ECQA

European Certification and Qualification Association

ECQA NEWSLETTER

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www.ecqa.org

NEWSFLASH

ECQA Days 2012

This year´s ECQA Days will take place in Krems, Austria from 11. - 12.10.2012. The topics of the different sessions and workshops are related to our main topic "Innovation in education for future key skills for European research and industry". On the last page of the newsletter you can find an overview about the programme. For further information please visit our website (www.ecqa.org/index.php?id=272) or contact Lisa Fiegl (lisa.fiegl@fh-krems.ac.at).

Lean Six Sigma Healthcare

We proudly announce that our partner Symbol BV has awarded the contract for a new LdV project namely Lean Six Sigma in Healthcare. For more information please read the article below.
Congratulation to Dick Theisens and his team!

EuroSPI 2013

Dundalk Institute of Technology, Ireland, 25.-27.06.2012 and 20th Anniversary on 28.06.2012

The EuroSPI² 2013 (European System, Software and Service Process Improvement and Innovation) conference will take place at the Dundalk Institute of Technology, Ireland. The 20th conference will focus on sustainability, reliability and safety in systems and networks and which processes and improvements are necessary in the future to manage complex systems and situations. Also a special call for new technologies in SPI will be done in collaboration with an international magazine.

In 2013 the conference will celebrates its 20th birthday! For that reason a special social event with key notes and historical background the day after the conference (28.06.2013) will be organised. This event is for free!

The EuroSPI² 2013 call for papers has been published. See http://2013.eurospi.net

Lean Six Sigma Healthcare

We are happy to announce a new LdV project grant of applying Lean Six Sigma in Healthcare.

The costs for healthcare is increasing rapidly, due to ageing and new treatment methods, across Europe. There is not much that can be done to this. Costs however do very much depend on the effectiveness of processes within healthcare. At this point there is much that can be learned from other sectors as industry and production.

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

Lean and Six Sigma is applied in industry, food production and transactional processes for many years. It helped these companies and organisations to eliminate waste and reduce lead times. It reduces variation and improves quality. The application of Lean Six Sigma allows quality and efficiency improvements to be effectively realised. Lean Six Sigma combines Lean (originally developed by Toyota) and Six Sigma (originally developed by Motorola). Both management strategies are among the most used worldwide and have experienced proven successful.

For more information please contact Dick Theisens, dick.theisens@symbolbv.nl

SOCIRES

Every organization somehow influences the society. This includes influence to the health, well-being and life in general of employees and their relatives, influence on environment, cooperating organizations and various stakeholders, including customers or consumers, workers and their trade unions, members, the community, nongovernmental organizations etc. The two year project SOCIRES (Social Responsibility Manager) will contribute to the raising of the awareness of all types of organizations in this area and to the increase of competence level on labour market.

Main goal of this project is to prepare vocational and e-learning course, exam and certification, which will be targeted to managers in organizations. Currently, trainees and trainers are being educated how to analyze and define social influences and responsibilities of an organization. Since standard ISO 26000 has been approved, this topic became very interesting on the market. Along ISO9001 (quality management systems) and ISO14000 (environmental management), this standard could be the next big shift in organizational thinking and behaviour against all its stakeholders.

Using this new course, managers from Slovenia, Germany, Hungary, Greece, Spain and Austria will be taught how to find thin line between social responsibilities and economic interests of the organization.
The certification of the knowledge is EU-wide valid, under the ECQA (European Certification and Qualification Association) framework.

The ultimate aim of this project is a little bit better society for everyone by raising the awareness and the knowledge of decision-makers in the organizations.
The purpose of the article is to briefly present the project achievements and summarize similar SR related trainings and certifications.

Project status
Project is running smoothly and the following results have been prepared: Learning materials in English language, e-learning portal, trial trainings and trial exams.

Course Content
UNIT 1: Understanding Social Responsibility
UNIT 2: Core subjects of Social Responsibility
UNIT 3: Processes for SR Management

Future events and what's there for you?
One final course event per partner and e-learning course is still pending and it is planned to finish it by Nov. 2012.

You are very welcome to participate in the e-learning course, which will be available in the autumn 2012. To apply to a course, please contact your country representative.

How to get involved?
You can get basic overview about the project status:
Web page: www.socires.eu
You can join CertiBPM LinkedIn group:
The CertiBPM LinkedIn group (http://www.linkedin.com/groups?about=&gid=4274383) is an interest group for professionals and academics interested in Social Responsibility and aims at becoming an open forum for joining the SR effort and pursuing new efforts and related project proposals. Many interesting networking and collaboration opportunities are likely to pop up in the SOCIRES LinkedIn group.

