



MANAGEMENT SYSTEMS SOLUTIONS



YOUR PARTNER

FOR CERTIFICATION AND AUDITS

SUSTAINABLE BUSINESS SUCCESS



DQS – Because Standards Matter

DQS audits provide the valuable perspective of independent experts. We ask the right questions, we analyze the facts, and we evaluate management systems.

How effective are the selected processes?

Do they deliver the desired results consistently?

How effective are the management and support processes?

Are solutions focused on the short or the long term?

We believe in quality and the concept of organizational health.

Healthy organizations are successful from many perspectives:

- they provide good products and services to their customers,
- they generate profits and they invest in a sustainable future,
- they attract the right people,
- and they always prefer viable long-term solutions over short-term fixes.

DQS is the respected certification partner for quality-focused companies around the world – companies who are serious about organizational health and success.



Always considering our customers' unique business, we offer auditing and certification services for improving processes, thus ensuring sustainable business success.

Customer Perspectives on Quality

Quality of products and services

Customers expect to buy “goods” in the truest sense of the word, not “bads”. Products and services need to fulfil customer expectations, they need to work for the intended use, and they need to last. For our customers and for DQS, quality is the key to sustainable business success.

Quality of people

Competence and commitment of personnel are essential assets for every healthy organization. Working with strong teams and competent individuals grants a significant competitive advantage. At DQS, we invest in people. In turn, our customers appreciate the focus, expertise, and know-how of our employees, auditors and experts.

Quality of Management Systems

DQS certificates are a sign of achievement, and a promise of future performance. Companies around the world place their trust in DQS certificates.



For DQS and our customers, quality management is a lasting commitment – inspired by quality!

QUALITY-DRIVEN PROCESSES



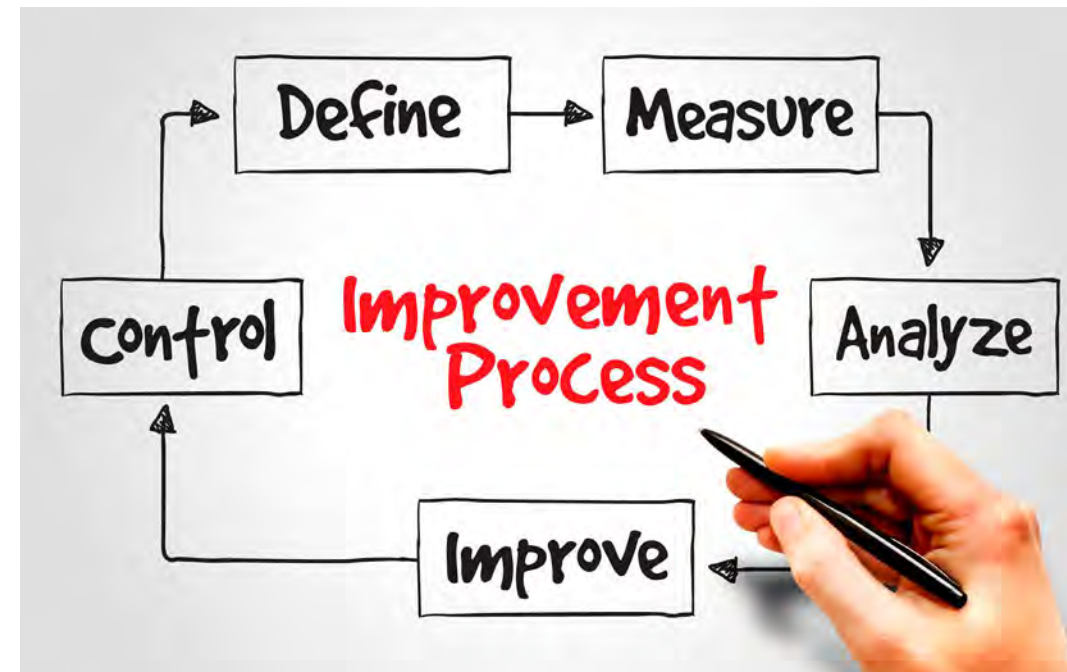
Management Systems and Processes

More than ever, stakeholders find value in long-term rather than short-term performance. Organizational health thrives on organizational alignment, capacity for execution, and, most importantly, the ability to renew and adapt. Companies need to transform fast enough to meet and exceed changing market demands.

