



news

ENERO 2011

ENTREGA DE CERTIFICADOS DURANTE EL AÑO 2010

Nos sentimos orgullosos de nuestros clientes y de los esfuerzos realizados para lograr el objetivo común, la excelencia en la calidad.

Es un deber por nuestra parte que aquello que a vosotros tanto esfuerzo os ha costado conseguir, darle un pequeño homenaje y realizar una sencilla sesión fotográfica para recordarlo.

Durante este año hemos podido contar con vuestra colaboración y confianza en más de 300 empresas en España, esta es una pequeña muestra de ese momento.

Gracias



MAGNUM OBJECT, S.L.



AALCO, S.L.



CONVISTA CONSULTING, S.L.



AUTO ESCOLA BARTRINA, S.L.



MES QUE LLEURE, S.L.



RS 10, S.L.



BDR INFORMATICA, S.L.

DQS Certificación España, SCP
www.dqsiberica.com
certificacion@dqsiberica.com

Avda. Meridiana 424
08030 Barcelona
Telf. +34 933 458 789



DQS and General Motors of Brazil: a new partnership for the future

With great pride and satisfaction, DQS do Brasil announces that it has now, among its clients, General Motors of Brazil. The new partnership was celebrated by the CEO of DQS do Brasil, Dezée Mineiro. „We are very proud about this achievement and the elegance, warmth and cordiality with which GM received us all. GM like all our customers appreciates value adding audits done by professional and experienced auditors. I know we’ve fulfilled their expectations because their feedback after the audits was very positive.”



DQS has already performed the first audits of the Quality Management System of the Brazilian sites of General Motors based on ISO 9001. Each site receives their own separate certificate for their quality management system. „GM is a company that is constantly striving for continuous improvement of its products and processes and working with DQS also focuses on this goal. We rely on the partnership with DQS for us to maintain and improve the quality

of our business“, said Alaor Araújo, Quality Operations Director of GM Brazil. According to a representative of General Motors, the choice for DQS took into account a number of factors. „GM has a process for hiring external service providers that focuses on quality, expertise and cost. DQS went through this process, met all GM´s requirements and for this reason it was chosen.“

The highly qualified auditors of DQS do Brasil have many years of professional experience in the automotive industry. In addition, among the customers of the office can be found automotive manufacturing companies such as Volkswagen, the plants of which in Brazil have all been certified by DQS for more than 10 years already, as well as major automotive suppliers like Bosch, TRW, Continental, Mahle, and others.

Founded in 1908, GM is one of the largest vehicle manufacturers in the world and is currently present in 140 countries. In Brazil, the company manufactures and markets vehicles under the Chevrolet brand for 85 years. With a total of six sites, General Motors do Brazil is the largest subsidiary of the Corporation in South America and second largest operation outside the United States. In 2009, GM achieved record sales in Brazil, with a volume of 595,536 vehicles. General Motors Brazil is one of the most important subsidiaries within the GM group, because it is one of only five centers worldwide in the creation and development of vehicles in the fields of engineering, design and manufacturing. Another one is Opel in Ruesselsheim/Germany.



Contents no. 62

DQS Excellence Award Iran	2
Customer Seminar Korea	3
Quality for the future	4
An interview with DuPont	6
German Quality Award	7
“Future Trends in Management System Certification” 54th Congress of the European Organisation for Quality (EOQ)	8
ISO 26000 New guideline for corporate social responsibility	8





Excellent laureates in Iran

The large annual event is one of the single most significant events in the Iranian business world. Among the almost 800 attendees, the CEOs and Managing Directors of many DQS customers can be found, as well as interested parties and representatives of trade associations, the media, and the government.

