

AUDITORIUM

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“Passed with flying colours”: DEKRA Certification's latest witness audit.

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Thomas Bergler
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To our Readers

Those who are late will be punished by life itself, it is said. Fortunately, however, we are not quite so strict: if you arrive at the DEKRA Entrepreneurs' Forum after 13.30 on 14 March, your seat will still be reserved for you, of course. Provided, that is, your reservation has reached us in good time. This is because the number of places at the Ludwigsburg Forum am Schlosspark is unfortunately limited – and the demand, as we know from experience, will be great.

This year, participants will once again be treated to a unique experience. Inspiring presentations from Prof. Dr. h. c. Lothar Späth and Gregor Staub, for example. Or the exciting final round of the 2007 DEKRA Awards. So don't waste any time – reserve your place free of charge by 8 March at the latest. I look forward to greeting you personally in Ludwigsburg. You will find the full programme of the Entrepreneurs' Forum on page 6.

At this point I would like to say a big thank you to all the readers who took part in the survey in our last issue. Over 90 percent rated the AUDITORIUM as “good” or “very good” in its new form. We were delighted to receive such a vote of confidence, but we will, of course, continue to be grateful for any further suggestions you have to make in the future. Wherever possible, our writers and editors are always keen to use any ideas you send in for articles.

We have already achieved our first goal in this issue. In addition to German and English, AUDITORIUM is now also being published in Polish as of 2007. This new service for our neighbours and customers in Poland links nicely to our cover story. Because as many as four of the contestants in this year's DEKRA Awards come from Poland. We'll know exactly who the winners are in just a few weeks.

Until then, sit back and enjoy reading your new AUDITORIUM.

Yours,

Welcome to the DEKRA Entrepreneurs' Forum 2007



The exciting climax: Presentation of the DEKRA Award and the DEKRA Ethics Award is a fixed part of the annual Entrepreneurs' Forum.

A date to note in your diaries: on 14 March we are inviting you to this year's DEKRA Entrepreneurs' Forum. You can expect numerous memorable features in the Forum am Schlosspark in Ludwigsburg, including the coveted international management prizes: the DEKRA Award and the DEKRA Ethics Award. Share in the entrants' excitement as the winners are announced! And pick up some valuable tips from top class speakers – especially Prof. Dr. h. c. Lothar Späth and memory trainer Gregor Staub.

As every year, the awards ceremony, including the announcement of the winners and the prizegiving in the two categories, will be the highlight of the half-day event. Attracting entrants from France, Poland and Germany, the 2007 DEKRA Awards will set a new record in participation. The manufacturing industry is represented, as are the health, logistics and waste disposal sectors, plus public and private service providers. This broad spectrum will once again give visitors the opportunity to get acquainted with a highly disparate range of quality approaches – both at the official presentations and also in direct conversations with the participants.

A day to remember

Each DEKRA Entrepreneurs' Forum features interesting presentations and high-calibre guests. This year's programme, for instance, includes an unusual journey of discovery with Gregor Staub: Europe's leading memory trainer will take you into the depths of your mind, demonstrating just how powerful your memory potential is. Making speeches without notes, remembering names and dates, learning languages or storing important information in your long-term memory – none of these is a problem with the right technique. Gregor Staub has developed his own special "Mega-Memory" technique in which the two halves of the brain work closely together during the learning process. This technique of combining the rational with the emotional not only yields greater success while learning, it is also a lot more fun. In the Ludwigsburg Forum you will have the opportunity to try out the method yourself and to rediscover your memory – a truly "unforgettable" experience.

