



**A CHANGE
OF PERSPECTIVE**

QUALITY



DQS – A Change of Perspective

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 selected processes?
Do they deliver desired results consistently?
How effective are management and support processes?
Are solutions focused on the short or 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 has become the respected certification partner for quality-focused companies around the world – companies who are serious about organizational health and success. **With audits, assessments and certifications, we help you achieve sustainable business success.**



QUALITY



Valério Della Giustina, Quality Manager at Schulz S.A., Brazil and Dezée Mineiro, Managing Director of DQS do Brasil

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 Management

DQS certificates for quality management systems are a sign of achievement, and they are a promise for 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 and Safety are crucial in our business and we have committed ourselves to these two words. DQS as our preferred certification partner knows exactly the strengths and the requirements of our market. For me personally, this is very reassuring.”

Mr. Getachew Birbo

CEO of MOHA Soft Drinks Share Company, sole producer and supplier of Pepsi Cola and other PepsiCo International brands in Ethiopia

FOCUS



Management Systems and Processes

More than ever, stakeholders find value in long-term success and organizational health, 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 amongst 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; supporting 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 system and processes, beyond merely evaluating compliance.



A comprehensive audit report provides management with valuable information to buttress executive decision making.

**True expertise requires a clear focus.
Our focus is on your management systems and processes.**

FOCUS

Certification Programs



We deliver certification programs for over 200 standards in all business sectors, e.g.:

- **Quality management (e.g. ISO 9001)**
- **Certified sustainability, including social responsibility audits, and energy and environmental management**
- **Corporate health programs (e.g. BS OHSAS 18001/ISO 45001)**
- **Industry-specific standards, e.g. ISO/TS 16949 / IATF 16949 (automotive) and EN/AS 9100 series (aerospace)**
- **Food and consumer products**
- **Information security and data protection**
- **Medical devices**
- **Business and service excellence**
- **Risk management**



Audits



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

Accreditations

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.



GLOBAL & LOCAL



Global Reach @ Local Expertise

We are where you are. In today's highly connected and global economy you expect a trusted partner who is able to work with you in every location in which you conduct business.

Our global team brings local expertise across all major economic centers in over 100 countries. Our expert auditors and staff work in over 100,000 audit locations around the globe, speaking the local language and providing trusted local expertise on industry best practices, regulatory requirements, and market knowledge.

As the global supply chain gets longer and more complex, DQS provides management systems solutions with local insight into customer expectations. We provide confidence that you have considered the context of your organization in managing business risks and opportunities effectively.

Communicate globally and access locally. The DQS global team provides fast access to local expertise in a cost-effective manner through a network of 80 offices in 60 countries. We partner with you in deploying global business practices that transcend language and cultural barriers.



DQS is the bridge for multinational organizations and local businesses to share knowledge globally and enable consistent, responsible business processes locally. We are proud to partner with you, your customers, and your suppliers.

DQS is global reach @ local expertise.