This year's event was placed under the motto of "From crisis to opportunity" and accordingly the speeches and presentations of both local and international speakers dealt with exactly this shift of perspective. Michael Drechsel, in his capacity as one of the Managing Directors of DQS Holding GmbH, addressed in his speech mainly the warning signs and characteristics of a crisis, while Dr. Sadek, Director for Business Development at DQS Holding, concentrated mainly on how to handle the crisis itself. He emphasized the tasks that managers have to face in a crisis and what they need to learn from it. They were followed by Chris Brendon, Managing Director of DQS Australia and New Zealand, speaking on the particular management tasks during times of crisis.

Dr. Mir Sipasi then focused the attention of the audience on the customer and their situation in a crisis, while Mr. Maghsoodi, CEO of LVMI Holding, expanded this to include employees and interested parties, whose active inclusion during a time of crisis can play a very special role. The closing remarks of the event were given by Dr. Sadek, who presented a completely new scope of activities, that of the "Opportunity Manager", whose job it is to always look for new possibilities, especially in times of crisis.

For the Iranian business community, the particular highlight of this event is always the presentation of the DQS Excellence Awards to ten customer companies of DQS. This time, the honor went to those who had displayed both an excellent management system and a particularly sustainable approach during the crisis.

Contact:
DQS Middle East
Ms. Anoosheh Sharifi
1201 Unit, 12 Floor, No. 55, Daryaye Noor Building
Sarafraz St., Shahid Beheshti St.
1587698411 Teheran - Iran

Tel. +98 21 88 749090
Fax +98 21 88 749094
info@dqs-middleeast.com



2010 UL MSS Korea Customer Seminar

**To develop management systems through
mutual respect and cooperation**

UL MSS Korea had successfully completed a customer event, aiming to encourage interest for high-quality EMS and QMS programs of UL-DQS, with around 50 customers and auditors on 29th of October 2010 at El Tower in Seoul, Korea. For arousing more interests, UL MSS Korea provided 3 lectures by different topics, related management systems, such as Carbon management for enterprise, ISO 26000 guidance on social responsibility, and The guidance for being royal supplier. For not just passive but interactive and complementary seminar, there were the time for question and answer, so all participants could share their own opinions about the lectures and all over the seminar, and also they discussed various opinions for their usual management systems, such as strong and weak points, needs for improvement and so on. Additionally, by the end of the event, UL MSS Korea had taken a survey, evaluating both UL-DQS management systems and the seminar, and got a direction to provide mutually beneficial management service. UL MSS Korea and the customers are expecting that the current event will enable them to achieve effective and significant synergy effect and therefore ensure their successful management systems in the future.



Contact:
UL Management Systems Solutions (Korea) LLC
Ms. Su Hee Song
Hanshin Intervalley 24 West B/D # 807
707-34, Yeoksam-dong, Gangnam-gu
Seoul, 135-080 – Korea

Tel. +82 2 5658501
Fax +82 2 5658901
suhee.song@kr.dqs-ul.com
www.ulmss.co.kr

Editorial

Only the best is good enough



The good mood of the German economy is typical of the last few months. It was not so long ago that in the wake of the crisis, companies were worried about their very existence for lack of orders; now we are starting to hear that they cannot meet the renewed demand for lack of resources and experienced personnel. Many DQS-UL customers also are back in shape and looking good. Does that mean we should just forget about the crisis and carry on with “business as usual”, looking forward to another blessed time with no major economic upheavals now?

Probably not. There are many indicators telling us that increased volatility may be our steady companion in the global economy from now on. Only those organizations that react quickly and suitably to those dynamics will continue to be successful in the mid and long term. In that, systematic management can be a big support. We have learned from the crisis that subjects like “Risk Management” and “Business Continuity Management” need to play an important role in any organization. In addition, other subjects such as “Sustainability” and “Social Responsibility” are gaining in significance.