Why you should join this group?
- to receive latest updates about SOCIRES trainings
- to be informed about interesting SOCIRES resources (articles, books, tools)
- to network with other like-minded professionals and maybe attract some business opportunities

For further information please contact Tomislav Rozman, tomislav.rozman@bicero.com

Sohel, first of all I would like to congratulate you being the first person certified in USA and India who did an online exam and passed it. That is really a great success for you as well as for the ECQA. I also would like to thank you for sharing your experience with other interested people.

ECQA: Can you please tell us your origin and profession?
Well, I am from India but currently living in the USA where I am working on different projects, as UX and Innovation Manager.

How and where did you hear from ECQA?
I searched for certification on the internet and there I found the ECQA.

What do you like about the ECQA?
ECQA's USP (Unique Selling Point) is their detailed course content which is available for free (primary). As well as the fee structure which I really like the most, ECQA is not over priced and any professional can effort to get the knowledge credentials for their knowledge.

Advantages/Disadvantages of the ECQA?
The ECQA offers a lot of positive aspects, for instance it is easy to use the training portal, lots of course material is available for free, it is easy to register for enrollment and exam, which does not require any fees and additionally they offer a lot of other supportive certification, such as Incubation Manager and Project Manager. Moreover the sample QA practice, which makes person comfortable and confident and the detailed Innovation Management course design - course contains all aspect of innovation management - are further advantages of the ECQA.

One of the disadvantages of the ECQA is that the portal is poorly designed, which makes content searching hard. Furthermore the certification does not have much buzz in the industry, so when you highlight your certification in your resume it would take some time for others to understand the value (need more awareness in the industry). I can´t think of any more (laughs).

Why did you decide to become an ECQA certified Innovation Manger (benefits/added value for you)?
One reason is to certify my knowledge with an organization like ECQA who has strong foundation in academics. This will certainly going to help me establishing myself as Innovation Manager. In spite of seven years of expertise, it used to be very hard for me to convince in market that I am knowledgeable person and I can perform and provide service related to Innovation, but now - thanks to ECQA - I have much more creditability and value added to my resume that people started buying my skills without any doubt.

How satisfied are you/have you been concerning administration, information and processes of ECQA?
Right from my day one, which was almost more than one year ago, I have never experienced any problems related to administration or information. In fact I am very pleased with the kind of communication - available with senior most to any member of ECQA. I also used Facebook a few times as a channel to communicate (laughs).

Where there any challenges/difficulties in passing the exam for you?
Only one, I had to arrange external webcam (laughs) but that was easy and I do understand that it was needed for the fair process.

Have you been satisfied with the process?
Indeed satisfied with complete process of exam.

Would you optimize something?
No I can´t think of any, all is best.

Would you say that there are advantages of an online exam? If yes, which advantages do you see?
There are many advantages of online exam, most importantly is that it saved my travel time and expenses to go nearby center for the exam, and which saved my money too.

What are your future plans with the Innovation Manager certificate?
I want to establish myself as academic, start giving workshops, seminars. At the same time I would like to start my own consulting business sooner or later, and the knowledge I have gained during learning and exam would certainly going to help me.

Are you interested in other job roles offered by the ECQA as well? If yes, in which one?
Yes, Incubation and Project management certification.

Project Management Handbook for Mobile Phones

Project Management Handbook is ultimate tool to learn basic principles of project management. Basic Terminology is available and the user can easily move through hypertext application by the current needs.
Application will be continuously improved by the comments of the users. Handbook contains areas of Project Management as follows:

- Introduction to Project Management
- Project Initiatives
- Project Planning
- Implementation of the Project
- Closing Down the Project
- Project Organisation

You can easily use hyperlinks and pictures by tapping them. You can get out of the picture by tapping it. You can go to earlier step by wp7 back arrow and you can go backward and forward by the arrows on the bottom of the screen.

Handbook is written by Jarmo Hallikas (falconleader.fi) and Graphic Design is done by Jani Paavola (cloud9.fi)
For further information visit www.falconleader.eu/uutiset.html?8

A new ECQA Profession in Dissemination and Exploitatian under development: ECQA Certified Valoriation Expert Training and Certification (VALO)

Many European and other projects seem to be carried out in isolation and to finish without essential impact on society, economy, policy and practice. Most projects, such as lifelong learning, research and innovation projects are basically missing a good dissemination and exploitation strategy.

The valorisation (French term for dissemination, sustainability and exploitation) of projects results can contribute to maximisation of achievements and increasing sustainability beyond the lifetime of their development. Since there is a lack of skills for carrying out valorisation actions, the valorisation training and certification schema is expected to contribute substantially in meeting this need. It includes issues such as transfer of the results and best practices to different and broader contexts; potential tailoring to the needs of others; continuation after the funding period has finished; influences on policy and practice; serving the public good. The emphasis is on optimising the value of a project and on boosting its impact.

