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## **Vienna Insurance Group receives TÜV quality management award**

### **Pioneering position on the insurance market**

VIG's International Processes and Methods Department has secured quality management certification in accordance with the EN ISO 9001:2015 standard from TÜV Austria. The department is headed by Christian Walter, and VIG is now the only insurance company in Austria to have received this quality seal for a department of this kind.

TÜV Austria awarded the certificate for VIG's process management systems following a nine-month start-up phase. The certificate reflects the results-driven, efficiency-oriented management of processes at VIG. Consultants Procon supported VIG in the implementation of the quality management system.

ISO 9001 is a clearly recognisable, internationally established benchmark for quality management. The new ISO 9001:2015 standard, which places a stronger emphasis on organisations' strategic focus, came into effect in autumn 2015. Besides process orientation, the management of risks and opportunities is also assessed. Companies' knowledge management processes are another key factor in the evaluation.

Photo credit: Sebastian Philipp

Caption: VIG is presented with the quality management certificate (from left to right): Karl Wagner (CEO, Procon), Rob Bekkers (CEO, TÜV Austria CERT since 1 July 2016), Stefan Wallner (CEO, TÜV Austria CERT until 30 June 2016), Christian Völk (Senior Consultant, Procon), Christian Walter (Head of VIG International Processes and Methods), VIG CEO Elisabeth Stadler, Alexander Mayer (VIG International Processes and Methods), VIG Managing Board Member Roland Gröll

**Vienna Insurance Group** (VIG) is the leading insurance specialist in Austria as well as in Central and Eastern Europe. About 50 companies in 25 countries form a Group with a long-standing tradition, strong brands and close customer relations. VIG looks back on 190 years of experience in the insurance business. With about 23,000 employees, Vienna Insurance Group is the clear market leader in its core markets. It is therefore excellently positioned to take advantage of the long-term growth opportunities in a region with 180 million people. The listed Vienna Insurance Group is the best-rated company of ATX, the leading index of Vienna Stock Exchange; its share is also listed on the Prague Stock Exchange.

### **If you have any questions, please contact:**

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