Lothar Späth: spotlight on small businesses

The topics at the Forum range from the microcosm of the brain to the macrocosm of the globally networked economy. What role do small and medium-size businesses have to play in the ongoing globalisation process? Prof. Dr. h. c. Lothar Späth will be providing answers to this fundamental question in his closing speech. The top manager and former high-ranking politician is better qualified than most to know the strengths and needs of smaller businesses. For many years now he has worked hard at supporting this cornerstone of the German economy in such projects as "Top 100" and the national "Mittelstandsprogramm". At the Forum he will be using concrete examples to show why, amidst the stiff global competition, it is the small and medium-size businesses which, with their flexibility and

DEKRA Entrepreneurs' Forum 2007

Ludwigsburg, Forum am Schlosspark • Wednesday 14 March 2007

The programme

- 13.30 Stand-up reception**
- 14.00 Welcome**
Klaus Schmidt, Chairman of the Management Board of DEKRA AG
- 14.10 Uniqueness – the key to setting your company apart from the rest of the market**
Thomas Bergler, Managing Director of DEKRA Certification GmbH
- 14.30 Service poor – low price for sure: Rewards only come to those offering excellent service quality**
Dr. Dr. Cay von Fournier, Managing Director of SchmidtColleg GmbH
- 15.00 Discover the 8th wonder of the world – your memory!**
Fascinating possibilities, presented by Gregor Staub
- 16.00 Break**
- 16.30 Presentation of the entrants competing in the 2007 DEKRA Award and DEKRA Ethics Award**
Dr. Gerhard Nagel and Katja Green, DEKRA Certification GmbH
- 17.15 Announcement of finalists and presentation of awards to winners**
Klaus Schmidt, Chairman of the Management Board of DEKRA AG, and Thomas Bergler, Managing Director of DEKRA Certification GmbH
- 18.00 Our future in a globalised world – the small business as a stability factor**
Prof. Dr. h. c. Lothar Späth, Chairman of the Management Board of Merrill Lynch & Co., Inc. (Germany)
- 19.00 Banquet**

The speakers



Prof. Dr. h. c. Lothar Späth has been in charge of the German business of the US investment bank Merrill Lynch since 2005. The head of Jenoptik for many years, and the former Minister President of the state of Baden-Württemberg, he is now one of the most revered economic prophets. His latest book, "Strategie Europa" describes paths to success in the age of globalisation. In his talk he will be applying his ideas to small and medium-size German businesses.



Gregor Staub has been the most sought-after memory trainer in the German-speaking countries for many years now. The amiable Swiss applies his "Mega-Memory" method to prove that you do not need to be a genius to remember names, figures, facts and connections with ease. Active training of the grey cells is all that is needed – and it also increases the fun involved in learning.



Dr. Dr. Cay von Fournier is one of a handful of acknowledged experts in holistic corporate management in Germany. Referring to the quality of service, the owner of the renowned SchmidtColleg identifies a way of escaping plummeting prices, "There are many reasons why customers will accept higher prices – as long as they see tangible results in return."

innovative force, are best placed to ensure economic and social stability.

The third guest speaker will be Dr. Dr. Cay von Fournier who will be reminding us that nowadays, even innovative and flexible companies can only yield significant profits if they can also offer their customers excellent quality of service. In global comparisons German companies post extremely low returns on sales – not least because sentiments such as "There's nothing we can do about it!" or "Not my responsibility!" are still heard all too often in many businesses. The management expert and owner of the well-known SchmidtColleg therefore advises his audience to give top priority to providing excellent service for their customers. The moral is: "Service poor – low price for sure!"

Reserve free of charge – until 8 March 2007!

And you do not have to worry about the price of attending the DEKRA Entrepreneurs' Forum. Admission for our readers is free of charge – including the banquet. Only for additional persons is there a fee of € 45 plus VAT per person. Please contact your local DEKRA Certification office via e-mail or phone to reserve your places. Closing date for reservations is 8 March 2007. We look forward to seeing you!

Wanted – Award winners for 2008!

Would you like to be the one climbing onto the winner's podium next year? Visit one of the DEKRA Award 2008 information evenings:

- ▶ 27 March 2007 in Herzogenaurach
- ▶ 10 May 2007 in Berlin

Here, participants will be reporting on their own experiences.

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Popular meeting point: Roughly 500 business-owners and managers made their way to Ludwigsburg last year.



A thorough examination: Specific health-sector certification helps ensure high-quality diagnosis.

