



ECQA

European Certification and Qualification Association



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Qualification Association

ECQA NEWSLETTER

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www.ecqa.org

ECQA News

ECQA Infrastructure

Sharepoint

SharePoint is a Microsoft's product which connects the information with the people in each level of the business. SharePoint Online gives you a central place to share documents and information with colleagues. Designed to work with familiar Office applications, it's easy to save documents directly to SharePoint, and work together on proposals and projects in real-time because you have access to the documents and information you need from virtually anywhere.

Lync

Lync is a next-generation cloud communications service that connects people in new ways from anywhere by using presence, instant messaging, audio and video calling, and rich online meetings with audio, video, and web conferencing. Lync Online transforms interactions with colleagues to a more collaborative, engaging, and productive experience.

Newsflash

Training Organization Singapore

We are looking forward to welcoming a new training organization in the ECQA. Silvia Cerella Bauer and Benjamin Hersche will promote the Certified Terminology Manager in Singapore. Whereas Terminology.Asia will act as a training organization and Silvia Cerella Bauer will hold the trainings.

First Online Exam

Sohel Kapasi, who was born in India, is the first person certified in USA and India who did an online exam and passed it. The most special thing behind this story is, that he did the online training for the certified Innovation Manager in India, then moved to the USA and did the online exam there as well. Congratulation by heart!

EU Project Management in Europe and Beyond. The Concept, its potential, and enlargement trends.

The ECQA Certified European Project Manager Training is especially designed to provide project managers, administrators and financial personnel with the skills needed to successfully implement European projects. Based on general know-how in project management, EU Project Managers acquire the necessary skills to manage projects that are co-funded by EU obtaining a Europe-wide certification following successful completion of an examination. The training seminar and certification schema is equally of interest for participants from EU and potential EU countries.

Together with our expert trainer we have successfully carried out trainings throughout Europe in Austria, Albania, Croatia, Ireland and Kosovo with international participation. The **next training** seminar will take place in Vienna from **15 – 17 June 2012**. Another exam preparation training will take place from **27 – 29 September 2012**. Based on the success of the qualification and certification schema developed since 2003 in the Framework of a Leonardo da Vinci project, the certification preparation seminars will be another international platform allowing to learn about the effective and responsible management of EU-funded projects. E-Learning options accomplish the onsite training seminar opportunities. We will be happy to answer your questions regarding the training programme, certification and registration to the seminar.

Text: Mag. Andrea Fenz, Job Role Committee Leader for the ECQA Certified EU Project Manager and certified trainer for the profession, www.skills-int.com, training@skills-int.com

ECQA News

Lean Six Sigma - Green Belt in Germany

Companies and organisations must constantly work to improve their knowledge of quality control in response to increasing requirements for higher quality and shorter lead times. Well-trained employees therefore play an important role in the operation and outcomes of the organisation.

Symbol is specialised in "Process Improvement" and coaches organisations through production and business processes improvements. We provide training programmes (including Lean Six Sigma Green Belt and Black Belt training), implement improvement projects and guide companies through the process of Lean Six Sigma implementation. Symbol helps companies achieve a competitive advantage. At Symbol, we want to create added value for our clients by eliminating activities that add no value. Improving quality, reducing costs and shortening turnaround time are central.

The **next Lean Six Sigma Green Belt training will take place in Düsseldorf and starts on September 4th** - German language.

On completion of this training, participants are able to structurally and effectively analyse and solve production problems. The result is improved process performance and better product quality. This translates into lower costs and higher customer satisfaction. Subsequently, a theoretical and practical examination is possible to receive the Lean Six Sigma Green Belt certification.

Lean Six Sigma Green Belt specialist are responsible for process planning and process optimisation. With the right combination of specialised expertise, statistical analysis and the structured Lean Six Sigma methodology, Lean Six Sigma Green Belts are capable of achieving significant quality and performance improvements.

