



Fit to Drive

1st International Traffic Expert Congress
Berlin from May 3rd – 5th 2006



Welcome

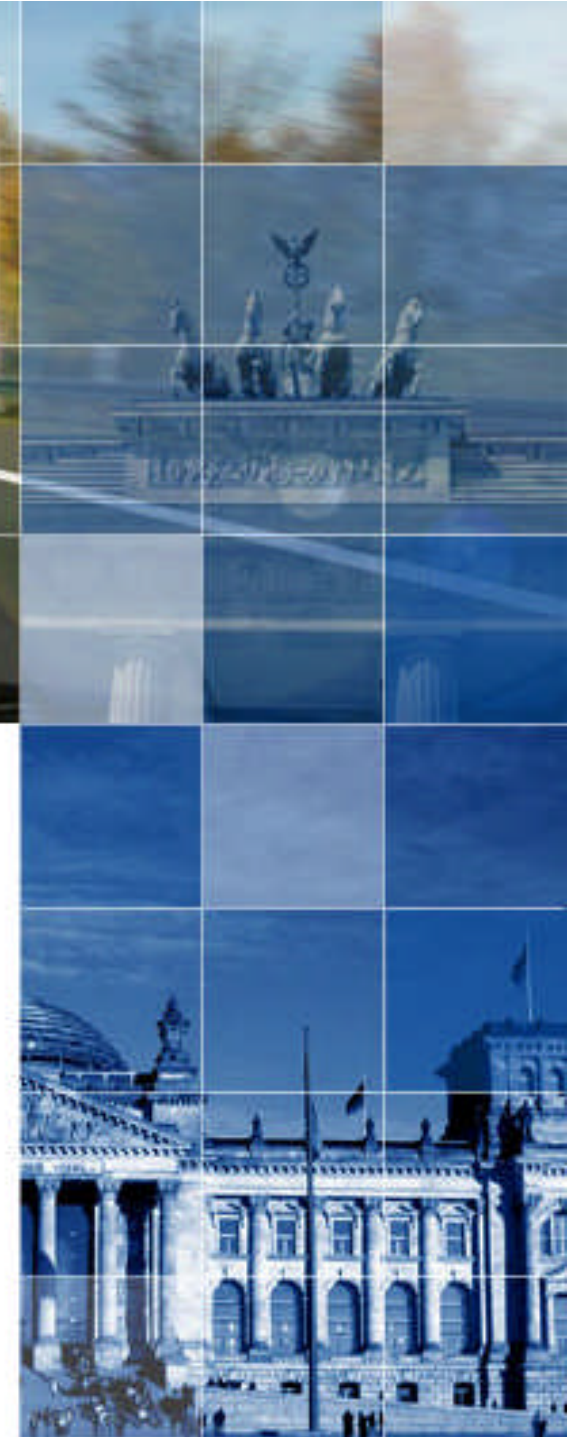
Quality Assurance in Driving Licensing - Experiences and Perspectives

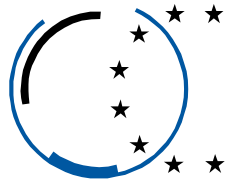
Manfred Weinand

Federal Highway Research Institute (BASt)

Brüderstraße 53

D-51427 Bergisch Gladbach





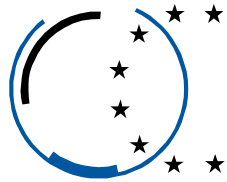
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Contents

- Basic information
- Accreditation procedures
- Accreditation requirements
- Experiences with accreditation
- Perspectives



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Establishment of the Accreditation Agency at the Federal Highway Research Institute in **June 1998** to ensure a steady high quality standard of

- **driver licence tests**
- **driver aptitude testing**
- **special driver improvement courses restoring driver aptitude**



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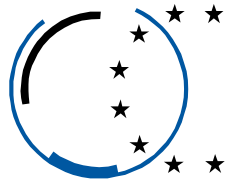
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Legal context

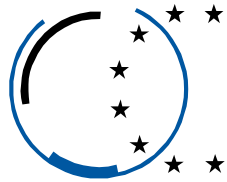
- § 6 of the German Road Traffic Act
- § 72 of the German Driver Licensing Regulations
- scale of accreditation fees

The Accreditation Agency is working in the **regulatory sector**.