GLOBAL & LOCAL

2,500
auditors and
experts

58,000
certified locations
in more than
130
countries

105,000
audit days per year





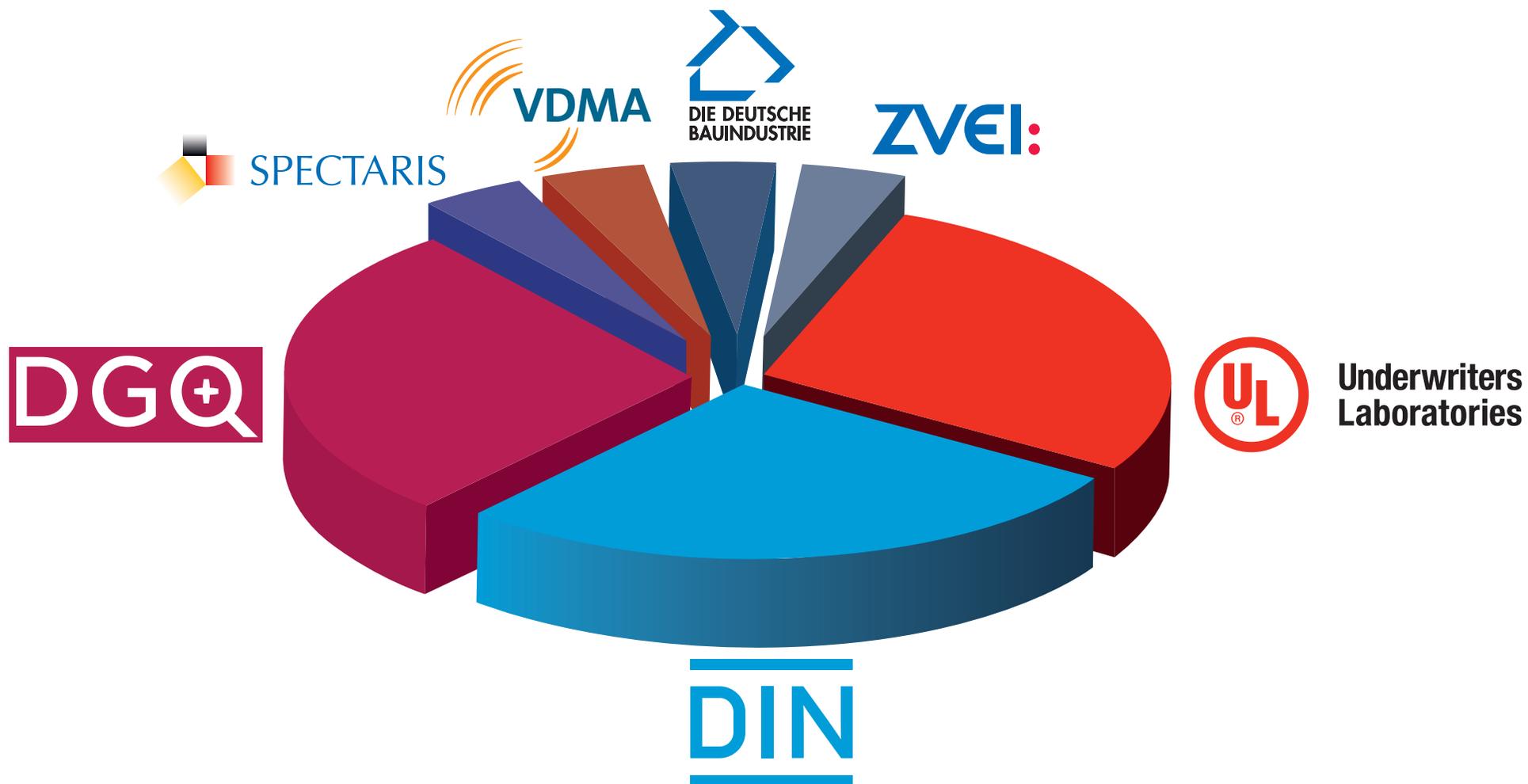
MANAGEMENT SYSTEMS SOLUTIONS



80
offices in
60
countries

**IQNet
Member**
with 36 partner
CBs worldwide

EXPERIENCE



Shareholders are Stakeholders

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

For this reason our customers hold seats at 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 with experience and knowledge of their industries.

The Board is complemented by major shareholders DIN (the German Institute of Standardization), DGQ (the German Association for Quality), and UL (the US product safety company Underwriters Laboratories). Decades of experience in standardization, training and product certification of these three major shareholders provide the knowledge base and know-how for DQS as 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 is keeping its focus on its 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.