KTQ® – how hospitals measure their performance

Since 2005 German hospitals have been obliged by Article 137 of the 5th Social Act (SGB V) to provide documentary proof of their internal quality management system. Hospital managers have a free choice of which standards and procedures they wish to use. The “Cooperation for Transparency and Quality in the Health Service” (KTQ) assessment and certification model is now rapidly gaining currency alongside non-specific quality standards such as ISO 9001:2000. This industry standard, which the German Medical Association, the German Hospital Federation, the German Care Council and the Hartmannbund have developed in conjunction with the health insurance organisations, can be used by hospitals, rehab clinics, care centres, alternative residential forms and also health practices to provide a uniform benchmark.

The aim of KTQ is to maintain high care quality standards in Germany, or even to improve levels where possible, despite the increasing economic pressures. The service quality of hospitals and homes is to be made more transparent, thereby permitting patients and doctors wishing to refer a patient to make objective comparisons. Greater transparency also creates the internal preconditions necessary for an institution’s management and staff to work together to make improvements. Under KTQ, processes are always assessed on

an interdisciplinary basis, covering all areas of activity and transcending all levels of the hierarchy.

The “KTQ Catalogue” contains roughly 70 assessment criteria relating to the quality of the organisational structure, and also the processes and results in each department and in the institution as a whole. This criteria catalogue is divided into six different areas: patient orientation, employee orientation, safety, information, leadership and quality management. Modelled on well-established international standards such as those applied in Australia, Canada

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and the USA, the individual criteria are closely based on daily working practice. Elements from the ISO 9001:2000 and EFQM quality models are also used. Overall the KTQ certification procedure, which hospitals can use to fulfil their legal documentation obligations, involves three stages.

Step 1: Self assessment

Using the KTQ catalogue the institution itself first assesses the scope of the individual criteria being fulfilled, and the level of fulfilment. This internal strength-weakness analysis shows the management whether certification can be obtained in the first round or whether certain changes and adjustments are necessary. In order to take part in the certification procedure, the hospital then forwards the results of its self assessment to an independent accredited KTQ certification body such as DEKRA Certification.

Step 2: External assessment (inspection)

The certification body then has accredited visitors check the self assessment at the client’s premises. The inspectors are experienced specialists who themselves hold managerial positions in medical or care institutions or in hospital administration. They audit the individual areas, questioning managers, staff, patients and their relatives.

Step 3: Quality report and issuing of certificate

If the hospital scores more than 55% of the total possible points it is awarded the KTQ certificate by the certification body. It may then use the certification for advertising purposes. The KTQ quality report including the assessment result is published simultaneously on the Internet (www.ktq.de). The certified institution itself is also obliged to publish the result.

“Quality and Development in Health Practices”

The German Public Health Insurance Physicians Association (KBV) has developed a new, modular quality management concept specially for doctors and psychotherapists with their own surgeries. This has been in use since February 2006. The scheme is called “Quality and Development in Health Practices” (QEP®) and contains a number of modules for setting up a practical management system, including a quality target catalogue, an introductory course, a QEP manual, a conceptual framework for setting up quality circles, and an optional certification procedure. It is suitable for all types of practices: from one-man operations, medical centres, regional practices offering integrated care through to hospital-based practitioners.

Practices which satisfy all the relevant indicator criteria defined in the quality targets can obtain QEP certification. An inspection of the practice then ascertains whether the requirements set out in the catalogue are being fulfilled. As a KBV-accredited organisation, DEKRA Certification carries out this certification audit for all types of practices and provides information on the implementation and organisation of the QEP procedure.

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QEP or KTQ: Health practices have the choice.

The KTQ certificate is valid for three years. Unlike ISO certification, no monitoring audits are carried out during this period. A further difference is that the KTQ certification always relates to the institution as a whole. In contrast to ISO 9001:2000, for instance, no quality documentation can therefore be provided for individual sectors.

The KTQ standard has already achieved high level acceptance as a tailor-made benchmark for the health sector. Several hundred facilities in Germany, especially hospitals, psychiatric institutions and rehab centres, have now undertaken this voluntary certification. The certification procedure for old people’s and care homes is currently at the pilot stage. Since March 2006 it has been possible to combine the KTQ assessment with a MAAS-BGW health and safety assessment. DEKRA Certification is accredited for both procedures and can be contacted for answers to any further questions.



Safety first: Approval as a certified waste disposal company is practically indispensable when tendering for public contracts.