We want to continue to be a valuable partner for our customers, which is why this year once again, DQS-UL Group has made a variety of investments into the respective assessment services. But the value of “classic” quality management is also gaining in significance again. One of Germany’s major automotive suppliers started an initiative entitled “Quality First”, in order to better foolproof the quality of their products, services, and processes. Quality is also getting more important in the Business-to-Business arena. The savings potential inherent in top quality has been recognized, because rework and corrections cause a lot of expenses. And end consumers are also placing more value on quality products and are willing to pay more for them. The times of “shop until you drop”, always looking to buy more and always cheaper is already over. People once again want to enjoy what they buy; the focus is returning to “we want the best.”

We wish you the joy of the season and a successful
New Year 2011.

Yours truly

Michael Drechsel
Managing Director, DQS GmbH

IRIS – International Railway Industry Standard



Swiss manufacturer of cable protection systems relies on sector specific quality standard

Since 1975, PMA AG develops, manufactures and supplies cable protection systems of the highest quality. With a range of more than 6 500 products, they give customers the protection they need in railway, ship building, and mechanical engineering. Where power and data cables require dependable protection, PMA products are also the solution of choice in automation, building installations and other projects. In the fall of 2010, PMA AG was first certified to IRIS Revision 0.2. On the occasion of the festive certificate presentation during the InnoTrans 2010 trade fair in Berlin, Germany, DQS Product Manager Hans Jahn spoke with PMA Managing Director Peter Schuster.



Where do you see the advantages of such a certification?

With Revision 0.2, the maturity approach of ISO 9004 has been integrated into the standard, which allows us to focus on the further improvement of our processes and our overall quality level.



Why did you choose DQS and what did we do to positively surprise you?

We approve of DQS for their many years of experience in this business sector. DQS was the first CB to conduct a certification to IRIS, and played a major role in the further development of the standard by UNIFE. The auditors convinced us with their high degree of technical and sector-related skills and know-how, identifying the improvement potential we had been hoping for. What we had not really expected was the short reaction times and competent service, as well as the truly practical-minded approach. Unlike almost any other CB, DQS really emphasizes comprehensive customer service.

What was your reason for undergoing IRIS certification?

IRIS has become more and more important for our customers; some even require us as a supplier to become certified. We cannot afford to ignore such a market development, especially since the railway industry is an important business sector for us. Quite on the contrary, actually: we understand IRIS to be an indispensable quality tool that allows us to better understand the language of our railway customers, to fulfill applicable safety and customer requirements, and to better meet that business sector's specific demands.

Which are the most noticeable changes that you have achieved by implementing IRIS?

Well, first and foremost again it is the significant improvements of our operational processes. Working with the requirements of IRIS, we were able to discover various gaps in our management system so far, which resulted in quite a few "eye openers" among our staff. Secondly, there is the continued focus on product-related, technical safety requirements and the tools we now have available for know-how management, which will certainly result in sustained improvements of our products and corporate processes.

Contact
Peter Schuster
Managing Director

PMA AG
Uster, Switzerland
www.pma.ch



Successful at InnoTrans 2010:

DQS expands their railway industry activities

More than 100 000 expert visitors, more than 2 200 exhibitors, a total of 52 world premiers of innovative products and a growth of 17 % in exhibitors: InnoTrans 2010, the world's leading trade fair for railway traffic technology, is bigger than ever before in its 8-year history. At the booth of DQS, there was more demand than ever before for the internationally recognized management standard IRIS. Furthermore, a total of four DQS customers successfully certified to IRIS received their certificates during the fair: PMA AG, Vossloh Kiepe GmbH, HI Kabelkonfektionierung GmbH, and GVE Viehbeck GmbH.

Delegates from Chinese manufacturers also showed a lot of interest in DQS services. After all, by the year 2020 the country plans to expand their current railway network from 86 000 kilometers up to 120 000; 16 000 of them are designed to be high-speed tracks. China offers a huge market potential for the railway industry, as well. The strong presence of DQS in the Asian region, particularly in China itself, turned out to be very advantageous for our talks in Berlin. Together with our colleagues from DQS Asia Pacific, we will soon be able to launch some concrete projects already, to "put them on the track".