The training and certification schema will be applicable to training on the labour market and for university master students. A pilot training and certification will be carried out in five countries (Austria, Greece, Ireland, Finland, the UK) at the organisations that participate in the VALO project (for further info see www.valo.it.teithe.gr).

Valorisation Experts will obtain knowledge on:

- core principles of valorisation;
- identification of stakeholders importance for valorisation;
- methods for analysing the alignment of business processes to valorisation requirements;
- definition of valorisation processes in organisation;
- valorisation related monitoring and relevant models for reviewing valorisation;
- continuous improvement of valorisation, etc.

Implementing Valorisation principles in organisations will result in following benefits:

- diffusion of the results of projects and innovations to relevant stakeholders;
- improvement of the relationships with stakeholders;
- improvement of innovation through contacts and collaboration with a diverse range of stakeholders, and through exposure to perspectives of a holistic approach;
- contribution to the long-term viability of the organisation;
- improvement of the competitiveness of the organisation with respect to its competitors;
- enhancement of the reputation and image of the organisation and fostering greater public trust.

Skills and knowledge of Valorisation Experts will be needed by:

- all types of organisations (profit and non for profit organisations: corporations, SMEs, Universities, NGO, etc.) to efficiently explore, apply and disseminate results from innovation and projects, and to improve influence and cooperation with actors in business and/or society;
- governmental (public) bodies to disseminate results from innovation and projects to other organisations in local/state environment;
- various non-governmental bodies working in areas of research and innovation, as well as other interested groups (students, unions, employees etc.) to establish cooperation in Research & Development (R&D) etc.

VALO Project forthcoming events:

- 3.-4. Sept. 2012: 2nd planned project meeting hosted by Middlesex University, London, UK
- 5. Sept. 2012: Workshop about the Skills Strategies of the Future in Europe hosted by the British Computer Society (BCS)

For further information, please, contact siaka@it.teithe.gr or e.georgiadou@mdx.ac.uk

Business Process Management in Higher Education Institutions

The Erasmus-Multilateral project HEI-UP (Improvement of Business Process Management in Higher Education Institutions) was started in October 2011 and will last until September 2013. The main goal of this project is to analyse Business Process Management practices, compare them with those in companies, prepare a process framework, and establish a consortium and a course for management staff.

First phase of the project was to analyse existing BPM practices in HEIs, perform gap analysis and compare processes with the APQC (American Productivity and Quality Center) standard for education.

Research design and questionnaire was prepared and distributed to education institutions in Slovenia, Austria, Poland, Bulgaria and Lithuania. Based on results of this preliminary research, weak points of the management systems on HEIs were identified and proposed for future improvement.

BPM framework will serve as a central process map for the HEIs, which will help various stakeholders (employees, students, professors) to have a clear overview of the processes on their HEI.

Based on findings from previous research, a new course specialization will be designed to existing course ECQA Certified Business Process Manager. This course will be targeted to HEI management staff.

The purpose of the project is to raise the quality of the management in HEIs and consequently the satisfaction of most important stakeholders – students.

For further information please contact lisa.fiegl@fh-krems.ac.at or tomislav.rozman@bicero.com

ECQA News

Lessius Antwerpen organises an ECQA Certified Terminology Manager training in Antwerpen, Belgium

Monday, 3rd December 2012 - Friday, 7th December 2012

In the globalized knowledge and information societies, specialized language has become a pre-requisite of any kind of efficient and effective communication, management and interoperability of technical systems and methodologies. Terminology and terminology management build an integral, high quality and quality assuring part of the end products, services and tools in the fields of:

- Information & communication
- Classification & categorization
- Translation & localization.

The new job profile "Certified Terminology Manager - Basic" combines and bundles the various competences of professionals active in these areas. The job role CTM contains six major units:

UNIT 1: Understanding Terminology Management
Trainer: Hendrik J. Kockaert

UNIT 2: Terminology Management Skills
Trainer: Hendrik J. Kockaert

UNIT 3: Terminology Strategies for Business Processes
Trainer: Silvia Cerella Bauer

UNIT 4: Team Working & Communication Skills
Trainer: Silvia Cerella Bauer

UNIT 5: Application Scenarios
Trainer: Hendrik J. Kockaert

UNIT 6: Standards and Legal Issues
Trainer: Hendrik J. Kockaert

Registration
Please send an e-mail to Dr Hendrik J. Kockaert: [hendrik.kockaert@lessius.eu]. Registration deadline is Friday, 9th November 2012.

Date
The training is from Monday, 3rd December until Thursday, 6th December, and the test is on Friday, 7th December 2012.