The Specialist Waste Disposal Company Ordinance 10 years on – a provisional appraisal

The German Specialist Waste Disposal Company Ordinance (EfbV), which was passed to help waste disposal companies and their clients to fulfil the relevant regulations, came into force on 10 September 1996. It encourages businesses which collect, transport, store, treat and utilise or dispose of waste to become certified as a “Specialist Waste Disposal Company”. Up to now just under 900 companies have been awarded EfbV certification from DEKRA Certification. One of the first companies to do so was Koch Entsorgung GmbH & Co. KG, based in Metzingen in Swabia, in May 1997.

“The Efb certificate is now accepted as a basic requirement for disposal companies,” says Dr. Stefan Drescher, Commercial Manager at Koch, who divulges the main reason for the rapid spread of this industry standard: “When public contracts are put out to tender, for years now it has basically only been certified disposal companies which have been considered. Anyone looking to succeed in the market simply has to fulfil this requirement.”

More transparency, less risk

The company, which was spun off from the Koch group in 1996, was granted initial certification ten years ago, which gave it the

edge over its rivals. “It meant that our customers could minimise their liability risk at a stroke,” explains the Efb and quality management officer Bernd Hild. Even at that time, all waste-generating companies were legally obliged to impose controls to ensure correct disposal. This, however, proved extremely costly and, in some cases, impossible in practice. Now, however, it was sufficient to enlist the services of a certified specialist waste disposal company to fulfil all the relevant obligations.

“We immediately seized this opportunity,” explains Hild, “not least because certification dovetailed with our conception of clean and transparent processes. This is the reason why we had ourselves ISO 9002-certified by DEKRA back in 1995. The EfbV requirements with regard to organisation and management are based on the ISO standard, meaning that the amount of work and expense required for certification was manageable. Managing Director Dr. Stefan Drescher also sees a further benefit: “Over the years we have repeatedly benefited from constructive ideas which have come out of the audits. Our improvement process has developed very nicely.”

Besides the head office in Metzingen, the two subsidiaries of Koch Entsorgung GmbH & Co. KG in Tübingen and Dußlingen also

received EfbV and ISO 9001:2000 certification some time ago now. The company, which has been part of the EnBW group since 1998, has a staff of 110 today, collecting and transporting almost all kinds of waste, from wastepaper and domestic waste through to commercial and industrial waste, hazardous waste and building rubble. In addition to the collection and transportation of waste, the business’s own facilities for storage and treatment, including its temporary hazardous waste store, paper sorting, automotive workshop, metal-working shop, metal and scrap yard are also covered by the specialist waste disposal company approval.

Continuing development

In 2006 the legislators extended the spectrum of activities to be certified under the EfbV. Now included are the trading and reselling of waste. The requirements of the AltfahrzeugV (End-of-life Vehicles Ordinance) and ElektroG (Electrical and Electronic Equipment Act) can also be included in the audit, representing a further simplification for certified companies. Up to now, though, the approvals procedure itself has not been simplified. Formal agree-

ment of the relevant state authorities is still required for each new monitoring contract.

Despite this, ten years after its launch, the status of “specialist waste disposal company” still enjoys uniformly high acceptance amongst companies and authorities. By gently applying pressure to push quality and environmental standards ever higher it has played a major role in turning many a scrap dealer and waste collector into a highly professional waste disposal specialist.

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Certified public water suppliers

“Mecklenburg is a fine land, a rich land – pleasing to the husbandman’s eye,” wrote the poet Fritz Reuter nearly 150 years ago about his native region. Agriculture still characterises the face of “Mecklenburg Switzerland” – right down to the processing industries. Today, Reuter’s home town of Stavenhagen is a centre for the food industry, whereas biodiesel and energy from biomass is produced in neighbouring Malchin.



Celebratory drinks – this time not with water:
(left to right) Association Chairman Roland Krüger, Ex Environment Minister Prof. Dr. Wolfgang Methling, WZV Managing Director Petra Tertel and Frank Otto (DEKRA Certification).

