

# Kundenauskunft englisch



Please return by email to [certification@gtue.de](mailto:certification@gtue.de)

This customer questionnaire is gathered to obtain information about the scope of work and the process of the certification procedure. This information will be treated confidentially.  
For the preparation of a cost estimate, GTÜ Certification GmbH will refer to the information provided in this questionnaire.

Name and address of the company (incl. legal form)			
Company name:			
Legal form:			
Street and house no:			
Postal code and town:			
Managing Director (first name and surname):			
Phone:			
Email:			
Homepage:			
VAT number:			
Authorised person in the company			
First name and surname:		Phone:	
Function:		Email:	
External consultant: <input type="checkbox"/> No <input type="checkbox"/> Yes, by:			
Name / Company:			
The following audit is to be conducted in the company			
<input type="checkbox"/> Initial certification (please send a current extract from the commercial register)			
<input type="checkbox"/> Re-certification, already certified (please send current certificate)			
<input type="checkbox"/> Modification/extension of the existing scope of the certificate			
Underlying standard for certification			
<input type="checkbox"/> DIN EN ISO 9001:2015 (quality management system)			
<input type="checkbox"/> DIN EN ISO 9001:2015 (QM system) & approval-relevant requirements (ARR) of the KBA			
<input type="checkbox"/> DIN EN ISO 14001:2015 (environmental management system)			
<input type="checkbox"/> DIN EN ISO/IEC 27001:2024 (information security management system)			
Company details			
Scope/field of activity:			
Main products:			
Outsourced processes:			
Only for DIN EN ISO 9001:2015: Which requirements of the standard are not applicable?			

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Information on employees and locations			
Total head office employees (headcount):			
<p><u>Suggested calculation:</u>                      Employees over 30 hours (FT) = full-time share 1.00                      Employees up to 30 hours (PT) = full-time share 0.75                      Employees up to 20 hours (PT) = full-time share 0.50                      Employees on marginal employment (ME) &amp; trainees = full-time share 0.25</p>			
Full-time employees, 100 %:			
Part-time employees, 75 %:			
Part-time employees, 50 %:			
Marginally employed & trainees, 25 %:			
Shift work:		Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
Number of shifts:		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	Timing:
Number of shift employees affected:			
Additional subsidiaries, branches, locations, areas to be certified, please enclose as an appendix			
Dependency to head office:		<input type="checkbox"/> Independent	<input type="checkbox"/> Dependent
		<input type="checkbox"/> Percentage involved	
Technical resources per location (e.g. plant, machinery, equipment, materials, etc.)			
Legal obligations at the locations (e.g. machinery directive, building permits, cross-border transportation, etc.)			

Information on sites					
Sites with address details (different company name if applicable)	Activities/area of application	Number of employees per site			
		FT	PT (75 %)	PT (50 %)	ME/ Trainee (25 %)
1.					
2.					
3.					
4.					

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What is your status of the certification requirements?		
QM documentation/manual:	<input type="checkbox"/> Available	<input type="checkbox"/> Not available
Process descriptions:	<input type="checkbox"/> Available	<input type="checkbox"/> Not available
Work and test instructions:	<input type="checkbox"/> Available	<input type="checkbox"/> Not available
Desired certification date:		
Pre-audit requested:	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	

I hereby confirm the correctness and completeness of the information given above.	
Date:	Signature:

When you send us a request for a quotation using this form, the personal data you provide will only be processed for the purpose of the associated correspondence and, in this context, may be transmitted to a subsidiary affiliated with us. No further processing takes place. If no order is placed, this data will be deleted. Please refer to our [Privacy Policy](#).

For reasons of better readability, we refrain from using gendered language in our texts and instead use only the feminine and masculine forms. All personal terms, however, refer to individuals of all genders.