Text: Dick Theisens, www.symbolbv.com/en

ResEUr

The ECQA Certified Researcher-Entrepreneur qualification and certification program covers all the key aspects that are associated with the process of the creation of an enterprise, as well as with boosting the innovation power of existing organizations. To this aim, ResEUr deals with

- the process of shaping ideas,
- promoting entrepreneurship,
- innovation transfer,
- knowledge networking leveraged by people networks,
- risk consideration and mitigation, etc.



Trainings have been successfully carried out in various countries throughout Europe. Certificates have been recently handed over to successful participants from the pilot trainings in Austria. So far ten participants from Austria have reached the necessary qualification in order to be listed as ECQA Certified Researcher – Entrepreneurs. The **next training** seminar will be offered from **28 – 30 June in Vienna** (Austria) by Skills International (Austria) in collaboration with the European Manufacturing and Innovation Research Association EMIRACLE, Belgium and France. Participants will also have the opportunity to perform the test and obtain the Europe-wide certification as ECQA Certified Researcher - Entrepreneur. Mag. Andrea Fenz and Dr. Andreas Riel are experienced trainers to guide through the examination preparation training seminar.

Text: Mag. Andrea Fenz, Skills International, www.ecqa.org and www.skills-int.com

CertiBPM - Background

Business Process Management (BPM) is the discipline, which covers identification, modelling, analysis, documentation, automatization, maintenance and optimization of business processes.

The aim of this project is to adapt existing BPM course to ECQA scheme, prepare the on-line self-assessment system, study materials, exams and transfer it to the Romanian market.

Various BPM courses, books and literature from different vendors exists on the market, which show different aspects of Business Process Management field of knowledge. But there is no coherent start-up course for practitioners.

Current market situation in the BPM area is well described in report "State of Business Process Management – 2010 and 2011" by P. Harmon & C. Smith. This analysis stresses that the major drivers of introducing BPM to a company are: "need to save money by reducing costs and/or improving productivity", "need to improve management coordination or organizational responsiveness", "improve customer satisfaction", "improve products". The report statistics shows that more skills are needed and more managers should be trained in order to improve business processes.

CertiBPM - Course Background

Existing Slovenian course "Business Process Management" evolved over the years from technical aspects of business process management to project, organizational, human and managerial aspects. The course was also well accepted on the Slovenian market and it is appropriate for the transfer to the Romania. First draft of the content was developed by doc. dr. Tomislav Rozman and doc. dr. Romana Vajde Horvat in year 2001 for faculty course Standards and Organization (University of Maribor, Faculty of electrical engineering and computer science). The course materials evolved over the years from technical aspects of business process management to project, organizational, human and managerial aspects. The course was also well accepted on the Slovenian market. Content of the course matured over the time, therefore it is appropriate for the transfer to the Eastern and Central EU countries, where managerial, organizational and information technology skills are most needed.

Project Status

Project is running smoothly and the following results have been prepared: Learning materials in English and Romanian language, 6 training events, 4 project meetings, a web page, learning portal, and dissemination on various conferences in Slovenia, Romania, Greece.

Events so far

- Pilot training in Maribor (June 2011)
- Train the trainers in Maribor (June 2011)
- Student training in Timisoara (March 2012)
- Company training in Timisoara (March 2012)
- Student training in Bucharest (April 2012)
- Company training in Bucharest (2012)



Future Events

- One train-the-trainers event and e-learning course is still pending and it will be performed by the end of the project (Dec. 2012). You are very welcomed to participate in the e-learning course, which will be available before the summer 2012. Please apply here: certibpm-en.bicero.com/training-info or by email: tomislav.rozman@bicero.com
- Also, a BPM workshop is being prepared for EUROSPI conference, which will be held from 25. to 27. June 2012 in Vienna, Austria. You are very welcomed to participate. More info: 2012.eurospi.net/index.php?option=com_content&view=article&id=77&Itemid=58

How to get involved?