6th exclusive DQS forum for the rail vehicle industry

Massive technical problems for the network providers, broken drive shafts and incidents involving the axles of ICE 3 and ICT, overstressed air conditioning systems of ICE 2 and component failures in wintertime – the railway industry is indeed facing major challenges.

The sector-specific DQS forum met in October in Germany to discuss subjects that are critical for this industry, such as safety, reliability, availability, maintenance, life cycle cost, and project management. In addition, the 40 or so participants learned about the current safety management requirements for network operators, in accordance with the European Railway Directive 2004/49/EC and the German AEG (General Law for Railways). Bernard Kaufmann of the European Railway Industry Association UNIFE pointed out the fact that more than 500 companies have already received a certificate for IRIS. For the coming years, the railway industry manufacturers Siemens, Bombardier, AnsaldoBreda, and Alstom will be planning to require a supplier certification according to the "International Railway Industry Standard (IRIS)", complete with a registration in the UNIFE supplier portal at www.iris-rail.org. With this step, supplier selection and supplier development will become a supporting pillar of their overall quality offensive.

Hans Jahn
Product Manager Rail & Transportation
hans.jahn@dqs.de

If you would like to know, please request our free-of-charge IRIS brochure.



For more information, also see: www.dqs.de – menu: certification



Vossloh Kiepe GmbH



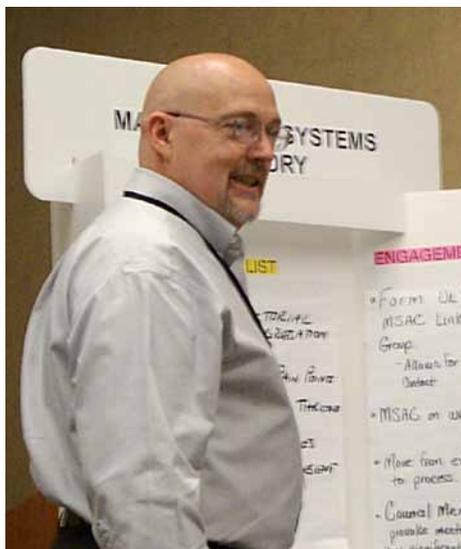
HI Kabelkonfektionierungs GmbH



GVE Viehbeck GmbH

DuPont: focused on quality

Mr. Patrick Meehan, Quality CoC at DuPont was interviewed by Kristin Nauman of the UL-DQS Inc. office in Chicago, USA



What are some of the benefits you have realized from certification?

System assessments must involve learning and incorporate improvement ideas that will continue to strengthen their systems. Companies need to rely on their quality management systems to guide their business processes in delivering high quality products to their customers. DuPont has realized additional benefits from their system implementation. The standard provides a common template and language for quality management implementation across our many facilities. The certification is valuable because it is frequently requested by customers and it provides a framework for continuous improvement.

What was the reason for you to choose DQS-UL for your assessment and certification needs?

As a global entity, DuPont is in need of a certification body that can provide a variety of services from a global standpoint but offer local solutions. UL DQS, as one of their business partners, has provided a depth of knowledge in the field, has demonstrated experience and a global reach. By the way: being a market driven science company, DuPont has been certified to ISO 9001 since 1987.

Where do you see the major advantages of having a certified management system in your company?

For an organization to realize all of the benefits of implementing a quality management system, it needs to become a part of the culture, of “the way we do business around here.” That was certainly the case with DuPont. Quality management system implementation was initially a program. Similar to our safety culture, quality became imbedded in our routine operations and is part of the way we work.

How do you coordinate certification on a global level, what benefits do you gain from global networking?

Coordinating certification on a global level can provide challenges to organizations. DuPont has implemented a business process model that is a delicate balance between centralization and decentralization. The quality management systems certifications require this balance based on the need for flexibility in the decision making process for local managers. The organizations Environmental Management System (EMS) follows a highly centralized model. Benefits of such a system include uniformity of policies and procedures and recognized economies of scale.

