CoS and CS 9000 (Feb. 2017). Participation at the General Assembly meetings of EOQ member organizations in May (SZKO/Slovenia) and November (DGQ/Germany)

Represented in the Board of Directors at the International Personnel Certification Association (IPC) Participation at the Board of Directors /General Assembly meetings in March (Italy) and October (Frankfurt)

Stakeholder at CEN

Stakeholder at ISO CASCO

Active member of the Global Platform for Quality (GPQ) based on the MoU signed in Helsinki, June 2016. Meetings at ASQ congress in May (US) and Switzerland

Coordination of World Alliance for Quality (Bled 2017 till 2020). Meetings at ASQ congress in May (US) and October (Slovenia)



# 1/4 EOQ organization

To ensure the best possible governance, EOQ structure comprises a General Assembly, and Executive Board, the PRU Registration Unit, The Technical Working Group and the operational activities are conducted by the EOQ General Secretariat.

The EOQ **General Assembly** is composed of the EOQ National Representatives and EOQ Executive Board.

## EOQ EXECUTIVE BOARD

*office time: June 2017 - June 2020*

**President:** Torolf Paulshus, CEO NFKR, Norway

**First Vice-President:** Konrad Scheiber, CEO QA, Austria

**Past President:** George Georgiades, Cyprus

### **Vice-Presidents:**

Dr. An Kint, CEO VCK, Belgium

Dr. Martin Luptak, SSK, Slovakia

Marta Villanueva, CEO AEC, Spain

Yuri Gusakov, RFATRM, Russia

Patrick Mongillon, Vice President AFQP, France

## EOQ PERSONAL REGISTRATION UNIT

*composed in 2017 of 13 EOQ PRU Agents*

Quality Austria (Austria), also the EOQ National Representative  
Oskar Edukos (Croatia)

CSQ (Czech Republic), also the EOQ National Representative

DGQ (Germany), also the EOQ National Representative

KOQIM (Kazakhstan), also the EOQ National Representative

Norsk Sertifisering AS (Norway)

NNK (Netherlands), also the EOQ National Representative

ARC (Romania), also the EOQ National Representative

SSK-COPO (Slovakia), also the EOQ National Representative

SZKO-PCB (Slovenia), also the EOQ National Representative

AEC (Spain), also the EOQ National Representative

SAQ(Switzerland), also the EOQ National Representative

TSE (Turkey), also the EOQ National Representative



2

# EOQ 2017 Highlights



# 2

## 1 Status of EOQ strategy's development

After the EOQ GA approved the new EOQ Charter, containing the mission, vision and strategy lines, at its meeting of Prague, 02.12.2016, the EX Board decided at its meeting of Vienna/24.02.2017 the establishment of 5 Task Forces (TF) to work on the development of scenarios for the implementation of EOQ strategy, resulting 5 TFs templates.

At the GA meeting of Bratislava/13.06.2017, the leaders of the 5 TFs presented their scenarios proposals for the implementation of the EOQ strategy. The GA members were asked to send their feedbacks to the proposed strategy lines' scenarios until the end of August 2017.

At its meeting of Vienna/14.09.2017, the EX Board identified the first priorities of the strategic lines and scenarios and approved by the GA members in Bled/10.10.2017.

For its meeting of February 2018 in Madrid, the EX Board started the strategy implementation, correlating with the updated EOQ processes and budgeting.

# 2

## 2 EOQ members' involvement in EOQ activities

### DEVELOPMENT OF PRU ACTIVITIES

#### **Significant highlights 2017:**

Total number of certificates is expecting to reach the 100000 beginning 2019. About 60% are issued for DGQ.

#### **EOQ schemes distribution 2017/2016:**

For both years, QMR, QM, QA and QLA certificates cover 80% of all issued EOQ certificates; in 2017 increased the number of QA+QLA certificates and decreased QMR and QM certificates.



