Department: Conformity Assessment Centre

Division: Conformity Certification

Laboratory: -

**Product Certification Procedure CACSM02P01**

|  |  |
| --- | --- |
| **Issue No. & Date**  No. (1)  1/10/2020 |  |
| **Revision No. & Date**  No. (5)  10/07/2023 |  |

Prepared by: Approved by:

Manager of Conformity Certification Director of Conformity Assessment Centre

Eng. Jawad Al-Zoubi Eng. Ruba Al-Malkawi

Date: 10/07/2023 Date: 10/07/2023

# Purpose

This procedure aims to explain the steps followed by CAC forcertification of products.

# Scope

This procedure establishes the conditions governing the provision of product certification, defines the duties, rights and obligations of both client and CAC for the following schemes of certification:

* Scheme 1a.
* Scheme 1b.

# Responsibilities

The Conformity Specialist of CAC is responsible for following up all the steps in this procedure.

CAC Manager of Conformity Certification is responsible for the overall management of the certification work done by CAC including assigning the work to the relevant Conformity Specialist.

# Procedure

CAC responds to certification product requests in accordance with this procedure. The product certification schemes are developed by defining specific activities for each of the applicable functions, which are described in the following table:

|  |  |  |  |
| --- | --- | --- | --- |
| Table 1 product certification scheme offered by CAC | | | |
| Functions and activities of conformity assessment within product certification schemes | | Types of schemes | |
| 1a | 1b |
| I | Selection includes planning and preparation, specification requirements such regulatory documents, and sampling as applicable | **X** | **X** |
| II | Determination of characteristics, as applicable, by:   1. Test 2. Inspection 3. Assessment Design 4. Services Evaluation Process or 5. Other activities of determination such as verification | **X** | **X** |
| III | Review:  Review of the evidence of conformity obtained during the determining step to establish whether the requirements have been met. | **X** | **X** |
| IV | Decision on certification  Granting, deny, maintenance, extension, reduction, suspension, withdrawal of certification. | **X** | **X** |
| V | Attestation, License |  |  |
|  | 1. Issuance of a certificate of conformity or other declaration of conformity (attestation). | **X** | **X** |
|  | 1. Granting the right to use certificates or other conformity declarations | **X** | **X** |
|  | 1. Issuance of the certificate of conformity for a batch of products |  | **X** |
|  | 1. Granting the right to use the marks of conformity (license) based on surveillance (VI) or a batch/sample certification. |  | **X** |

## Filling the Application Form

A Representative for Manager of Conformity Certification provides the client with the related CAC Product Certification Application Form according to the required certification scheme.

The client fills the application form and if he has any enquiry he contacts a Conformity Specialist for feedback, then the client returns the filled application form to CAC with the entire required documents by email. The client defines the scope of the certification, indicating the standard or regulation to certify. For voluntary field the client will select the version of the standard and always will be notified by CAC if there is a more updated version of it; for regulatory field, the versions defined by the regulator will apply.

After that, the application form take a serial number as shown in (CACSM02W02).

For routine jobs with CAC’s regular customers, who have signed agreements with CAC, no need to fill the application form every time they request a job, it is enough to fill the application once a year around the time for re-signing the agreement. The job request can be sent via fax, phone or e-mail. Unless specified otherwise in the certification scheme.

## Nomination of Conformity Specialist

Manager of Certification nominates a competent Conformity Specialist for handling the certification process up to the issue of the certificate.

## Documents-Review Process

Conformity Specialist conducts an initial assessment process of the following: -

## Application Review

The application form is reviewed by the Conformity Specialist to ensure that all information provided is correct and that the client signing the form has the authority to make the application, any missing information can be acquired by e-mail, telephone or any other form of effective communication, (and all necessary documents provided from the client).

Also the application form review will be carried out to consider the competences necessary for CAC to assess effectively the product certification scheme applied for, In particular, the application review will:

1. Decide the standard(s) against which the conformity of the product will be assessed.
2. Clarify the scope of the scheme, the ‘elements’ involved and the technical standards which apply.
3. Study the capability of CAC to achieve the certification.
4. Study the capability of the client to achieve the requirements of standard (general recommendations).
5. Scheme, standards, regulations andguidance documents requirements***.***
6. Any other issues if needed.

In case that the requested information is not complete or not understood, the Conformity Specialist will communicate with the client, in order to clarify the respective questions. Additionally, Conformity Specialist notifies the client when evidence in the application for certification refer to an outdated standard.

Additionally, if CAC do not have the competence or the scope for specific certification process, it must be declined and informed to the client leaving the record in each request. If the client appeals that decision, according Appeals, CAC will review the application again and inform the client the reasons why the assessment cannot be developed; if the appeal is in favour to the client, CAC begins the certification process by sending the Quotation.

If the client presents test reports, they will be reviewed in the document review process, to analyse if they could be used in the certification process. This review may have a cost related to the documental analysis and will be informed to the client before the beginning of the certification process. The above, does not imply that CAC is obliged to accept the reports, carry out the certification process or that once the process has begun, additional tests may not be requested.

For routine jobs, the Conformity Specialist reviews the requests sent via fax or email and proceed with the certification process.

