

## **The perfect bank – Our top priority is quality.**

The Raiffeisen Zentralbank Österreich AG (RZB) is the top institute of the Raiffeisen Bank Group, the biggest bank group in Austria. In Austria, it is active as a leading commercial and investment bank. Besides, it also regards Central and Eastern Europe (CEE) as being its home market. Operating the Raiffeisen International Bank-Holding AG (Raiffeisen International), it operates one of the leading bank networks in CEE with subsidiary banks and leasing companies in 18 markets. In more than 2,800 offices, Raiffeisen International attends to more than 12 million customers. In eight markets, there is the respective network bank among the three biggest banks. Representations in Lithuania and Moldavia supplement regional market presence. RZB holds 70 per cent. The rest is in widespread shareholdings.

On 30 June, RZB's balance sheet total amounted to € 103.2 billion. This corresponds to a growth of 10 per cent as compared to late 2005. The semi-annual excess before taxes amounted to € 527.0 million. This corresponds to a growth of 34 per cent as compared to the comparative period of the previous year.

Josef Scheit, Quality Manager of Raiffeisen Zentralbank Österreich AG, in an interview with Axel Dick, Quality Austria.

**Dick: What do you associate with the term of quality?**

Scheit: I associate many things with the term of quality: customer satisfaction, being free from failures, schedule effectiveness and perfect service.

**Dick: What significance does quality have for your organization?**

Scheit: For RZB, quality means increasing customer satisfaction. This yields a competitive advantage to us. Our motto in quality assurance runs "The perfect bank". We want to come up to this motto.

**Dick: What benefits has your organization drawn from establishing a quality management system?**

Scheit: The quality management system has led to increase in efficiency in many fields of the bank. Documentation of the processes makes quality management understandable to all the employees. Our "Quality Guide" helps to review effectiveness of the system. Establishing the QM Team has also enriched RZB.

**Dick: What benefits were, in your opinion, yielded by the certification of your organization?**

Scheit: Now the operational processes at RZB are not only structured but also measurable and can thus also be controlled more easily. Of course, this yields a certain competitive advantage to us.

**Dick: How do you see the developments and trends in the field of quality management systems in the following years?**

Scheit: I think quality management will develop towards "Coaching instead of Formalism".

**Dick: Would you recommend Quality Austria to your colleagues? Why?**

Scheit: Yes! The documented hints and recommendations of the audit and assessment reports are important enablers for optimizing processes, implementing savings and improvements and guaranteeing continuity of the integrated and certified quality management system.

Dick: Many thanks for the interview and continued success with quality.



**qualityaustria**

Succeed with Quality

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