

Certifications from customer's sight

What SCHEMA certification means for the customer

Information for customers on partner certification

The SCHEMA Group will be certified according to DIN ISO 9001:2015

This standard not only contains requirements to be met by the SCHEMA Group, but also extends it to all parties affected by the QM system - including companies certified by SCHEMA that provide services with SCHEMA products for SCHEMA customers.

SCHEMA certifies service providers who work with SCHEMA customers to ensure that the quality standards of the certified companies are also in line with the SCHEMA organization.

Non-certified providers of SCHEMA services - i.e. companies that you cannot find on our partner website - do not meet these criteria. We cannot make any statements about their competence.

We may not even know these companies.

Targets and advantages of certification

Targets of certification:

SCHEMA customers can find out about competent service providers who can assist them in carrying out their SCHEMA projects.

SCHEMA itself does not offer any editing or translation services.

Types of certification (recognisable by the logo):

 SCHEMA | Certified **Service Provider**

 SCHEMA | Certified **Consultant**

 SCHEMA | Translation **Service Provider**

What means SCHEMA Certification



- **“SCHEMA Certified Translation Service Provider”** is what companies may call themselves if they attended the corresponding training course “Translation Management”. They have to attend this training at least once in two years.
- **“SCHEMA Certified Service Provider”** is based on the fact that at least two persons in a company have received complete education for ST4.

This education consists of:

- 2 days DocuManager Training
- 1 day PowerUser Training
- 1 day Page Layout Designer Training
- 1 day Online Media Designer Training

The “SCHEMA Certified Service Provider” is a precondition for any kind of SCHEMA partnership.

- **“SCHEMA Certified Consultant”** is a “Certified Service Provider” who also attended a training course on the configuration of SCHEMA ST4. This alone does not ensure extensive competence in adapting SCHEMA ST4. If this is required, please contact us. We know which of our partners has configuration competence.

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