## EXAMPLES OF IMPORTANT ACCOMPLISHMENTS

EOQ was acknowledged by the European Accreditation (EA) for its quality management personnel program (EOQ Competence Specification/Certification Scheme 9000)

Realization of meetings for the further development of EOQ strategy and corresponding actions

Continuation of the development of My EOQ products and services:

- Approval of contracts' templates related to the EOQ recognition of NQMLs process implementation
- CoC/CoB certification ceremony of the company Bring Solutions from Slovakia
- Signing the EOQ Agreement regarding the "EOQ Recognized" National Quality Mark with KOQIM/Kazakhstan and HDK/Croatia

Positive finalization of Tempus project – "Improvement of Partnership with Enterprises by Enhancement of a Regional Quality Management Potentials in Western Balkan Countries"

Improvement of the EOQ EX and GA meetings' agendas by introducing the time management aspect

Review and approval of an updated of EOQ Statutes

Initiation of the EOQ Relationship Management Register with the identification and approval of first priorities

Start of an EOQ-IQNet project related the common registration of CBs auditors

Signing of MoUs for EOQ World Partnership with the Quality Council of India and with China Association for Quality

Approval and launching of EOQ CoS/CS 22000:2017(Food Safety Management)

Participation in the Global Platform for Quality to assist SMEs - Joint initiative to promote the development of effective quality management and assurance systems

Participation in IPC meetings to reach the acceptance of EOQ Competence

Follow-up and reporting on ISO, Casco, CEN meetings

Acceptance of the IPC Platform by IAF (Vancouver, Oct. 2017)

## 3 Organization of 61<sup>st</sup> EOQ Congress in Slovenia (Bled)

The Slovenian National Representative, SZKO, organized the 61st EOQ congress in Bled/Slovenia on 11-12 of October 2017; 373 Congress participants from 51 countries all over the world attended. SZKO also produced a video containing statements and echoes about the successful EOQ Congress of Bled, which is available on the EOQ website (front page).

## 2/4 Awarding of EQL 2016

Mr. Gerd Hartinger from Austria was announced the European Quality Leader 2016 during at the gala dinner of the 61st EOQ congress and the finalists were: Mr. Francisco Aguilera from Spain, Mr. Harald Eik from Norway, Mr. Jeroen Johannes Mathias Mertens from Netherlands. An EOQ press release was published, introducing the EQL 2016 winner and his accomplishments in the field of quality.



## 2/5 Awarding of EOQ Georges Borel 2017

The awarding ceremony was part of the EOQ presidential meeting of 2017 of Bled and the recipients of the 2017 EOQ Presidential Georges Borel Awards were:

- Mrs. Tatjana Mizori Zupan from Slovenia, awarded with the EOQ presidential Georges Borel Award for governmental achievements
- Mr. Nikolay Khersonskiy from Russia, awarded with the EOQ presidential Georges Borel Award for international achievements.



## 2/6 New EOQ Honorary members

At the EOQ Presidential meeting of Bled were also nominated new EOQ Honorary members:

- Mr. Pierre Gosset/France
- Mrs. Annette Geirnaert/Belgium
- Mr. Zoran Lekic/Slovenia



## 2/7 EOQ Projects

### EOQ NORMATIVE DOCUMENTS PROJECTS

At the end of 2017 following normative documents projects were in different development stages:

- EOQ CoS & CS 22000 (food safety management) – approved in October 2017/Bled
- EOQ Quality Improvement Model – part of EOQ strategy; on hold
- EOQ CoS & CS 45000 (occupational health and safety) – QA took over the lead of the project; to be continued and finalized in 2018.
- CoS & CS 27000 (Information security MS) – stopped
- CoS & CS Risk management in Healthcare – first drafts under work

### OTHER EOQ PROJECTS

In 2017 were initiated 6 other kind of EOQ projects; one was completed, and the other ones are to be continued/completed in 2018. Two projects which started in 2016 were completed in 2017 (EOQ 61st Congress organization and European Quality Leader 2016).



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