Relevant Standards

- DIN EN 45010 „General requirements for assessment and accreditation of certification/registration bodies“
(in future: DIN EN ISO/IEC 17011)
- DIN EN 45013 „General criteria for certification bodies operating certification of personnel“
(in future: DIN EN ISO/IEC 17024)



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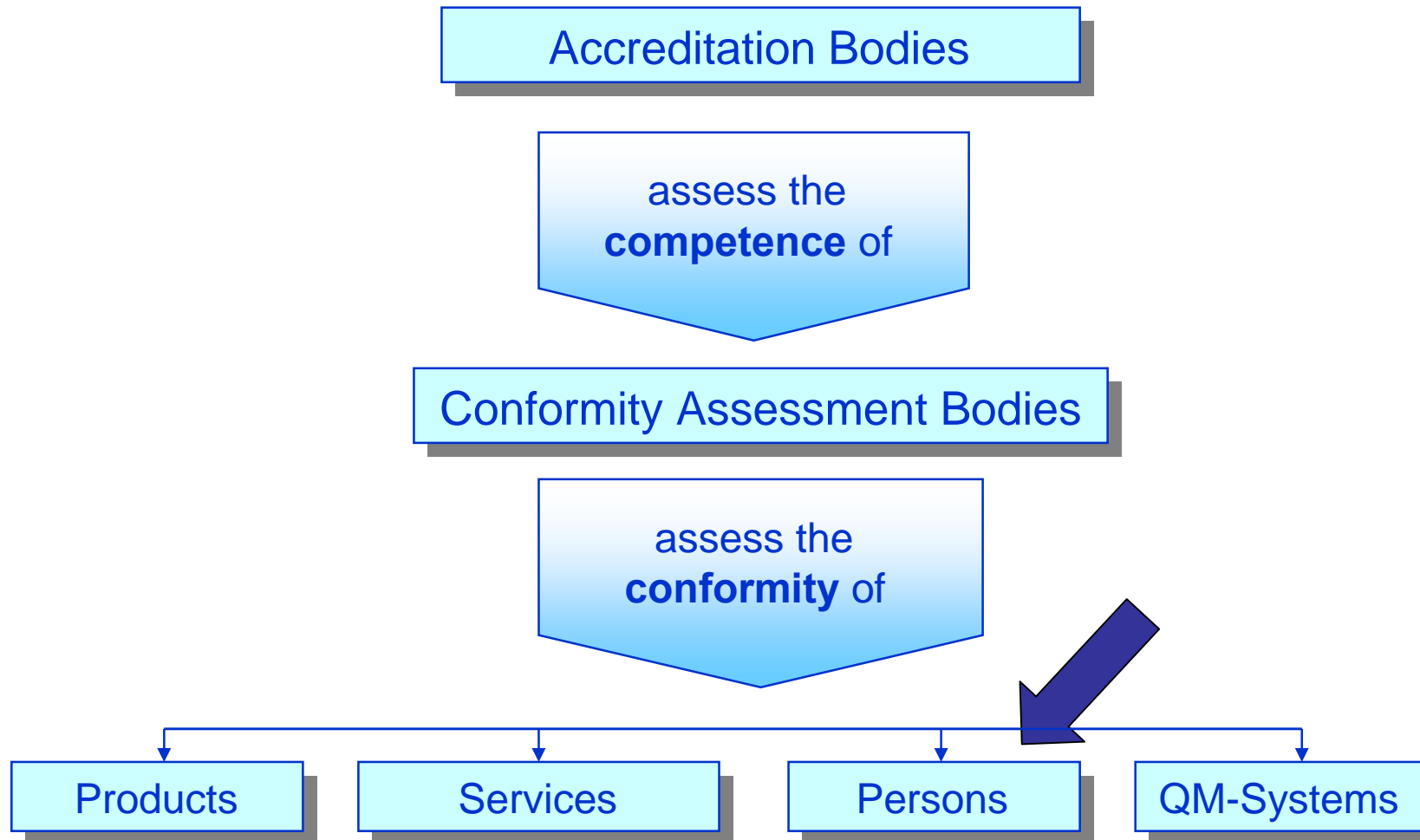
Definitions