Water represents a key factor for the economy in this sparsely populated region. WasserZweckverband Malchin Stavenhagen (WZV) was founded in 1993 to supply potable water throughout the region and to ensure the reliable drainage and processing of sewage. With its 31 waterworks it supplies water to industry, businesses and the local population of just under 29,000 spread across 608 square kilometres. Designed to handle the waste water of 250,000 residents, the Stavenhagen sewage-works is the largest of the 15 plants in the group, and the second largest in Mecklenburg-Vorpommern as a whole.

“By 1990 we had already achieved a connection ratio of over 99 percent for fresh water supply, and so we are now particularly pleased by our current ratio of 73 percent for sewage connection,” reports WZV Managing Director Petra Tertel. “The plan is to include eight further districts in the central drainage system by 2020.” Since 2001 the association has actively been involved in nationwide benchmarking projects and ratio comparisons. The next logical step was therefore to introduce a quality management system; last summer it was finally awarded ISO 9001:2000 certification.

At a public ceremony held on 18 August 2006, Petra Tertel and Association Chairman Roland Krüger were presented their certificate issued by DEKRA Certification by the then State Environment Minister Prof. Dr. Wolfgang Methling. The first step towards continual improvement has therefore been taken, or, as Fritz Reuter put it: “Yes, the world has become better ...”

Safety barometer highlights gaps in prevention



Investment in safety pays dividends: A comprehensive occupational safety policy raises competitiveness and lowers costs.

A work-related accident which results in over three days of lost working time occurs every 25 seconds in Germany. The consequences can be serious, and not only for the individual concerned. Resulting in an average loss of EUR 500 per employee per day, each absence represents a significant financial burden for the employer – especially given the extra costs which often arise including court cases, fines, increased Employer’s Liability Insurance Association fees and damage to image. The significance of preventive health and safety measures is nevertheless underestimated by many companies. This is the conclusion arrived at in a recent study: the “DEKRA Safety Barometer.”

In June 2006 the market research institute IFOP was commissioned by DEKRA NORISKO Industrial to carry out a survey of 400 industrial managers responsible for accident prevention in German companies and authorities. Mirroring the 2004 “Baromètre de la prévention” study carried out earlier in France, the aim was to identify objectively the areas where action needs to be taken with regard to occupational safety in Germany. The survey covered the opinions, practices and procedures surrounding accident prevention and occupational safety in the different organisations. Roughly 78 % of those questioned worked in small or medium-size companies with up to 250 employees, the rest in large companies (4 %) or in the public sector (18 %).

Size of organisation affects occupational safety

The results of the “Safety Barometer” highlighted major discrepancies between these groups. Small and medium-size businesses in particular underestimated their actual risk: 82 percent of those questioned in this group rated their own accident risk as lower than that of other sectors of industry. In large corporations this figure is only 77 percent. In fact, however, the risk of a fatal work-related accident in a small or medium-size company is double that in a large corporation: in 1999 there were 0.19 fatal work-related accidents per 10,000 employees in large corporations, whereas the equivalent figure was 0.38 in small and medium-size businesses.

One reason for this discrepancy could be that by no means all companies systematically identify and document their risk factors. 22 percent of all companies surveyed, for instance, claimed not to know anything about the obligation contained in the German Industrial Safety Ordinance (BetrSichV) regarding the production of a hazard assessment. A further nine percent were aware of the regulation but have done nothing to implement it (see diagram). Many small and medium-size businesses regard occupational safety as meaning more or less the same as technical audits and equipment safety. There is little or no evidence of any integrated occupational safety measures being taken by the companies’ management – not least due to lack of internal staffing resources. Up to now only around 33

percent of the companies questioned have drawn the logical conclusion of working together with an external monitoring organisation to assess the risks.

Unrecognised consequences for productivity

Each accident risk represents an additional business risk for the employer. In 2004 alone, roughly 440 million working days were lost as the result of just under 950,000 notifiable work-related accidents (excluding journeys to and from work). According to official estimates, the total cost to the economy due to lost production amounts to € 40 billion. Yet this link is scarcely taken into consideration by the individual companies. Only 14 percent of those involved in the survey saw any possible risks to production arising from their business activities, and only nine percent saw any risk to their products.