Founded in 1802, DuPont puts science to work by creating sustainable solutions essential to a better, safer, healthier life for people everywhere. Operating in approximately 80 countries, DuPont offers a wide range of innovative products and services for markets including agriculture, nutrition, electronics, communications, safety and protection, home and construction, transportation and apparel.



Is ISO 9001 the end of the line for you?

After having been certified for so many years, the company seeks new methods to challenge itself toward their continuous improvement objective. The Advanced Surveillance and Reassessment Process (ASRP) has been implemented at a limited number of mature, high-performing facilities in an effort to challenge and drive continuous improvement beyond the basic ISO 9001 requirements. An additional organizational benefit is that the process is viewed as an internal recognition of superior QMS performance. Employees are proud to achieve this level of performance.

Contact:
 UL DQS Inc.
 Ms. Kristin Nauman
 1130 West Lake Cook Road
 Suite 340
 Buffalo Grove, IL 60089 – USA
 Tel. +1 847 27933-00
 Fax +1 847 27933-80
 CustomerService@us.dqs-ul.com
 www.dqsusa.com

AND THE AWARD GOES TO...

Four DQS customers were among the laureates of this year's German Quality Award (Ludwig-Erhard-Preis). Our congratulations go to:

- **I. K. Hofmann GmbH**, Nuremberg
1st place winner in the category "Medium-sized companies"
- **TRW Airbag Systems GmbH**, Aschau
2nd place in the category "Large-sized companies"
- **Brose Fahrzeugteile GmbH & Co. KG**, Meerane and
Deutsches Zentrum für Luft- und Raumfahrt e.V., Cologne (German Aerospace Institute)
3rd place in the category "Medium-sized companies"

They all share in the conviction that certificates are much more than just confirmation of conformity. They are credible evidence of the particular capabilities of an organization. This outstanding performance evinced by the laureates and their staff members, as demonstrated by their commitment in light of the tough competition, deserves our special recognition.

It is the interplay of management, strategy, employee commitment, and processes that makes for profitable companies and that ensures growth in the long run. That is how the Ludwig-Erhard-Initiative, the sponsor of the award, defines the parameters of the laureates that had come to attend the 14th award ceremony in Berlin in November.

The award is named after Germany's former Chancellor Ludwig Erhard. He is notable for his leading role in German postwar economic reform and economic recovery, particularly in his role as Minister of Economics under Chancellor Konrad Adenauer after 1949. The award is under the patronage of Germany's Minister for Economy, Mr. Rainer Bruederle.

Rainer Lauer
Marketing & Communication

DQS-UL Group opens new office in Belgium

Global customers require global service and true to this motto, DQS-UL Group continues their expansion in the global market, both long-distance and in the close neighborhood. To serve customers both globally and locally, DQS Belgium BVBA, the new office with an experienced team of auditors to ISO 9001, ISO 14001, BS OHSAS 18001, and ISO/TS 16949 will commence operations from their basis in Ham starting in January 2011. They are supported by the back office team, which will handle both customer service and administration.

Welcome to the network of DQS-UL offices!

Contact:
DQS Belgium BVBA
Langven 13^a-2
3945 Ham
Belgium

Tel. +32 11 398124
info@dqsbelgium.be



Award presentation by Thomas Krauß, CEO of the Ludwig-Erhard-Preis Initiative



LEP Laureate I.K. Hofmann GmbH
from left: Thomas Kraus, Ingrid Hofmann, Andres Nueßle



TRW Airbag Systems GmbH (Awardee)
from left: Thomas Kraus, Tim Jericke, Carsten Mueller



Brose Fahrzeugteile Meerane (Finalist)
Frank Richter, Andrea Tabi-Noack, Joerg Graichen, Thomas Krauß



Deutsches Zentrum fuer Luft- und Raumfahrt (Finalist)
Klaus Hamacher, Silvia Offermann, Manfred J. Senden, Thomas Krauß

“Future Trends in Management System Certification”

54th Congress of the European Organisation for Quality (EOQ)

In his capacity as the current President of IQNet, the Managing Director of DQS, Michael Drechsel, held the opening speech of this year’s annual EOQ Congress in Izmir, Turkey. His subject: “Management systems certification: tasks and developments”.