- **Accreditation** is a formal recognition that a body fulfils specific requirements and is competent to carry out specific conformity assessment tasks.
- The accredited bodies are designated as **conformity assessment bodies**.



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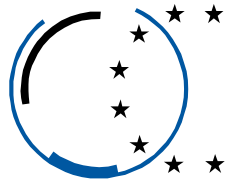


Federal Highway Research Institute



Accreditation procedure

- Application
- Assessment procedures
- Accreditation
- Periodic surveillance



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Basics of the accreditation requirements

- Special acts and regulations
- European Standards DIN EN 45013 and DIN EN 45010
- Specific guidelines and
- Scientific findings



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Accreditation requirements concern:

- Organisation
- Equipment, personnel
- Quality management system
- Purchase
- Control of inspection, measuring and test equipment
- Storage of records
- Data protection

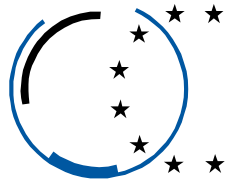


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- Customer information
- Preparation and carrying out of the services
- Products
- Statistics
- Dealing with complaints
- Development of the services



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Number of accredited organisations

Sector	Number
Driving license test	8
Driver aptitude testing	18
Driver improvement courses	9
Total	35



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Experiences

Positive feedback for accreditation

- transparent, competent and objective assessments
- intense efforts of the organisations to reflect on their own activities, to detect weaknesses and to prevent errors in a systematic way
- more uniform quality standards
- great relief of workload for the representatives of the Federal States (responsible for the official recognition)



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Own experiences with accreditation and periodic surveillance also show **improvement** and **unification** of **quality standards** particularly with regard to

- spatial and staff-related resources, facilities
- qualifications and vocational training of personnel
- application of suitable procedures
- carrying out and objective evidence of essential quality inspections
- consideration of new scientific findings
- further development of the procedures



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In the field of **driver aptitude testing** accreditation has resulted in

- elimination of unsuitable test procedures
- application and improvement of uniform assessment criteria
- improvement of the comprehensibility, the verifiability and traceability of expert conclusions
- responding the traffic authorities' questions in detail
- development of a psychological observation of driver behaviour on road



On the other hand our experiences also show that

- over the years single organisations reduce their intensive efforts of quality assurance (e.g. due to positive feedback in the past)
- recently the efforts of single organisations in the fields of driver aptitude testing and driver improvement courses to ensure quality are considerably declining due to **increasing competition.**



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Conclusion

- The accreditation of bodies providing driving licence services in Germany has proved itself.
- Accreditation not only ensures but in addition improves the quality of the services.
- The market can rely on certificates or expert opinions issued by the accredited bodies because accreditation promotes steady high quality standards as well as uniform procedures and basics for reaching decisions.



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- Accreditation ensures that novice drivers and drivers with offences who take up driving licence services have equal chances.
- The consequence of considerable reduction of quality level due to increasing competition is a more intensive surveillance by the accreditation body and, if required, the withdrawal of the accreditation.



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Perspectives

- Adaptation to the new standards
DIN EN ISO/IEC 17011
(relevant for the accreditation body)
DIN EN ISO/IEC 17024
(relevant for the conformity assessment bodies)
- Ongoing analyses of assessment results
- Periodical inquiries at the accredited bodies

- Peer-evaluation
- Accreditation at the European level
- IP DRUID



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**Thank you very much
for your attention !**