Management systems play a key role in this process. Their clear focus on continuous improvement, backed by the commitment and involvement of top management, makes them the ideal tool to foster organizational health.

DQS was one of the first to recognize the power of management systems and processes, and has focused on them ever since. The process-oriented audits we provide increase the effectiveness of management systems and generate measurable added value for the customer.

During each audit we identify strengths, weaknesses, risks and opportunities. We support organizations that strive for success on the basis of quality-driven processes and systems. Audit objectives consider specific customer requirements and DQS auditors systematically assess the effectiveness and efficiency of systems and processes, beyond merely evaluating compliance.



Not just a checklist audit ... our goal is to find an organization's strengths, to address their weaknesses, and to help our customers improve.

CERTIFICATION PROGRAMS



We deliver certifications and audits for over 200 standards in all business sectors:

- **Quality Management**
- **Organizational Health and Work Safety**
- **Environmental Management**
- **Energy Management**
- **Information Security and Data Protection**
- **Sustainability**
- **Business and Service Excellence**
- **Risk Management**
- **Industry-specific standards: Automotive, Railway, Logistics, Aerospace...**
- **Food and Consumer Products**
- **Medical Devices**



Audits and Accreditations



We rank among the most experienced audit service providers worldwide. Choose from our portfolio:

- Certification audits
- Company and process-specific audits
- Supplier audits
- Compliance audits
- Performance audits
- Inspection audits
- Integrated system audits
- Group certifications
- ... and much more

DQS audits are always objective, independent, and valuable. On the basis of internationally recognized standards, DQS Group offers more than 200 accredited, authorized, or notified certification programs and audit services. DQS holds international accreditations by DAkkS, ANAB, UKAS, and many more - all to meet our customers' needs.



GLOBAL & LOCAL



USA



Algeria



South Africa



Philippines



Brazil



China



Serbia



Spain



Mexico



Ethiopia



Qatar

Global Reach @ Local Expertise

We are where you are. In today's highly connected and global economy, you expect a trusted partner to be able to work with you everywhere and anywhere you conduct business.

As the global supply chains grow longer and more complex, we provide local expertise to certified clients in over 130 countries. Our expert auditors and staff speak the local language and provide trusted local expertise on industry best practices, regulatory requirements, and market knowledge.

DQS provides management systems solutions with local insight into customer expectations. We give you confidence that you have considered the context of your organization when effectively managing business risks and opportunities.

Communicate globally and access locally. DQS provides fast access to local expertise in a cost-effective manner through a global network of 85 offices in more than 60 countries, transcending cultural barriers and languages.



DQS combines global competence with local expertise to meet customers' needs and demands.