Speaking in front of close to 350 participants at the congress, Michael Drechsel addressed the current trends and development that need to be taken into account in the future. He illustrated the success story of systems certification and the advantages it has brought to economies on the whole, and certified companies in particular. At the same time, he warned of future threats caused by unprofessional business practices or overly bureaucratic handling of certification activities: “Priority always needs to be given to generating added value for the certified customer, and to maintaining the credibility of certification as such. Customers of certified companies need to be able to trust the results implicitly; otherwise we run the danger of a return of superfluous supplier audits, which will result in equally superfluous costs in the supply chain.”

The IQNet President then went on to name concrete expectations for accreditation bodies that are mandatory for ensuring the credibility of certification in the future. He also addressed the harmonization of the European accreditation system and warned of too much bureaucracy and higher costs: „IQNet is convinced of the significance of a credible and effective system for accreditation. We support its further development with our active participation in various national and international council, for example in ISO and IAF.”

Michael Drechsel closed his speech by summarizing the expectations for the next revision of ISO 9001, which should come effective in five years. Currently on the table are models that will allow a more specialized application of ISO 9001 for small enterprises, as well as for highly developed, mature organizations.

www.eoq.org



ISO 26000

New guideline for corporate social responsibility

The new standard ISO 26000 was published in English in November this year; the German edition will follow in short order. The guideline incorporates the requirements of Corporate Social Responsibility (CSR) and currently applicable standards for sustainability. Among others, ISO 26000 references the Guidelines of ILO (International Labour Organization) and the principles of the UN Global Compact.

Subjects addressed are basic principles such as the right to assembly, forced labor, child labor, and discrimination in the workplace; the contents, however, also reference human rights, workplace standards, environmental protection, and anti-corruption measures. With its recommendations for Social Responsibility (SR), the standard is applicable to all organizations – that includes schools and (public) administration.

For five years, delegates from more than 90 nations worked on this standard; in the end, they were unable to anchor critical issues such as special provisions for developing countries or the ability to become certified. While ISO 26000 contains the PDCA approach for implementation of social responsibility, the ISO council did not intend to make this a standard subject to certification. Instead, the guideline offers many benefits for strategic orientation.

ISO 26000 is a guideline that defines the basic terms, principles, and tasks of social responsibility, such as responsibility, stakeholder interests, human rights, and fair business practice. For organizations that operate and co-operate on an international level, the standard facilitates communications with their partners. It also include Best Practice examples; however, the main benefit for organizations can be gained from the stronger emphasis and orientation of their CSR policy on the establishment of stakeholder networks – which is also recommended by the German Government’s CSR forum. Furthermore, inclusion of NGOs and consumer representatives helps to strengthen or re-establish consumer confidence in the organization itself. The new guideline ISO 26000 is not subject to certification, and according to the International Accreditation Forum (IAF) it shall not be used as such, either.

ISO Survey 2009 published Important management system standards still growing strong

The current annual statistics of ISO International Organization for Standardization illustrates the development of certifications worldwide to six management system standards: ISO 9001, ISO 14001, ISO/TS 16949, ISO 13485, ISO 27001, and ISO 22000. Cut-off date for the survey was 31 December, 2009. For a free overview of the results, please visit www.iso.ch.

We wish you all the best for the New Year!