For further information please contact Hendrik J. Kockaert, hendrik.kockaert@lessius.eu

ECQA Events

EuroSPI² (European System, Software and Service Process Improvement and Innovation)

The EuroSPI² 2012 conference (http://2012.eurospi.net) took place in Vienna, Austria from 25.-27.06.2012 More than 90 experts and managers attended the different workshops on the first day approx. 140 experts and managers from 28 countries contributed to the conference days.

Key Notes for European Industry Addressing the Design of Complex Systems and the Networking of Experts

Key Notes came from leading companies and research institutions: The key note from KTM Motorsport AG by Helmut Zauchner (Quality Head) provided experiences about how functional safety standards can drive the innovation in electronic functions development of a leading motor bike manufacturer.
The key note from Magna Powertrain (leading Automotive Suppliers) by Gunther Spork (program manager) highlighted smart requirements management methods which allow to manage the traceability in complex systems and which allow to report about requirements and test coverage as well as achieving a high re-use within a development program.

The key note from DELTA (Electronic Centre of Denmark) by Jorn Johansen (Department Head) presented the further implementation of the SPI Manifesto and the SPI Manager Qualification, which was kicked off in 2009 in Alcala, Spain.

The social reception key note from Termnet (Terminology Network) by Gabriele Sauberer highlighted the importance of using a common ontology and language in international collaborations.
The key note from the James Madison University by Taz Daughtrey illustrated how integrity can be used as an overall schema for consistency in processes, people, systems and networks.
The dinner key note from Methodpark (Bernd Hindel) outlined the paradigms shift in engineering over the last decades and came to a conclusion that new knowledge networking in the cloud will require new ways of defining systems and that EuroSPI shall address this aspect in the next conferences.

Knowledge Transfer by Qualification

Also the EuroSPI² chair (Dr Richard Messnarz) and the ECQA president (Prof. Michael Reiner) outlined the connections between EuroSPI² and ECQA. EuroSPI² is an initiative since, which has been building an experience exchange platform for improvement and innovation including industry as well as research for 20 years. EuroSPI² has research proceedings recognised by SPRINGER and industry proceedings recognized by WILEY and international magazines. Communities of knowledge are built based on workshop communities that continue to address hot topics and exchange best practices at EuroSPI conference.
Examples of the workshop communities are:

- Creating Environments Supporting Innovation and Improvement
- SPI and Product, System, Software Design
- SPICE Assessors: Exchanging Experiences across Assessment Models
- Business Process Innovation and Improvement
- SPI and Measurement
- SPI in SMEs
- Reliability and Sustainability of Systems and Services, etc.

ECQA Events

These workshop communities created skill sets for job roles and corresponding training. ECQA is acting as the certifier of these job roles. The EuroSPI² communities drive the new content while ECQA bundles the skills and certifies the knowledge.

Sessions and Discussions

The conference covered 12 industry and 6 research sessions. Each session addressed a specific topic related to SPI (Systems, Software and Services Process Improvement and Innovation).

The presentations can be downloaded at http://2012.eurospi.net. The research papers were published in the SPRINGER CCIS series. The technical proceedings were published in a book, and Wiley and international magazines select from this book specific papers for their volumes (industry proceedings).

The ideas discussed in the sessions show that EuroSPI 2013 should address a holistic approach for SPI including managing complex systems, complex networks, social networks, etc. with a focus towards sustainability and reliability.

The EuroSPI 2013 call for papers has been published. See http://2013.eurospi.net

ECQA Days 2012 - Programme

DAY 1

Keynote
Prof. Tom Peisl, Innovate Innovation

Stream 1: Innovaton in Products and Development
- Communication Skills, chair Blanca Nájera
- Financial and Business Skills, chair Janos Ivanyos
- Business Process Management, chair Tomislav Rozman

Strean 2: Process Management Skills
- Innovation Skills, chair Jorn Johansen
- Quality and Excellence, chair Miklos Biro
- Engineering Skills, chair Andreas Riel

DAY 2

Workshop 1 - optional
- Innovation Manager, moderator Tom Peisl
- Terminology and Process Improvement, moderator Blanca Nájera

Workshop 2 - optional
- Business Process Management und Business Process Management in HEIs, moderator Tomislav Rozman
- SOCIRES, moderator to be announced

Training Schedule

ECQA Certified EU Project Manager

Certification preperation seminar
Training: 27. - 29. September 2012
Exam: 29. September 2012
Training provider: Skills International
Language: English

ECQA Certified Terminology Manager

Training Seminar
Training: 3. - 7. December
Training provider: Lessius Antwerpen
Place: Antwerpen, Belgium twerp, Belgium

You can find the trainings schedule on the ECQA Homepage: www.ecqa.org

Contact

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