



## Mission Statement of SocialCert GmbH,

Association for the certification of organisations, services, and persons in the education and teaching sectors as well as health and social services (NACE 85-88)

### 1. High level of quality in quality management systems

SocialCert GmbH vouches for a high level of quality in quality management systems, services, and personnel.

### 2. Key factor "relation quality"

A key factor affecting the quality development in person-centred services consists of adequate relations between service providers and their clients. Such relations are highly dependent on the individuals involved in the specific context. By their very nature, therefore, these relations cannot be standardised without loss of quality. Employees providing person-centred services are encouraged to define, establish, maintain, and develop this key quality in a creative and continuous process.

### 3. Ensure quality through orientation to meaning, purpose, and uniqueness

We define quality as the degree of accordance between a measure, performance, action or situation and the understanding which employees of the respective facility have about its purpose and uniqueness. An efficient use of resources is required to ensure this quality. The certification of quality management systems, services, and personnel can also contribute to increasing confidence in the facility on the market.

### 4. Relief in dealing with external standards

We help to relieve facilities from having to deal in detail with sometimes hermetically phrased externally imposed standards in establishing their individual quality management systems and making them sustainable. Instead, we take over this task. In the hand of the auditor, the European standard underlying the certification of quality management systems (DIN EN ISO 9001:2008) is a comparative yardstick allowing him to judge to which degree the individual quality work of an organisation meets the **analogous meaning** of generally recognised requirements. The standard is not an organisational blueprint for the forced standardisation of all conditions and circumstances.

### 5. Orientation to the quality objectives of the facility

We consider the assessment and certification of a facility's service quality based on **its own** quality objectives according to recognised norms to be an effective instrument in attaining these objectives.

## **6. Certification as opportunity for human resources development**

SocialCert provides another contribution to human-centred quality development in the certification of persons through forms of examination which enhance self-management and technical expertise.

## **7. Certifications according to generally recognised norms**

We certify individual specific forms of efforts to enhance quality and support the individual development of special certificates. The certification procedures are based on the generally recognised DIN EN ISO/IEC 17021 & 17024 standards as well as DIN EN 45011). SocialCert is hence a driving force for the development of quality and economic effectiveness in the social, pedagogical, and cultural sector and promotes the conscious engagement with these fields of work.

## **8. Further development of the standards with regard to "human-centred services"**

We interpret the generally recognised standards and certification procedures in a joint explanatory process for the pedagogical, social, and cultural sectors. Our long-term objectives include contributing to the further development of general standards with regard to the special concerns of pedagogical and social organisations.

## **9. Safeguarding and promoting individuality**

In our certification work we take into account and promote the diversity and uniqueness of various approaches, ways of working, and social forms in the organisations and the dynamics of their own specific development in the above sectors. All clients have access to certification by SocialCert.

## **10. Audit reports: comprehensible and meaningful**

Our certificates meaningfully reflect the actual inner qualities of an organisation and its performance through individual audit reports. They are based on the high claim to quality of the certification procedure, which sustainably and effectively stimulates real quality development in the organisation. For this reason we consider it important that as many employees of an organisation as possible are included and involved in the certification procedure.

When the quality manager and internal auditors consequently develop an understanding for the underlying standards and hence the ability to evaluate conformity to such standards, we support the organisation on its path to "self-certification" of its commitment to quality, which we externally confirm at periodic intervals.

## **11. Professionally competent, objective, and with inner conviction**

Our work together is professionally oriented. Our employees and auditors share a personal inner conviction of their pedagogical, social, and cultural work in the world. Their motivation is based on this personal commitment. They are granted a great deal of autonomy and scope of action to conduct their work individually and responsibly.