

Certified OB companies for high quality and safety

Outside broadcasts for television and other audiovisual formats are outstanding organisational, technical and creative achievements. The quality, safety and reliability of a production must be guaranteed at all times whilst operating under great time pressure. The VTFF's OB companies have been certified so that their diverse competencies are visible for their partners and customers.

TÜV Rheinland's **Certified Service Quality** standard ensures that certified companies analyse, improve and continuously develop their processes from the customer's perspective. To this end, they are subjected to an annual audit.

During the certification process, TÜV Rheinland checks the following points for each specific company:

- Service standards and goals
- Responsibilities within the company
- Customer orientation of employees
- Qualification and training of employees
- Service infrastructure
- Marketing concept and presentation of the company
- Error and optimisation management of the company
- Internal and external communication

In addition, the VTFF's OB companies developed an **OB standard** defining specific attributes of the industry to similarly be checked during the certification:

- Entry in the commercial register, tax clearance, annual financial statements
- Investment ratio
- Electronics and business liability insurance
- Mission statement on health and safety, evidence of an occupational safety specialist and company doctor
- List of first-aiders, evidence of briefings on health and safety
- Risk assessments, DGUV V3 audit evidence
- Emergency plans and signal reliability
- Job descriptions of production personnel
- Compliance with minimum wage



These OB standards and the service philosophy for the member companies are constantly being fine-tuned in the VTFF's **OB Group** so that the customers are able to rely on high quality and continuous improvements.

You have both experienced and innovative **production partners** at your side with the certified OB companies, and ones who can professionally master current and future challenges and offer maximum safety.

The following OB members in VTFF are already certified:

- **Betamobil GmbH**
- **EMG Germany GmbH**
- **HD BROADCAST GmbH**
- **Media Mobil GmbH**
- **NEP Germany GmbH**
- **Studio Berlin GmbH**
- **TrioFilm TV GmbH & Co. KG**
- **TVN LIVE PRODUCTION GmbH**
- **TV Skyline GmbH**

The **Verband Technischer Betriebe für Film und Fernsehen e.V.** is a platform, network and the national lobby group of the technically creative production and service companies for film, television and new audiovisual content and offers its members a wealth of information, activities and services. VTFF sees itself as a body helping to shape a sustainable framework for the media market and as a partner for the various players operating in this market.

The **VTFF's OB Group** has brought together Germany's leading outside broadcast companies who attach a great deal of importance to service quality and customer orientation. These companies offer the entire range of mobile production technology and corresponding technical staff for broadcasting live or recording current events from stadiums, halls and other venues in the fields of entertainment, sport, the arts and information.

Please do not hesitate to contact the VTFF office at servicequalitaet@vtff.de for further information, questions, comments and, of course, any criticism. You can also find us at www.vtff.de and in the Certipedia of TÜV Rheinland:

