

# Information and Communication Technology Manufacturing



## Critical support for manufacturers in the ICT space

The manufacture of products for use in information and communication technology (ICT) systems and services requires strong cyber security, innovative flexibility and state-of-the-art equipment as well as a skilled and healthy workforce. We provide you with comprehensive solutions to meet every challenge you may face in the ICT industrial sector.

### Cyber Security Solutions – safeguarding the manufacturing process

Modern manufacturing makes use of the highest levels of ICT processes and systems to fabricate innovative products for demanding consumers in competitive global markets. DEKRA helps manufacturers shield themselves against cyber attacks and information breaches to protect the quality of their products, ensure the safety of their workplace and defend the integrity of their information security.

#### Cyber Security Testing

DEKRA offers an extensive portfolio of cyber security testing services for ICT products to support manufacturers in launching their devices on any market. These services include security evaluations, product penetration testing, cyber security certifications as well as industry certification programs.

#### Data Protection Consulting

DEKRA experts keep you informed and help you stay legally compliant and up-to-date when it comes to handling data. If you prefer more context-specific assistance, we can provide the individualized support of a data protection officer to carry out services on site and in close cooperation with your team.

#### Information Security Management System

We can help you protect sensitive data and secure your IT systems, components and processes to meet today's cyber security challenges. Our ISO 27001 certification will put you in a position to comply with the current legal requirements and meet the needs of your customers. In addition to technical measures, ISO 27001 certification recognizes the importance of documentation associated with high-level information security management. ISO 27017 and ISO 27018, both based on ISO 27001, have been specially adapted to the specific requirements of cloud service providers. ISO 27017 is primarily concerned with the relationship between providers and their customers. As part of the ISO 27017 audit, our experts help you identify key security elements that improve the quality and reliability of your cloud services. ISO 27018 specifically addresses the requirements of data protection law. The focus

here is mainly on the processing of personal data within the cloud. Recognized by participants across the global automotive industry supply chain, the Trusted Information Security Assessment Exchange (TISAX®) has established a standard level of information security to boost confidence in audited companies. Standardized TISAX® assessment eliminates superfluous "double auditing" – saving you both time and money.

## Information Security Management System Consulting and Training

Our comprehensive cyber security strategies include consulting services. Taking a flexible, holistic approach, our experts address your individual needs and circumstances to help you implement an information security management system that protects your sensitive data, IT systems, components and processes against today's cyber security challenges. Our training courses make sure your personnel are up-to-date with ISO 27001 and 19011 requirements so they can assess and manage security risks to your critical data and confidential information.

## Information Security Risk Assessment and Management

No company today is immune to cyber security risks and potential attacks. Our consultants carry out systematic network security analyses, determine the existing level of cyber security and develop a plan to improve it.

## Information Security Training

To inspire trust in existing customers and attract potential new customers, ensuring information security – including the IT systems, components and processes involved – is essential. Information security auditor training courses give you the knowledge and skills you need to assess your organization's information security management systems in accordance with ISO 27001.

## IT and Software-Related Training

A mix of design, planning, implementation and troubleshooting, strong IT skills are critical in any modern workplace. Fluency in popular software packages and network configuration ensures IT personnel and systems meet your business needs and performance expectations. DEKRA provides comprehensive IT and software training and certifications for telecommunications and network specialists navigating ITIL Foundation practices as well as SAP, Microsoft and IPv6 operating systems. Our IT experts also conduct professional software tester training according to International Software Testing Qualification Board (ISTQB) standards.

## Risk Management System Training

Every business faces a wide variety of different risks. The design, implementation and optimization of a robust risk management system can help to identify threats and assess possible effects on the company. We conduct comprehensive risk management systems training in tested evaluation methods and analysis techniques ranging from scenario-based approaches to creativity and simulation strategies. DEKRA provides you with the expertise you need to balance opportunity and risk for secure planning and increased productivity.

## Second-Party Audits for Information Security Management Processes

Our comprehensive audits allow you the opportunity to evaluate and verify your IT and cyber security processes. Our services include initial audits and continuous monitoring, as well as helping you understand the complex international, national and local regulatory requirements.



## Flexibility Solutions – maintaining adaptability for market success

While meeting high quality and safety standards, manufacturers must be able to adjust to changing industry regulations and fluctuations in approvals, certifications or inspections needed to strengthen innovation and quickly access selected markets. DEKRA experts are on hand around the world to help you make sure you have everything you need at any time, anywhere.

### Business-Related Trainings

Experienced and qualified personnel are the backbone of every successful business. We offer companies top to bottom support focused on management training, employee development and career planning. From secretarial, bookkeeping, sales, marketing, customer service and procurement staff to process and project managers, IHK-certified technical business administrators and AEVO-qualified trainers, DEKRA business-related programs provide skills and credentials aimed at strengthening your entire team.

### Connectivity Testing

DEKRA provides the most extensive range of connectivity testing services covering short-range, low-power-wide-area, wireless and cellular technologies, among others, to verify the compliance of the customers' products with regulatory and industry association requirements.

### Electromagnetic Compatibility (EMC) and Radio-frequency (RF) Testing

DEKRA offers testing of electromagnetic compatibility and radio-frequency for ICT products in its global network of testing laboratories, where specialized experts can help manufacturers get their products tested and certified according to international standards to demonstrate their devices comply with the applicable regulations of the market.

### Environmental Inspection

DEKRA's environmental inspection services enable you to efficiently manage potential risks for the environment. We can support you worldwide in identifying environmental protection issues, whether via on-site measurements or online monitoring of the main environmental parameters. This reduces the risk of possible negative impacts on the environment and damage to your brand.

### Equipment Engineering and Operation Training

Improper operation of equipment can result in serious personal injury or considerable property damage. DEKRA offers training to ensure employees have the appropriate qualification.

### Global Market Access

DEKRA helps customers navigate national and international rules and regulations, and to obtain the local certification and approval marks needed to export products to markets around the world.

### Health, Safety and Environment (HSE) Management System

We help to ensure your ability to protect employee health and safety as well as the local environment. ISO 50001 certification improves energy efficiency with the introduction of an effective energy management system, while ISO 14001 certifies your environmental management system to demonstrate sustainable operation. In order to minimize operational risks for employees, ISO 45001 formulates requirements for comprehensive, modern occupational health and safety.

### Health, Safety and Environment (HSE) and Sustainability Solutions

Our services aim to help organizations optimize workplace health, protect the environment and foster a culture of safety and care. We share tools and strategies for maintaining the optimal physical and mental health of your team and build a workplace with safety at its core where humans prosper and the environment can thrive. Whether compliance, education or corporate sustainability management, we are equipped to provide innovative, tailored solutions that help you reach your sustainability goals.

### Mandatory and Voluntary Inspection

DEKRA experts ensure that the equipment and processes you use are fully compliant with all necessary standards and legal requirements, whether it concerns electrical or fire protection, ventilation installations, construction, pressure equipment or even NDT and advanced NDT. Our service help you remedy occupational health and safety (OHS) issues, mitigate brand impacts and ensure worker, safety and environmental sustainability.

### Plant Safety Inspection

The safe operation of plant and machinery, health and safety at work are mission-critical factors. DEKRA experts can work with you to ensure that your operations comply with all relevant regulations and provide a safe place of work, for both people and the environment. Pragmatic recommendations by our experts help prevent human or workplace risks and to ensure plant and safety equipment is fully optimized. To further support you, we are also constantly developing new digital and connected HSE services.

## Process Safety Solutions

Our ultimate goal is mitigating or eliminating hazards and potential damages arising from industrial processes. Our customers rely on us to prevent fire, explosion and loss of containment events. We help our customer understand the risks existing in their business operations through laboratory testing and analysis, and develop pragmatic solutions and recommendations for reducing the risk.

## Product Certification

DEKRA provides a wide range of marks and certification schemes and acts as a notified body (NB) and certification body (CB) to assess whether the customers' products meet the standards applicable to them.

## Quality Management System

Reliable quality management based on ISO 9001 ensures high-quality processes, products and services. A central feature is its risk-based approach, which identifies opportunities and risks, derives appropriate measures and evaluates their effectiveness. This ensures that the quality management system and the accompanying processes in your organization achieve the desired results.

## Quality Management System Training

Our accredited personnel certification services span a wide range of requirements generally recognized on the international stage. Training and certification, both accredited and non-accredited, are available for ISO 14001 and ISO 50001 and can be customized for your requirements.

## Remote and/or Online Monitoring and Digital Optimization Services

DEKRA offers remote and online sensor monitoring to complement a comprehensive range of inspection services providing information about trends and highlighting potential issues. Our experts can help you implement VALTO360°, an information management solution that virtualizes your operating and production environments into 360° interactive panoramas to facilitate oversight at any time from any location. This can be connected to IoT monitoring in order to create dashboards and facilitate the control over the assets. These critical services help to prevent downtime, increase efficiency and save you money.

## Second-Party Audits for Processes

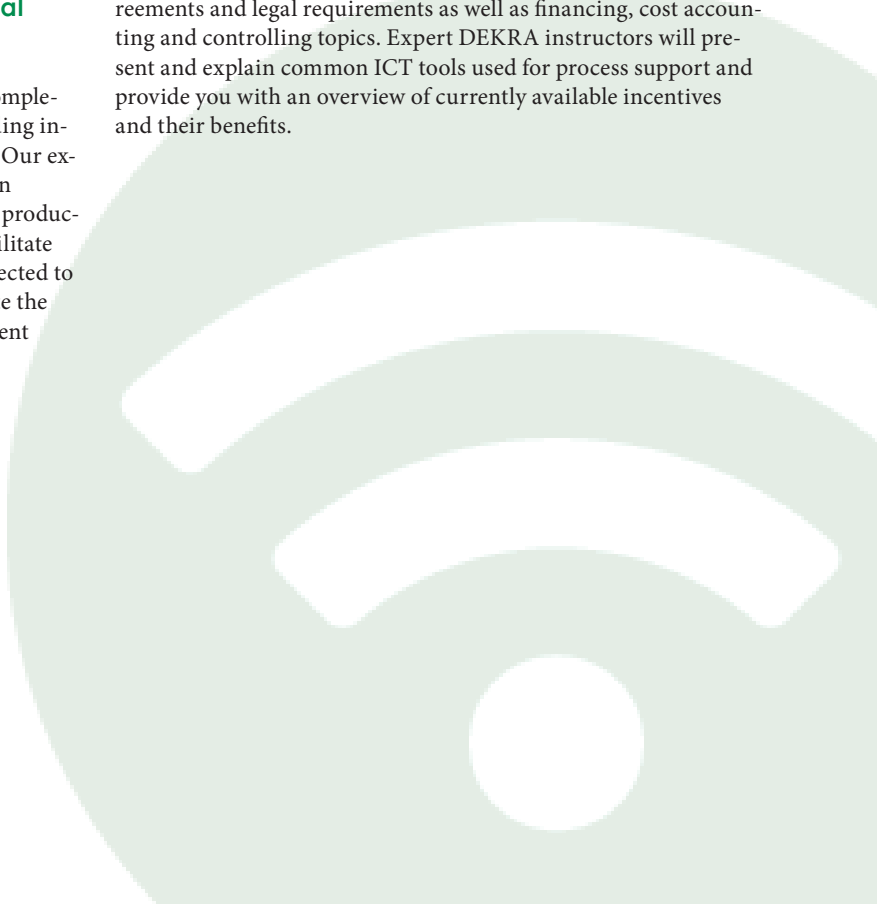
Manufacturers and industrial partners rely on fast and efficient audits to address quality issues, confirm the efficacy of corrective actions or perform reviews or maintenance as part of their information security and HSE management processes. We conduct comprehensive audits from a single source to ensure accurate results and provide reliable solutions to help you succeed in the competitive global manufacturing arena.

## Sustainability Audits and Verification

Sustainability has become increasingly important to consumers and institutional purchasers when evaluating electronic products. Providing access to recognized experts and promoting compliant products to potential buyers, the Electronic Product Environmental Assessment Tool (EPEAT) Registry is the definitive resource and comprehensive rating system for green electronics. EPEAT sustainability standards cover the entire product life cycle, including specifications for design, manufacture, energy consumption and recycling. DEKRA is one of the first Conformity Assurance Bodies (CABs) approved for all standards and countries, with dedicated EPEAT auditors conducting third-party audits that build trust and foster transparency. We offer customized solutions for manufacturers of all sizes and maturities to provide a competitive edge based on unique environmental and social commitments.

## Transportation and Logistics Management System Training

Rising costs, stricter climate protection requirements and bad decisions affecting your mobility requirements can negatively impact your company. In addition to business, technical and legal expertise, we provide the training you need to understand the processes, tasks and responsibilities relevant to modern logistics management. Our courses cover relevant regulations, license agreements and legal requirements as well as financing, cost accounting and controlling topics. Expert DEKRA instructors will present and explain common ICT tools used for process support and provide you with an overview of currently available incentives and their benefits.