Dr.-Ing. Torsten Bahke
Chairman of DIN Executive Board

EXPERIENCE



1986 First DQS customer, Hottinger Baldwin Messtechnik GmbH, is certified to the draft version of ISO 9001

1991 First accreditation in Germany by TGA for ISO 9001/2/3



1994 First international DQS office is founded in Brazil



1998 The Managing Directors of international DQS offices come together in Germany for the first International Management Meeting



1985

1986

1990

1991

1994

1995

1998



1985 Founding of DQS, with Dr. W. Hansen as first President



1990 DQS is a founding member of EQNet, now IQNet



1995 DQS expands their product portfolio, becoming notified body for medical devices

2002 DQS Russia is the 20th office to commence business



2006 DQS issues the first IRIS railway certificate worldwide



2012 The 75th DQS office is founded in Finland



2015 DQS celebrates its 30th anniversary



2000

2002

2004

2006

2008

2012

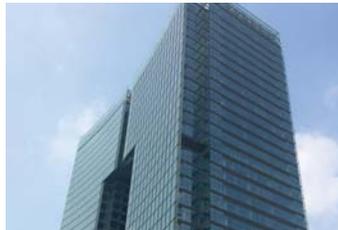
2013

2015

2016



2000 DQS is the first accredited certification body for ISO/TS 16949 in the world



2004 China: Auditor no. 1500 joins DQS Group

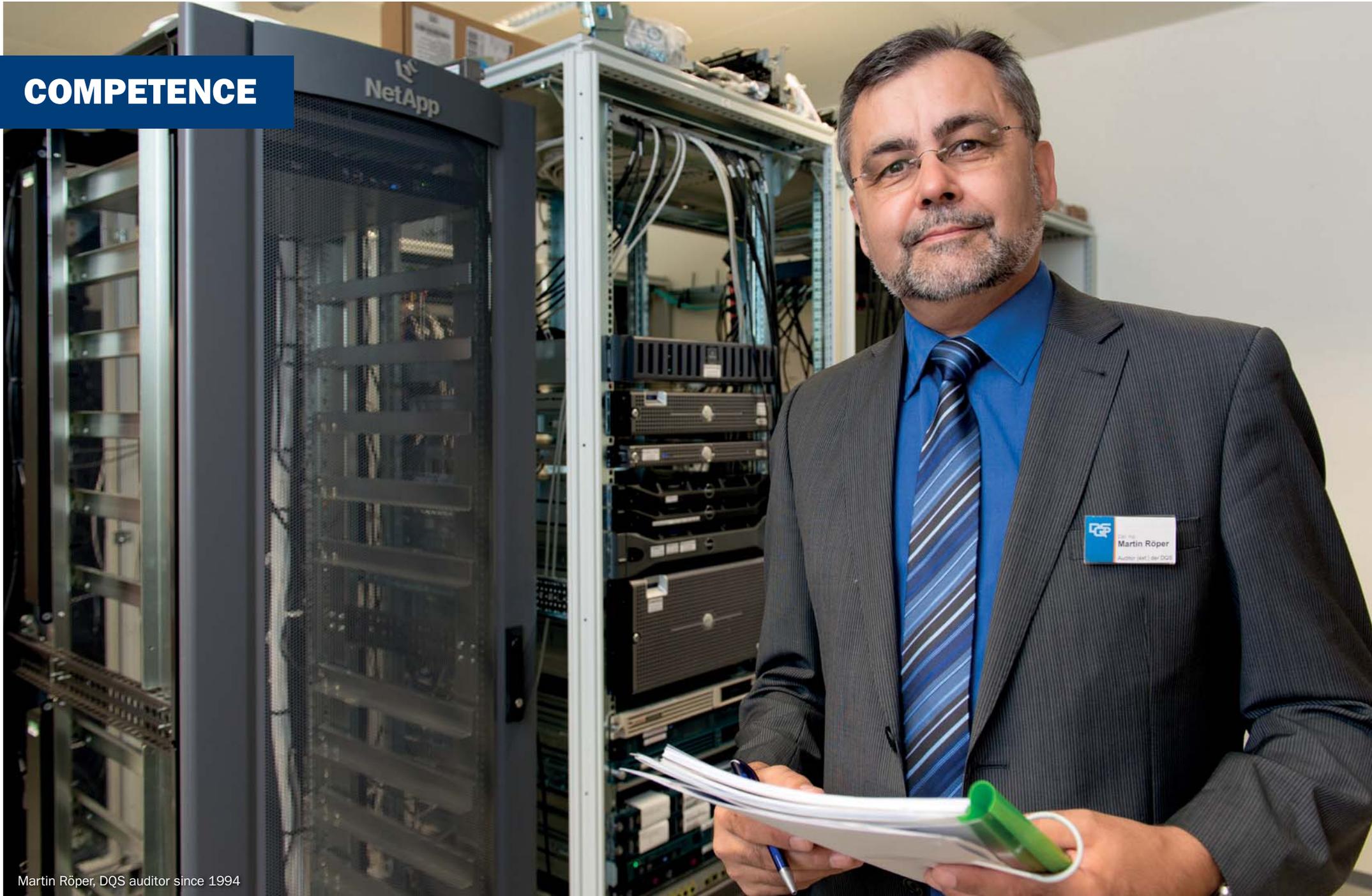


2008 Following the integration of UL QRS, DQS is now one of the world's leading management system certification companies



2013 50.000th DQS certificate issued in the USA

COMPETENCE



Martin Röper, DQS auditor since 1994

DQS Auditors Make the Difference

Audit as a dialogue

DQS auditors see an audit as a professional dialogue among equal partners. Rather than completing checklists, DQS auditors focus fully on the auditee and on understanding individual management systems.

Tailor-made audit planning

Each audit is planned individually and based on the needs of each individual organization. This includes the maturity of the management system, technological, economic or cultural conditions and focus topics of organization.

Technical competence

Apart from extensive experience in management techniques and systems, DQS auditors have a proven record of hands-on experience in the different industry sectors they audit. Our customers benefit from our expertise.

Qualification and training

DQS promotes a harmonized audit approach and a common understanding of standard interpretations. To that end, we organize a yearly worldwide mandatory auditor training program, which includes topics like standard knowledge and revisions, audit techniques, interview methods and case studies.



Audits as motivation