However, from its vast experience, DEKRA is only too well aware how preventive occupational safety measures can represent a crucial competitive factor. This is because health and well-being at work are key requirements for employee satisfaction and performance, even in a company with no history of accidents. The rapid pace of technological change and the large number of complex legal requirements here may confront companies with a never-ending series of new challenges, but, with a little support, these bureaucratic hurdles can be surmounted and cost risks – including actual costs – can be significantly reduced. Companies have a wide range of options open to them, ranging from professional workplace design and flu inoculations through to corporate sports activities. An area in which investment pays handsome dividends.



Occupational safety organised professionally: Jürgen Wartmann tells you what’s important.

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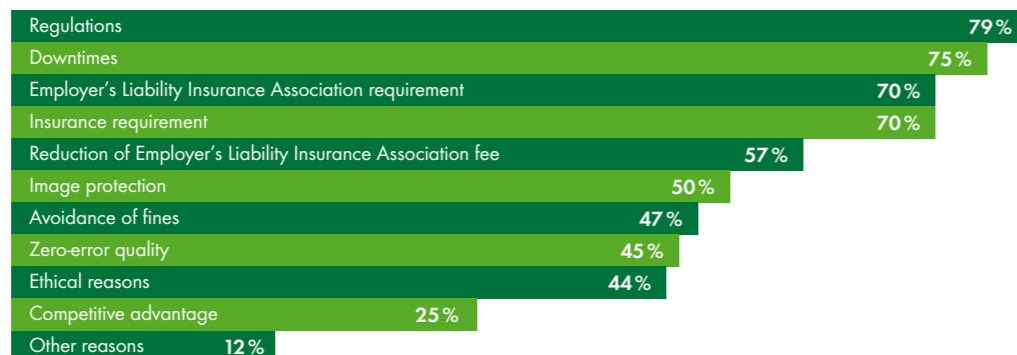
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Order the full “DEKRA Safety Barometer” results now, free of charge:

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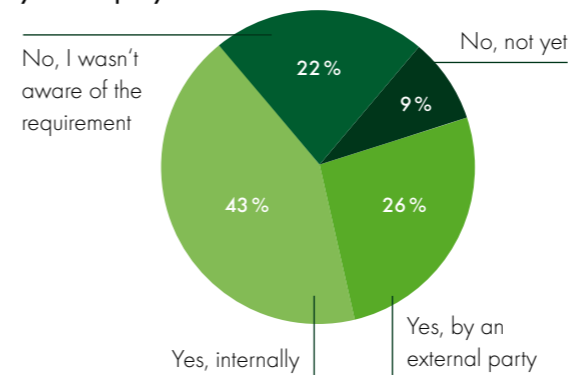
Motivation for prevention

“What reasons are there for your company to take accident prevention and occupational safety measures?” (multiple responses possible)

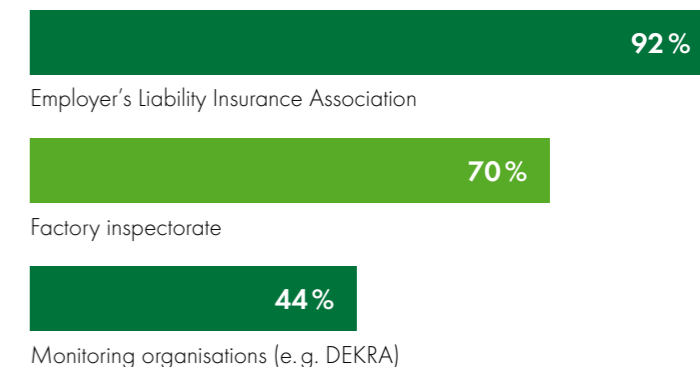


Hazard assessment as defined by Art. 3 of the German Industrial Safety Ordinance (BetrSichV)

“Has a hazard assessment already been carried out in your company?”



„Which partners can help you in drawing up the hazard assessment?” (multiple responses possible)



Successful witness audit in South Africa

Like all companies which subject themselves to standardised certification procedures, certification organisations themselves have to pass regular audits, too. Because only if an organisation such as DEKRA Certification can demonstrate that it has the necessary expertise and staff for its work can it be approved by the relevant accreditation body.