## Skilled Personnel Solutions – finding and keeping the right people

Finding qualified candidates to fill positions demanding proven credentials and experience is absolutely critical to the success of your manufacturing business. DEKRA supports you in your search for proficient ICT manufacturing professionals with comprehensive employee recruitment, training and retention services.

### Business-Related Trainings

Experienced and qualified personnel are the backbone of every successful business. We offer companies top to bottom support focused on management training, employee development and career planning. From secretarial, bookkeeping, sales, marketing, customer service and procurement staff to process and project managers, IHK-certified technical business administrators and AEVO-qualified trainers, DEKRA business-related programs provide skills and credentials aimed at strengthening your entire team.

### Examination of Experts for the ICT Industry

Recognized around the world, our accredited certifications for a wide range of credentials help you maintain competent personnel able to inspire trust and ensure stakeholders they have chosen the right partner for their ICT manufacturing needs. We provide you with the opportunity to verify ICT-related skills of qualified staff and give employees a chance to document their professional expertise to strengthen the reputation of your overall workforce.

### Health, Safety and Environment (HSE) Strategy and Management

Maintaining strong HSE management is the most efficient way to ensure the well-being of your staff and thus your business. Our HSE strategy consultants help companies design a roadmap for a comprehensive HSE policy that leads to improved outcomes for safety and beyond through reduced hazard exposures, accident-free work, a healthy workspace and protection for personnel. In addition to addressing compliance issues, our experts assist you in reducing your environmental impact, creating a supportive culture and promoting performance improvements.

### Health, Safety and Environment (HSE) Management System Training

Participants learn how to set up energy and environment as well as health and safety management systems. Training and certification, both accredited and non-accredited, are available for ISO 14001 and ISO 50001 and can be customized for your requirements.

### Information Security Training

To inspire trust in existing customers and attract potential new customers, ensuring information security – including the IT systems, components and processes involved – is essential. Information security auditor training courses give you with knowledge and skills you need to assess your organization's information security management systems in accordance with ISO 27001.

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### Process Safety Competence Development

The DEKRA Process Safety Academy provides competence development programs in all areas of process safety. We incorporate various learning methodologies, including public courses and events, tailored in-house courses, e-learning and skills development programs.

### Recruiting

DEKRA provides comprehensive recruitment services supporting you from the initial job advertisement to the final interview.

### Social Responsibility Management System Training

Companies rely on qualified personnel to assess and maintain compliant Social Responsibility Management Systems needed to run a successful business in diverse cultural and environmental settings. DEKRA industry experts conduct ISO 26000 training courses designed to ensure employees, managers and auditors are operating according to relevant international requirements and standards.

### Soft Skills Training

The capacity to work effectively within a diverse and dynamic workplace needs strong teamwork as well as clear and motivational communication. DEKRA provides comprehensive training of soft skills from self-management and public speaking to team steering and leadership training as well as conflict and diversity management to ensure optimal performance throughout your corporate structure.

## Workplace Health Solutions

Creating a work environment that supports good health, safe habits and the all-around well-being of your ICT manufacturing team is smart company policy, and in some cases may be mandated by law. Our specialists carry out medical examinations to monitor and document the health of your staff and independently evaluate whether employees fulfill safety-related criteria.

These and other services, including education on health-related topics, can be customized according to your individual needs. DEKRA occupational health and medical advisory services help you build a robust framework which will help you maintain a healthy workforce. We assess physical, ergonomic and psychological risks and provide practical solutions for an effective corporate health management strategy to ensure high performance and a profitable business.

## Added Value – ensuring your resilience in times of crisis

DEKRA experts can provide supplemental services to help you increase performance, boost confidence in your brand and strengthen your business.

### Business Resilience Impact Assessment (BRIA)

We provide a multi-level impact assessment to evaluate and strengthen business resilience. Effective business resilience requires a strong corporate "immune system" capable of withstanding disruptive global events such as economic fluctuations, political unrest, natural disasters or the rapid and broad spread of infectious diseases. Our experts help you implement and maintain reliable strategies that will enable you to overcome any challenge.



*Due to impartiality and independence requirements of regulatory authorities, services may have to be performed by different, mutually independently operating DEKRA units.*

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On the safe side.