

## Guideline „Quality Criteria for Office Workplaces“

### Statutes

#### for performing a quality certification and for granting a license to use the label QUALITY OFFICE

*(in case of doubt the German version takes precedence)*

QUALITY OFFICE is a brand of Industrieverband Büro und Arbeitswelt e. V. (IBA)

The label is granted for office furniture and consultants.

Quality Office is the visual umbrella for all office and contract furnishing suppliers committed to product and consulting quality as defined in the guideline "Quality Criteria for Office Workplaces".

The guideline "Quality Criteria for Office Workplaces" is jointly developed and published by



Deutsches Institut  
für Normung e.V.



Deutsche Gesetzliche  
Unfallversicherung



Industrieverband Büro  
und Arbeitswelt e.V. (IBA)



Deutsches Netzwerk  
Büro e.V.



Handelsverband  
Büro und Schreibkultur

It specifies quality standards for office furniture and related services that go beyond or supplement the quality requirements laid down in statutory regulations or standards.

The following statutes apply to the use of the Quality Office brand.

## 1. General conditions

The Quality Office brand is the property of Industrieverband Büro und Arbeitswelt e.V. (IBA), Wiesbaden. No transfer of ownership is associated with the licensing of use of this brand.

Manufacturing companies can apply for a license to use the Quality Office trademark if their products comply with the criteria of the guideline "Quality Criteria for Office Workplaces".

Consultants can apply for a license to use the Quality Office trademark when they have documented their qualification according to the requirements of the guideline "Quality Criteria for Office Workplaces".

In the case of product certifications, the Quality Office brand is only licensed for use for a specific, precisely defined product (product family).

Certifications of consultants are person-related.

Certification of a company or a brand is not possible.

Certifications are based on the current edition of the guideline "Quality Criteria for Office Workplaces".

## 2. Committees and office

The "Qualitätsforum Büroeinrichtungen" (Quality Forum Office Furnishings) is responsible for quality certification and the granting of licenses for the promotional use of the trademark.

The "Qualitätsforum Büroeinrichtungen" is composed of at least five neutral, company- and product-independent experts who are able to assess the quality of office furnishings and services.

The „Qualitätsforum Büroeinrichtungen“ can constitute a quorum if at least two members are present. The meetings take place in presence or as video conference. Decisions require at least a two-thirds majority.

Applications for quality certification may also be audited by circulation. The audit must be carried out by at least two members of the „Qualitätsforum Büroeinrichtungen“. Decisions also require a two-thirds majority in the circulation procedure.

The members of the „Qualitätsforum Büroeinrichtungen“ elect a chairperson. The chairperson convenes and coordinates the meetings.

The „Qualitätsforum Büroeinrichtungen“ commissions at least one external expert person with the examination of consultants. This person should come from a university faculty related to the design of office workplaces.

The "Competence Team Consultant Qualification" is entrusted with the assessment and recognition of training courses within the framework of consultant certifications.

The "Competence Team Consultant Qualification" consists of at least four persons. These represent the publishers of the guideline "Quality Criteria for Office Workplaces" or are external experts. The committee has a quorum if at least three of the members are present. Decisions require at least a two-thirds majority.

General administration and tasks in the context of the certifications and the further development of the guideline "Quality Criteria for Office Workplaces" are carried out by IBA.

### 3. Certification procedure for product certification

For certification, an application for certification must be submitted to the „Qualitätsforum Büroeinrichtungen“.

With the application, the applying company expressly undertakes to recognize the requirements of the guideline "Quality Criteria for Office Workplaces" as well as these statutes and to act accordingly.

With the license application, the applicant submits to the „Qualitätsforum Büroeinrichtungen“ a completed self-assessment form for each of the products applied for certification. The applicant encloses the relevant brochures and technical documents that allow a detailed quality inspection.

If the applicant documents a solution other than the required one for individual criteria, the „Qualitätsforum Büroeinrichtungen“ will check whether at least equivalent functional, ergonomic and qualitative results are achieved with it and then decide on the certification of this solution.

The prerequisite for the quality certification of a product is the presentation of a valid GS mark. This must have a remaining term of at least one year. Quality Office certificates are issued at maximum for the duration of the term of the GS mark presented.