Contact:

**GTÜ Certification GmbH**

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MAIL [certification@gtue.de](mailto:certification@gtue.de)

WEB [www.gtuecert.de](http://www.gtuecert.de)

Management board:

Dr. Frederik Schmidt

Seat of the company:

Stuttgart

Registry court:

HRB Nr. 17372

Tax number:

99040/02210

UID:

DE263216660

IBAN:

DE12 6005 0101 0002 0650 67

BIC:

SOLADEST600

Will be filled in by GTÜ Certification GmbH after reviewing the given customer information	
<input type="checkbox"/> Quotation can be created	
<input type="checkbox"/> Quotation can not be created	
Reason for rejection:	
Date	Signature

## Appendices:

Supplementary information for environmental management systems in accordance with ISO 14001		
Which specific industry does your company belong to?		
What main products or services do you offer?		
What are the key environmental aspects in your company?		
From which areas do the main binding/legal obligations originate?		
Which areas are affected by legal/binding obligations?	How high do you estimate the extent of this?	
<input type="checkbox"/> Emissions into the atmosphere	<input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> High
<input type="checkbox"/> Contamination of soils	<input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> High
<input type="checkbox"/> Discharges into bodies of water	<input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> High
<input type="checkbox"/> Use of raw materials, energy and natural resources	<input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> High
Resources		
<input type="checkbox"/> Energy consumption	<input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> High
<input type="checkbox"/> Release of energy	<input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> High
<input type="checkbox"/> Generation of waste and/or by-products	<input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> High
<input type="checkbox"/> Land consumption	<input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> High
Do waste disposal companies work for your company?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are there any temporary/seasonal environmental aspects?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Supplementary information for information security management systems in accordance with ISO 27001		
What are your core processes?		
Do specific legal or customer-specific requirements have to be met?		
Which risky processes have been identified?		
Has a documented and implemented ISMS been set up in the company? These include:		
Has an internal ISMS audit been carried out?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Has a risk assessment been carried out in accordance with ISO 27001?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Has a declaration of applicability for Annex A been prepared?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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Please evaluate the following factors for your company:	
Type(s) of transactions and regulatory requirements	<input type="checkbox"/> The organization operates in non-critical business areas and in non-regulated industries. <input type="checkbox"/> The organization has customers in critical business areas. <input type="checkbox"/> The organization operates in critical business areas.
Processes and tasks	<input type="checkbox"/> Standard processes with standardised and repetitive tasks; many people working on behalf of the organization who perform the same tasks; few products or services. <input type="checkbox"/> Standard processes that are not repeated with a large number of products or services. <input type="checkbox"/> Complex processes, high number of products and services, many business units within the scope of certification (the ISMS covers very complex processes or a high number of activities or unique activities).
Degree of establishment of the management system	<input type="checkbox"/> The ISMS is already well established and/or other management systems are in place. <input type="checkbox"/> Some elements of other management systems have been implemented, others have not. <input type="checkbox"/> No other management system has been implemented, the ISMS is new and not established.
Complexity of the IT infrastructure	<input type="checkbox"/> Few or highly standardised IT platforms, servers, operating systems, databases, networks etc. <input type="checkbox"/> Several different IT platforms, servers, operating systems, databases, networks. <input type="checkbox"/> Many different IT platforms, servers, operating systems, databases, networks.
Dependence on outsourcing and suppliers, including cloud services	<input type="checkbox"/> Little or no dependence on outsourcing or suppliers. <input type="checkbox"/> Some dependence on outsourcing or suppliers, related to some but not all major business activities. <input type="checkbox"/> High dependency on outsourcing or suppliers, significant impact on important business activities.
Information system development	<input type="checkbox"/> No or very limited internal system/application development. <input type="checkbox"/> Some internal or outsourced system/application development for some key business purposes. <input type="checkbox"/> Comprehensive internal or outsourced system/application development for important business purposes.

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Supplementary information for approval-relevant requirements (GRA) of the KBA (initial assessment/verification)	
Our company holds type approvals or intends to apply for type approvals	
as a manufacturer/producer who manufactures all approval objects in-house and/or in a legally dependent company	<input type="checkbox"/> Yes
as a manufacturer/producer who manufactures complete approval objects in-house, but who also has a certain proportion of complete approval objects manufactured by other legally independent companies	<input type="checkbox"/> Yes
as a manufacturer/producer, without manufacturing itself, but assumes responsibility vis-à-vis the Federal Motor Transport Authority (KBA) for the type approval procedure and conformity of production	<input type="checkbox"/> Yes
as an authorised representative or sole authorised dealer who applies for a general type approval or a general type approval according to the Road Traffic Licensing Regulations (StVZO)	<input type="checkbox"/> Yes
Vehicles or parts for which type approval exists or is to be applied for:	