- You can get basic overview about the project status: Web page: www.certibm.info
- You can view the structure and the content of the course: Skillcard (structure of the course): certibpm-en.bicero.com/training-info/skillset
- You can join CertiBPM LinkedIn group: The CertiBPM LinkedIn group (www.linkedin.com/groups/ECQA-Certified-Business-Process-Manager-3909373) is an interest group for professionals and academics interested in Business Process Management and aims at becoming an open forum for joining the CertiBPM effort and pursuing new efforts and related project proposals. Many interesting networking and collaboration opportunities are likely to pop up in the CertiBPM LinkedIn group.

Why you should join this group?

- to receive latest updates about BPM trainings
- to be informed about interesting BPM resources (articles, books, tools)
- to network with other like-minded professionals and maybe attract some business opportunities

Text: Dr. Tomislav Rozman

SIMS

The innovation transfer project ECQA Certified Social Media Networker Skills (SIMS) deals with professional qualification and certification of the modern job role of Social Media Networker. The aim of this project is the transfer of the Social Media Networker Skills to the industry. This will provide a technological and methodological strategy for online learning assessment, recognition, facilitation and qualification for this new job role. The project includes:

- Development of an online accredited programme of study for the job role of a social media networker.
- Piloting of the programme in all participating member states of the project and refinement of the programme based on systematic feedback
- Dissemination of the project results via a range of channels including a major conference and special issues in journals
- Ensuring the sustainability of the project and its outputs through the European Certificates Association and other bodies.

To this aim, this project will establish a skill set and certification criteria based on the European-wide accepted scheme of the ECQA. It will involve industrialists on an international level, and it will implement the results in selected partner institutions.

Text: Ricardo Colomo Palacios, simsproject.webatu.com/ and twitter.com/SIMSProject

SafEUr

Functional Safety has become a vital property of many products and systems. There is a clear trend to move safety functions from pure mechanics into electronic control units. Therefore over the recent years, various standards have evolved describing the properties and certification criteria of safety-critical electronically controlled products and systems. In order for a particular product to be adapted to the requirements of different target markets, the integration of functional safety considerations according to the relevant standards into the complete product creation processes and organisations is essential. This integration requires special competencies that define the new job role of a Functional Safety Manager. This article gives an overview of these competency requirements in the context of the documentation of the first results, the targets, and the scope of the EU project SafEUr, which aims at putting in place a Europe-wide on-line training and certification program for functional safety managers according to the requirements of several industry sectors, as well as the experiences from research and practical safety engineering projects.

The six consortium partners are the following:

1. EMIRAcle – European Manufacturing and Innovation Research Association, a cluster leading excellence, an international non-profit association of 25 leading research laboratories, companies and government institutions in 16 different countries, with its legal office in Belgium and its executive office in France;
2. Institute of Technical Informatics at Graz University of Technology in Austria, among other topics specializing on the design of dependable embedded systems, and serving as SafEUr project coordinator;
3. ISCN GmbH, International Software Consulting Network, based in Austria and in Ireland, who manages the project operatively;
4. Method Park Software AG in Germany, a company that actively supports the development and management of functional safety related products in the automotive and medical device industry, and delivers training and consulting for different safety standards like ISO 26262;
5. SIBAC GmbH in Germany, a company that has experience in the automotive industry in the development of safety related projects (automatic transmissions, electrically supported steering systems, active suspension systems) with all large suppliers and OEMs;
6. Spinet Oy in Finland, a micro-size company specialized in process assessment and improvement services and a partner in the European ARTEMIS project RECOMP, whose aim is to develop new methods and certification schemes for safety-critical systems.

The challenge for this program is to cover the competencies that are necessary for a Functional Safety Manager to have a wide view on which and how functional safety aspects have to be taken into account from the early design phases over the complete life cycle. On the other side, a Functional Safety Manager has to have a sufficiently profound expert understanding of functional safety engineering methods and tools.

The initial version of the Skill Set elaborated by the consortium is shown in Figure 1. For the sake of clarity, only the Skill Units (main branches) and Skill Elements (secondary branches) are presented. E-Learning suitable training material will be developed for each of these elements, with an emphasis on the clear separation of principles and practical case studies.