The „Qualitätsforum Büroeinrichtungen“ examines the applications on a case-by-case basis. In the case of an application for product certification, the panel may also require the product to be presented for physical testing.

If the assessing experts approve the certification, the applicant is notified in writing.

With the notification, the applicant company receives the Quality Office usage license, which entitles it to advertise with the Quality Office mark for those products (product families) for which the usage license has been granted. The Quality Office mark may not be used to advertise other products.

The granting of the Quality Office usage license shall be published on the internet. Companies and products will be explicitly named. Applicants can also register for the Quality Office intranet at [www.quality-office.org](http://www.quality-office.org) and use the information and services provided there.

The „Qualitätsforum Büroeinrichtungen“ is entitled to refuse to process certification applications if, for example, they are not prepared with reasonable care.

Certification applications rejected by the „Qualitätsforum Büroeinrichtungen“ may be resubmitted after the deficiencies have been remedied.

### 4. Certification procedure for consultants

Initial certification of consultants is either based on an examination in accordance with the guideline "Quality Criteria for Office Workplaces" and the examination regulations or on proof of recognized external examinations.

For certification, an application for the examination or an application for recognition of examinations taken must be submitted to the "Qualitätsforum Büroeinrichtungen".

With the application, applicants expressly undertake to recognize the requirements of the guideline "Quality Criteria for Office Workplaces" as well as these statutes and to act accordingly.

The "Qualitätsforum Büroeinrichtungen" examines and processes the documents. After completion of the procedure, it informs the applicant in writing about the result of the examination.

In case of certification, the applicant receives the Quality Office usage license, which entitles him or her to use the Quality Office mark within the scope of professional activities.

Certified consultants can register for the Quality Office intranet at [www.quality-office.org](http://www.quality-office.org) and use the information and services stored there.

## 5. Terms of use

In the case of promotional use of the Quality Office brand, the product (product family) or person for which the license has been granted must always be expressively named.

The usage license is granted for a maximum period of three years and is registered with the "Qualitätsforum Büroeinrichtungen". The period of use can be extended upon request. Otherwise, the usage license expires and the Quality Office brand may no longer be used.

Information on the procedures for renewal of the certificates are published at [www.quality-office.org](http://www.quality-office.org).

If the conditions that led to the granting of a usage license change during the licensing period, the "Qualitätsforum Büroeinrichtungen" is entitled to withdraw the license and prohibit further use of the Quality Office trademark. This can be done, for example, in case of violation of the principles of professionally qualified consulting. The expiry of the validity of the GS mark for certified products automatically terminates the usage license.

If complaints are raised about the unjustified use of the Quality Office trademark, the "Qualitätsforum Büroeinrichtungen" is entitled to request an explanation, if necessary to schedule a new examination and, if misuse is established, to withdraw the license and prohibit further use of the Quality Office trademark.

## 6. Fees

The fees published at [www.quality-office.org](http://www.quality-office.org) apply.

Directly attributable costs (on-site product testing, travel expenses, etc.) will be agreed in advance and invoiced.

In the event of a rejection of a certification application, the costs of certification incurred up to that point will be invoiced, up to a maximum of the amount that would be charged for successful certification.

Office Service GmbH, Wiesbaden, is commissioned with the calculation and commercial processing. It is entitled to demand advance payment from the applicant.

## 7. Quality assurance

All documents relevant to testing and certification are kept for at least ten years.

The administrative and decision-making activities of the office of the "Qualitätsforum Büroeinrichtungen" as well as the experts may be audited internally. Activities include approval, rejection, evaluation, crediting and documentation of certification of products, consultants as well as training events for Quality Office Consultants.

The auditing person is a person from DGUV or VBG with expertise in Quality Office, appointed by mutual agreement by the "Qualitätsforum Büroeinrichtungen". The auditor can inspect all documents concerning the above mentioned activities.

The auditor can have the audited process stopped or demand a change of the decision, also subsequently. He or she must give reasons for this and discuss it with the experts and employees of the office. If no agreement can be reached, the matter is submitted in writing to the entire "Qualitätsforum Büroeinrichtungen" panel for a vote. If the panel agrees with the auditor by a two-thirds majority, the office will implement the requirement. The vote may also be taken by circulation.