GLOBAL & LOCAL

2,500
auditors and
experts

65,000
certified locations
in more than
130
countries

125,000
audit days per year





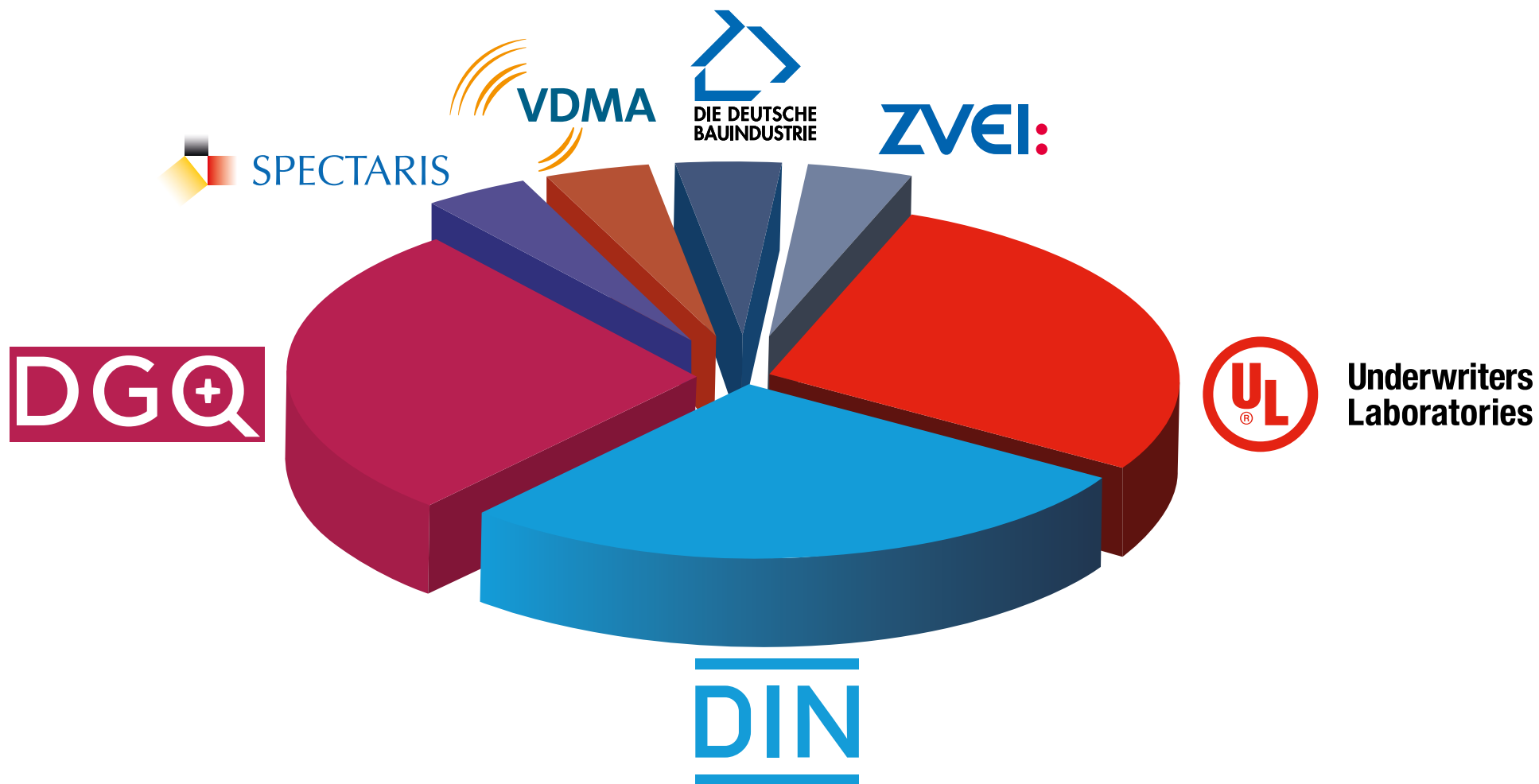
MANAGEMENT SYSTEMS SOLUTIONS



85
offices in
60
countries

**IQNet
Member**
with 34 partners
worldwide

EXPERIENCE & COMPETENCE



Shareholders are Stakeholders

The customer is at the center of everything we work for.

For this reason, our customers have seats on the DQS Board of Shareholders: four major German industry associations hold shares of DQS Holding GmbH. This provides us with an inside view of the customers' interests, as well as experience and knowledge of their industries.

The Board is complemented by the major shareholders DIN (German Institute for Standardization), DGQ (German Association for Quality), and UL (Underwriters Laboratories), a US product safety company. Decades of experience in standardization, training, and product certification of these three major shareholders provide the knowledge base and know-how for DQS, your partner for management systems solutions. At the same time, direct input from the industry on market conditions, requirements, and management challenges keeps us on the right track.

This way, DQS stays focused on our main stakeholders: the organizations we have been auditing and certifying successfully for the past 30 years.



DQS serves the German and global economy as a valuable certification body, promoting reliable performance in international supply chains.

Christoph Winterhalter
Chairman of DIN Executive Board

EXPERIENCE



First DQS customer, Hottinger Baldwin Messtechnik GmbH, certified to the draft version of ISO 9001

First accreditation in Germany by TGA for ISO 9001/2/3



First international DQS office is founded in Brazil



First DQS International Management Meeting



1985 1986 1990 1991 1994 1995 1998 2000



Founding of DQS, with Dr. W. Hansen as first President



DQS is a founding member of EQNet, now IQNet



DQS expands their product portfolio, becoming notified body for medical devices



DQS is the first accredited certification body for ISO/TS 16949 in the world

DQS Russia is the 20th office to commence business



DQS issues the first IRIS railway certificate worldwide



The 75th DQS office is founded in Finland



DQS celebrates our 30th anniversary



The first DQS certificate in Suriname



2002

2004

2006

2008

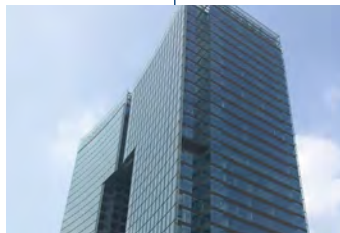
2012

2013

2015

2018

2019



China: Auditor no. 1500 joins DQS Group



Following the integration of UL MSS, DQS is now one of the world's leading management system certification companies