## Establishing Client Folder

The Conformity Specialist establishes and maintains a client folder (holding the number of the application form) where all related documents belonging to the client such as his records and conformity certification steps followed to ensure that the client fulfils the requirement to gain product conformity certificate in the following manner:

**Opening the Client File**

After confirmation of the acceptance of the application form, the Conformity Specialist opens a new file dividing it into parts according to CAC product certification process.

The contents of this file are: -

1. Application Form

Contains application form and information about the client and the product to be certified.

1. Related Documents

This part includes all documents come from the client concerning the product.

1. Quotations

This part includes the CAC offer to the client.

1. The Sub-Contract Work ,

This part includes all sub-contracted work like testing laboratories.

1. Evaluation Report

This part contains the Conformity Specialist’s evaluation results (Form No CACSM02P0105) of all the processes that had been carried out; determining if the results of thedetermination stagemeet the specified requirements.

1. Certification

This part includes the review and decision about the certification and a copy of the issued certificate.

**Saving the Client File**

The Conformity Specialist is responsible for saving the file during the working period in a safe place in his office and when the project finishes the Conformity Specialist submits the client file to the Manager of Conformity Certification for archiving.

For routine jobs, the Conformity Specialist establishes and maintains a client folder that contains all the correspondences (visit reports, test results, and any related documents as per the certification scheme).

## Preparing the Quotation

Manager of Conformity Certificationprepares a quotation (technical & financial) after the official acceptance of the application.

The Manager of Conformity Certificationprepares a draft quotation ensuring that the minimum standard ~~are~~ ***is*** adhered to, then send it to CAC Director for approval.

Upon receiving approval from the CAC Director, the Manager of Conformity Certificationprepares the final quotation to be sent to the client through CAC Director and the CAC General Condition document No. (CACSM02A04) is handed to the client with the quotation. In this step, the Manager of Conformity Certificationuses CAC Pricing Rules (CACSM02W05) for calculating the prices.

If the client accepts the quotation, the product certification process goes on.

If the client does not accept the offer, then the client’s folder is closed.

Note ~~(1)~~: If the client wants to change anything about the offer that is related to the financial issues then this change needs only the decision from CAC Director, but if the changes are related to the technical issues then the changes are returned to the Manager of Conformity Certificationtaking into his consideration the requirements of conformity certificate.

For routine jobs, the pricing for certification activities is described in the related agreement.

## Agreement Preparation & Signing

For routine jobs***,*** the Manager of Conformity Certificationprepares a draft agreement depending on (RSSQAP 18) procedure and sends it to CAC Director, after an agreement in consensus with the client, the Manager of Conformity Certificationprepares the final agreement and CAC Director sends it in three original copies to the RSS legal advisor to approve it.

Upon approval from the RSS legal advisor on the clauses of the agreement the Manager of Conformity Certificationsends the copies in a proper way of connection to the client for signing along with CAC General Conditions (CACSM02A04), it could be done by either coming to CAC or signing the agreements then sending it back to CAC, whereas the RSS representative signs the agreement as a second party.

## Certification Process

The certification process, will include~~s~~ (as applicable):

* Selection includes planning and preparation, specification requirements such regulatory documents, and sampling as applicable.
* Determination of characteristics, as applicable, by:
  + Test
  + Inspection
  + Assessment Design
  + Services Evaluation Process or
  + Other activities of determination such as verification

Conformity Senior Specialist follows (CACSM02P04) for testing laboratory selection criteria and prepares agreement with the testing laboratory (if needed).

The Conformity Specialist and the client or the client only prepare and send the samples to the agreed testing laboratory.

* Review:
  + Review of the evidence of conformity obtained during the determining step to establish whether the requirements have been met.
* Decision on certification
  + Granting of certification.
* Attestation, License
  + Issuance of a certificate of conformity.
  + Issuance of the certificate of conformity for a batch of products

The Manager of Conformity Certification assigns Conformity Specialist~~/~~ as per Assessors Selection & Monitoring Procedure CACSM02P06.

## Evaluation

The nominated Conformity Specialist shall perform the required evaluation tasks that includes sampling, testing and inspection. Etc. as input for the review and attestation functions.

The evaluation results shall be documented in the Certification Process Register (Form No CACSM02P0105).

## Review

The Manager of Conformity Certification or the Conformity Specialist- who was not involved in the evaluation activities- examinesthe evidences of conformity obtained during the determining step to establish whether the requirements have been met.

The review results are documented in Certification Process Register (Form No CACSM02P0105).

## Decision on Certification

The Manager of ConformityCertification grants the decision on certification depending on the evaluation of all the client file taking into account the use of appropriate technical product expert (if required) ***from experts listed in technical experts list No CACSM02A08*** in all aspects of the certificationprocess.In case the Manager of Conformity Certification is involved in evaluation activities then the responsibility of certification decision transferred to the CAC Director.

If the decision is not to certify the product then CAC shall provide the client with a report about the reason of this decision.

If the decision is to certify the product then Conformity Specialist prepares the certificate

(The Conformity Specialist closes the client folder and keeps it in the file cabinet)

Note: All reports mentioned in this procedure shall have a minimum of the following information:

* Product Description
* Certificate/Report Number (application number)
* Client name
* Conformity Specialist
* Date
* Number of pages

The certification decision is documented in the Certification Process Register (Form No CACSM02P0105).

# Related Documents

CACSM02