DQS auditors create a working environment which allows all people involved to genuinely represent their own field of activity. The goal is finding strengths as well as valuable improvement potential. Respect and social competence of DQS auditors are essential for a successful audit.

COMPETENCE



Fred Wenke, Technical Director of DQS GmbH

Keeping our Finger on the Pulse

By keeping our finger on the pulse of customers, we can tell what excites them. And some of the most exciting subjects today are: sustainability, commitment to the environment, and ethical sourcing. Critical consumers question the sources, the conduct, and the commitment of manufacturers, producers and suppliers.

By keeping our finger on the pulse of standardization, we represent the interests of our customers in the standardization world. DQS is deeply involved in ISO standards development and is represented at several National Standard Bodies as well as 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. With the growing number of standards and specifications it is more important than ever to know what is going on in the standardization and certification world. DQS provides its customers and auditors with first-hand and up-to-date information in personal meetings and audits, as well as through webinars, trainings and newsletters.

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



As DQS Technical Director, I have been a member of DIN since 2002. I contributed to the 2015 revision of ISO 14001 as German Delegate to ISO/TC 207 SC1. Working on standards is not only about making your voice heard, but also about broadening your view on management systems.

Fred Wenke
Technical Director at DQS GmbH

DQS – The Preferred Partner

Our customers are challenged by different expectations from many interested groups, 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 an effective management system to build balanced solutions for sustainable business success.

DQS promotes the approach of balancing multiple expectations from different interest groups 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 comprehensive expertise of our people – and we take time to listen to our customers.**

With over 2,500 auditors and experts in virtually 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 'Heinloth'.

Stefan Heinloth
Managing Director, Chairman

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

Michael Drechsel
Managing Director

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FSC



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