50.000th DQS certificate issued in the USA



The first IATF 16949 certificate in Algeria

AUDIT COMPETENCE



DQS Auditors Make the Difference

Audit as a dialogue

DQS auditors consider an audit a professional dialogue between equal partners. Rather than completing checklists, DQS auditors fully focus on the auditee and on understanding the organization's management systems.

Tailor-made audit planning

DQS audits are planned individually, based on the needs of each individual organization. They include the evaluation of the management system's maturity as well as technological, economic, and cultural context.

Technical competence

DQS auditors have extensive experience in management techniques and audit organizations in industry sectors in which they have a proven record of hands-on experience.

Audits as motivation

DQS audits by competent auditors lead to added value for DQS customers, identifying strengths as well as improvement potential for their management system.

Respect and social competence of DQS auditors are an essential ingredient of a successful audit.



DQS promotes a harmonized global audit approach and a common understanding of standard interpretations. For this purpose, we organize a worldwide mandatory auditor training program, kicking off each January in Frankfurt. This is followed by local trainings in each country, with cutting-edge topics on standards, audit techniques, interview methods, and case studies. Over 2,500 auditors worldwide attend these trainings annually.

Dr. Claude Nunn
International Auditor Competence

FIRST-HAND EXPERTISE



Keeping our Finger on the Pulse

By keeping our finger on the pulse of our customers, we can tell what excites them. And some of the most exciting subjects today are: sustainability, commitment to the environment, ethical sourcing, and information security. Society increasingly challenges the sources, the conduct, the security, and the commitment of manufacturers, producers, suppliers, and their data.

By keeping our finger on the pulse of standardization, we represent the interests of our customers in the world of standards. DQS is deeply involved in standards development, being represented in several national standardization bodies and ISO working groups. Thus, DQS has contributed to the development and revision of key management system standards such as ISO 9001, ISO 14001, ISO 45001, ISO 17021, and many more.

By keeping our finger on the pulse of the market, we can inform our customers early on. Given the growing number of standards and specifications, it is more important now than ever to know what is going on in the world of standards and certification. DQS provides our customers and auditors with first-hand and up-to-date information during personal meetings and audits, as well as through webinars, trainings, newsletters and social media.

If you want to have answers, you need to be up-to-date.



At DQS, we closely observe changing markets and changing economic environments. We evaluate innovations or unexplored business fields; information from stakeholders such as customers, industry, product management, marketing, sales or customer service is continuously assessed in order to provide the right solutions for our customers at the right time.

Dr. Dieter Stadler
International Business Development

DQS – The Preferred Partner

Our customers face challenges due to different expectations from many stakeholders, such as customers, regulators, employees and shareholders. In addition, dynamic markets generate rapid change in a complex network of external and internal factors.

In such challenging market environments, you need effective management systems to build balanced solutions for sustainable business success.

DQS promotes an approach of balancing multiple expectations from different interested parties during professional audits:

- **We evaluate systems and processes based on international standards – and we respect individual solutions.**
- **We add the external perspective of an independent expert for management systems – and we understand unique organizations.**
- **We invest in the comprehensive expertise of our people – and we take time to listen to our customers.**

With over 2,500 auditors and experts in almost every industry sector, DQS ensures consistency in values and audit principles. Our outstanding customer loyalty of 98 % proves that our customers see DQS as their preferred partner.

We support organizations with high-quality assessments, to help them achieve their business objectives.

We maintain a spirit of partnership with our respected customers around the world; a partnership based on competency, respect, and trust.



A handwritten signature in blue ink, appearing to read 'M. Drechsel'.

Michael Drechsel
Managing Director

A handwritten signature in blue ink, appearing to read 'Stefan Heinloth'.

Stefan Heinloth
Managing Director, Chairman

CONTACT DQS GROUP



MANAGEMENT SYSTEMS SOLUTIONS

OR ONE OF OUR 85 OFFICES WORLDWIDE



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Please contact the DQS office
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IBD Corporate Marketing
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