The German accreditation law (AkkG) prescribes a two-stage audit both for the initial approval and each subsequent inspection. The "office audit" involves the expert auditors conducting an inspection at the certification organisation's offices. In the "witness audit" they then accompany the auditors of the certification organisation on a company audit to monitor an actual example of their auditing work.

The DEKRA Certification Group recently successfully passed another such witness audit. In order to check DEKRA's existing approval as an international ISO 9001:2000 certification organisation, the German accreditation body TGA set a joint audit date in 2006 to take place in South Africa, preferably involving a telecommunications company. The monitoring audit scheduled for the routing specialist company Telepassport in Cape Town was used at the suggestion of DEKRA Certification; a year before, in July 2005, Telepassport had been awarded its initial ISO 9001:2000 certification (as reported in AUDITORIUM 1/2006).

"The audit at the end of August went very well for all concerned," recalls Michael Zeeman, Managing Director of DEKRA Certification (Pty) Ltd. "The year before, our auditors had identified a handful of discrepancies in Telepassport's management system. But this time, everything was perfect!" The fact that the South African telecommunications service provider had internalised the quality principles so quickly is thanks in part to Eugene Volschenk who originally set up the system as an external consultant and who then joined the company full time as a quality management officer following the successful certification. But Telepassport Managing Director and company founder Anton Potgieter also insisted on coming out to Cape Town himself for the first monitoring audit, to guide the TGA experts and the DEKRA auditor team around the main office there.

"Telepassport's commitment and its active implementation of the defined processes were explicitly recognised by TGA," explained Michael Zeeman. "Our auditors were also certified as having carried out the audit competently and conscientiously throughout." At the end of the procedure the DEKRA Certification organisation issued and also received the very same assessment: "Passed with flying colours!"

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Accreditation confirmed: DEKRA Certification auditing Telepassport under the watchful gaze of the TGA.

New DEKRA certification seal

They are round, have a green "D" in the middle and are featured on many companies' note paper, on websites, on vehicles or on general advertising spaces: the certification seals of DEKRA Certification. This year the popular seals are being given a new, even more striking appearance. The new-look certification seals will be featured from mid-2007 on all newly-issued certificates; DEKRA customers can also obtain them when they successfully complete a surveillance audit. All previously issued seals will, of course, still be valid.

Application made for accreditation for IRIS



Since May 2006, suppliers to the rail industry can have their quality management systems certified under the International Railway Industry Standard (IRIS), where common requirements are defined for the leading manufacturers of locomotives and railway carriages. DEKRA Certification has applied for accreditation for IRIS certifications with the European manufacturers' association UNIFE and expects to offer this new service during the first half of 2007.

First ethics management systems certified



Once again Voss & Partner AG and Private Weissbierbrauerei G. Schneider & Sohn, the winners of the DEKRA Ethics Award in 2004 and 2006, respectively, have set a fine example in terms of "Corporate Ethics". Based on the manual of the same name (see AUDITORIUM 3/2006), both companies have now successfully been awarded ethics management certification by DEKRA Certification. On 15 November 2006 the managing directors Georg Schneider (2nd from left) and Rupert Voß (3rd from left) received their certificates at a press conference in Munich. They were presented by

the principal author of the certification manual, Prof. Dr. Joachim Kohlhof (left), and by DEKRA Certification Managing Director Thomas Bergler.

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2007 Equipment Safety and Inland Water Protection Conference

All those in Germany who carry responsibility for equipment which handles water-threatening and flammable liquids and gases must be fully informed about all the key developments in the relevant technical codes and in the field of safety technology. The "Equipment Safety and Inland Water Protection Conference", to be organised by WEKA MEDIA in conjunction with DEKRA and the Göhler group in March and May 2007, will once again feature the latest practical knowledge. Key areas will include explosion protection and the current audit requirements as specified by the German Pressure Vessel and Industrial Safety Ordinances. The full programme can be found at www.dekra-industrial.de ("DEKRA Testing & Inspection", "Special events").



Dates:

- ▶ Karlsruhe, 13.-14.03.2007
- ▶ Münster, 23.-24.05.2007

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