Text Dr. Richard Messnarz

SAVE THE DATE!

The ECQA Days 2012 will take place from 11. - 12. October in Krems, Austria.

Innovation in Europe is driven by...

- Knowledge and Certification
- Communication Skills
- Organizational Learning and Open Innovation
- Business Process and Governance Skills
- Quality and Excellence Skills
- Engineering and Supply Chain Competencies.

The motto of this year's ECQA Days will be "Innovation in education and future key skills for European research and industry".

Soon you will find further information on the ECQA Homepage: www.ecqa.org

EuroSPI²

EuroSPI² is a partnership of large Scandinavian research companies and experience networks (SINTEF, DELTA, STTF), iSQI as a large German quality association, the American Society for Quality, and ISCN as the co-ordinating partner.

EuroSPI² conferences present and discuss practical results from improvement projects in industry, focussing on the benefits gained and the criteria for success. Leading European companies are contributing to and participating in this event. This year's event is the 19th of a series of conferences to which countries across Europe and from the rest of the world contributed their lessons learned and shared their knowledge to reach the next higher level of software management professionalism.

The Terminology Network Termnet and the University of Technology in Vienna, Austria are the hosts of the EuroSPI² 2012 conference. Termnet represents a worldwide network and University of Technology in Vienna maintains a network of world-wide research partnerships. EuroSPI² focuses on creating Europe-wide networks for innovation and improvement and thus we are proud of co-organizing this year's event in Vienna, Austria.

The logo for EuroSPI² features the word "Euro" in a blue sans-serif font, followed by a stylized circle of twelve yellow stars, and then "SPI²" in a larger, bold, blue sans-serif font. The entire logo is set against a white background within a blue rectangular box.

ECQA Events

EuroSPI 2012 Key Notes

Integration of "Functional Safety" into Quality Management of KTM-Sportmotorcycle AG Helmut Zauchner
KTM-Sportmotorcycle AG, Austria Head of Quality Management & Functional Safety

Integrity in Software Process Improvement Taz Daughtrey James Madison University, Computer Science Department, USA

Plenary Session: Experiences with Requirements Engineering Considering Automotive Standards Gunther Spork MAGNA Powertrain, Austria

Workshop Day 25.6.2012

Since 2009 we have extended the scope of the conference from software process improvement to systems, software and service based process improvement.

- Workshop 1: Innovating Innovation: It is time to take the next step – come and take part
- Workshop 2: Standards and Experiences with the Implementation of Functional Safety
- Workshop 3: SPICE Assessors - Exchanging Experiences across Assessment Models in Cooperation with Gate4SPICE meetings organised by iNTACSTM
- Workshop 4: Business Process Innovation and Improvement
- Workshop 5: SPI and Measurement
- Workshop 6: SPI in SMEs - A Project Management Perspective

Conference Days 26.-27.6.2012

There are 18 research and 32 industry / experience presentations in three parallel tracks. The presentations come from leading industry and research centres about SPI implementation experiences.

Social Events

EuroSPI traditionally investes into a social space where researchers and industry can meet, discuss and agree new ideas and projects.

Text: Dr. Richard Messnarz

WEB 2.0



social media

Nowadays social media is a very important and strong communication tool for many companies. The big advantage of the different social media tools is that you can reach a large target audience and you can easily spread your information through the world as well. ECQA also takes advantage of viral communication and has now a facebook and a linkedIn page.

We would like to encourage each one of you to use this kind of communication tool as well. You can either promote trainings, events, workshops or you can tell others about your project and even much more.

Visit us on facebook: www.facebook.com/#!/groups/8192774095/

or on linkedIn: www.linkedin.com/groups?gid=4309853&trk=hb_side_g

facebook linkedIn

Ambassadors

ECQA Ambassadors are persons with outstanding success record on an international level. They are selected because of their substantial contribution to ECQA and their huge support to create a European vision of collaboration based on a joint educational and certification strategy on the market. For more details visit www.ecqa.org/index.php?id=261

Contact



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