和氣吉祥皆快樂、四季平安過新年
Taiwan

A DQS do Brasil junto com suas representações na Argentina e Peru, deseja a todos os seus clientes, parceiros e amigos um Feliz Natal com Paz, Felicidade e Saúde e um Próspero Ano Novo com desafios e sucessos.
Brazil, Argentina & Peru

عام جديد سعيد
Egypt

Vă urează cu ocazia sărbătorilor Crăciunului, multă sănătate, realizări și un călduros „La mulți ani”.
Romania

DQS Қазақстан сіздерді шын жүректен келе жатқан Жаңа жылмен құттықтайды! Келер жылда сіздердің армандарыңыз орындалып, болашаққа деген сеніміңізны ғайып, бастаған әрбір істеріңіздің жемісін көріңіздер. Сіздерге жаңа жылда қуаныш, сәттілік, төзімділік, жаңа жетістіктер, және аманшылық тілей отырып, 2011шы жаңа жылғанық қадам басатыныңызға сенімдіміз.
Kazakhstan

كل عام و أنتم بخير
Lebanon

Atas nama Pimpinan dan Karyawan, DQS Indonesia mengucapkan Selamat Tahun Baru 2011 kepada seluruh client Dan partner kami. Terima kasih atas dukungan yang diberikan di tahun 2010 Dan semoga sukses di tahun 2011.
Indonesia

A sus clientes y colaboradores, DQS de El Salvador les desea un año de mucho éxito, paz y felicidad.
El Salvador

DQS France vous souhaite ses meilleurs voeux de bonheur pour l'année 2011 ainsi qu'une année prospère et pleine de réussite dans vos projets futurs. Nous vous remercions pour la confiance que vous nous accordez et espérons une collaboration efficace pour cette nouvelle année qui commence.
France

辛卯年
金臨門
日新又日新
Hong Kong

Уважаемые дамы и господа!
Примите наши сердечные поздравления с Новым годом и праздником Рождества. Пусть Вам всегда и во всем сопутствуют удача и успех.
Russia

Η DQS Ελλάς εύχεται το 2011 να είναι πλούσιο σε ευχάριστες στιγμές & συγκινήσεις.
Greece

DQS korisnicima širom sveta želimo da ostvare nove poslovne uspehe.
DQS proveravačima želimo da im u tome pomognu. Svima puno zdravlja, sreće i radosti u novoj 2011. godini želi DQS Serbia & Montenegro.
Serbia

DQS Malaysia/Singapore wish everyone a blessed season filled with happiness and peace. May this coming new year bring lots of joy, luck and prosperity to you and your loved ones! Merry X'mas & Happy New Year!!
Malaysia/Singapore

From New Zealand, we wish all of our clients and colleagues a wonderful Christmas and a safe and happy new year in 2011.
New Zealand

Krásne Vianoce a šťastný nový rok.
Slovak Republic

አዲሱ ዓመት ለሁሉም ደንበኞቻችን እና ለመላው የዲ ኪ.ው ኤስ ቢተሰብ የደሰታና የብልጽግና ዘመን እንዲሆንላችሁ እንመኛለን።
Ethiopia

DQS de Chile saluda a sus clientes y colaboradores y aprovecha esta oportunidad para desearles una muy feliz Navidad y un año 2011 lleno de paz y felicidad.
Chile

Augura a Voi e a tutti I Vostrì cari, un Natale pieno di pace e serenità ed un prosperoso 2011.
TANTI AUGURI!!!
Italy

Boldog és Békés Karácsonyt és Sikerekben Gazdag Új Évet Kívánunk Minden Ügyfelünknek és Kedves Családjuknak.
Hungary

새해가 밝았습니다. 더욱더 건강하고 행복한 한 해가 되길 기원합니다.
Korea

Que esta navidad sea de dicha, amor y felicidad para usted y sus seres queridos y que el nuevo año nos reciba con excelentes oportunidades y cierre con las mejores realizaciones. Felices fiestas les desea DQS-UL de México.
México

The international offices of DQS-UL Group

DQS South Africa management and staff wishes all our valued customers, old and new, a joyful festive season and a peaceful and prosperous New Year. We would like to thank you for your continued support and loyalty.

South Africa

DQS UK would like to take this opportunity to wish their customers best wishes for a wonderful holiday season and we hope that the coming year will bring you peace, good health, good cheer and much prosperity.

United Kingdom

كل عام وأنتم بألف خير

Morocco / Tunisia

Our sincere thanks for your valued business. We appreciate having you as our customer and look forward to serving you in the New Year.

USA

Wir wünschen Ihnen und Ihren Familien Gesundheit, Glück und Erfolg für das Jahr 2011 und senden Ihnen herzliche Festtagsgrüße!

Germany

Chúc toàn thể Quý khách hàng và các đối tác của DQS Việt Nam một năm mới với THÀNH CÔNG MỚI VÀ THẮNG LỢI MỚI DQS Việt Nam.

Vietnam

Maligayang Pasko At Manigong Bagong Taon Sa Inyong Lahat.

Philippines

DQS-Türkiye (TRQS) yeni yılınızı kutlar, sağlık, mutluluk ve başarılar dileriz.

Turkey

ส่งสันติปีใหม่

Sending you warm wishes for all the best throughout the year 2011 and forever.

Thailand

Radosnych Swiat Bozego Narodzenia oraz wszystkiego najlepszego w Nowym Roku sklada DQS Polska sp. z o.o.

Poland

UL MSS India wishes all its esteemed customers a Happy, Peaceful and Prosperous New Year. We thank you and look forward to your continued support in 2011.

India

فرارسیدن سال نو را صمیمانه

تبریک می‌گوئیم.

Iran

NUESTROS MEJORES DESEOS DE FELICIDAD DURANTE LAS PRÓXIMAS FIESTAS NAVIDEÑAS Y UN EXITOSO AÑO 2011 OS DESEA EL EQUIPO DE DQS ESPAÑA.

Spain

SIKUKU NJEMA
Kenya

The team from 'Down Under' wishes all their clients and friends a safe and happy festive season and a healthy and enjoyable 2011.

We thank you all for your continued support and are looking forward to another great year.

Australia

Екипът на DQS в България Ви желает здраве и успех през Новата 2011 година! The DQS-Team in Bulgaria wishes you a healthy and prosperous New Year 2011!

Bulgaria

A DQS Portugal deseja a todos os seus clientes, parceiros e amigos um Santo Natal, pleno de Paz e Amor e um Próspero Ano Novo, com muita Felicidade e Sucesso.

Portugal

Yangi yil bu yangi niyatlar, yangi maqsadlar, yangi vazifalardir. O'tib ketayotgan yilda tugatishga ulgurmagan ishlar yangi yilda o'z yakunini topsin. Shu o'rinda Sizga va Oila a'zolaringizga baxt, sihat-salomatlik, tinchlik- omonlik tilab qolamiz, dasturxoningiz doimo to'kin-sochin bo'lsin. Yaxshi niyatlar ila, DQS O'zbekiston vakolathonasi.

Uzbekistan

明けましておめでとうございます。本年もご愛顧のほどお願い申し上げます

Japan

published by

DQS Holding GmbH
August-Schanz-Str. 21
60433 Frankfurt am Main
Germany
Tel. +49 69 95427-0
Fax +49 69 95427-111

responsible for content
Dagmar Blaha and Ilona Korall, DQS GmbH
Tel. +49 69 95427-125
ilona.korall@dqs.de

English translation
Petra Bentz

editorial dept. and layout
kompri, Triefenstein

printing
johnen-druck, Bernkastel-Kues
Printing run: 13,000

The customer journal of DQS-UL Group is published four times per year. The electronic-only English version is an excerpt from the printed German version. Reprinting of articles, partially or in full, permitted after consultation with the editorial dept. and when stating the source.