STANDARDS ASSOCIATION OF ZIMBABWE

PRODUCT MARK CERTIFICATION PROCESS

1. **Purpose** : To outline the information regarding the certification process for products.

2. **Scope** : This procedure covers the certification processes for products.

3. **Responsibility** : The CS Management is responsible for ensuring that this procedure is implemented, maintained and kept up to date.

4. **Activity Description** : Enquiries can be received through

   - telephone,
   - in person,
   - by e-mail,
   - fax ,
   - in writing or
   - in person.

   - All enquiries shall be recorded on Form QAF 14 and forwarded to the CS Manager
   - The CS Manager shall enter the enquiry on the **enquiries register**, and then forward the enquiry form to the Lead auditor for the sector that the enquirer's products fall under.
   - The Lead auditor shall prepare a quotation within 3 working days if a Zimbabwean standard exists. The quotation shall include costs of product evaluation (tests /inspections), audit costs and registration costs.
   - The quotation shall be approved by the CS Manager before submission to client.
   - Where a Zimbabwean standard does not exist, communication shall be formally sent to the Standards Development and Information Manager. Provisional certification can be granted to a draft or foreign standard after the Technical Committee has began work to develop the standard

- During the enquiry process, the Lead auditor shall give more information to the enquirer about the evaluations and audit process that the products will be subjected to. **An evaluation plan shall be established by the Lead auditor where the applicant agrees to proceed with the evaluations.**
- If a Zimbabwean standard exists but SAZ labs do not have capacity to test/ inspect, CS shall identify other laboratories that have the capacity to make the evaluations and obtain the costs of such. Procedure PR 4 shall be followed to select the laboratory

5. Sampling

5.1.1If the client is in agreement with the Quotation, the Product Mark Secretary shall issue the client with an Application form (MCI) and Contract form (MC18). **Lead auditor** shall review the application form(s) for adequacy while the contract form shall be signed by either the CS Director or CS Manager.

5.1.2 After completion of the forms by the client, the **Lead auditor** shall agree with the client on the sampling date. For process certifications, sampling of products will not be necessary and in such cases the **Lead auditor** shall make arrangements with the clients for a Pre-certification audit which shall be done in 2 stages (ie Documentation audit and certification audit). The Documentation audit shall be done from the office while the certification audit shall be done on site. A notification approved by the CS Manager shall be sent to the client for certification audits.

During sampling of the products, the Auditor shall pick samples from the production line (when production has normalise) but in case whereby the client has applied for several products which cannot be run at the same time, the auditor shall sample the other products from batches already produced. The auditor shall sample using the sample plan given in the relevant product standard. In cases where no sampling plan has been given in the standard, the auditor shall agree with the manufacturer of the product (s) on the sampling plan. The **Sampling Plan** shall be documented and signed by both parties.

5.1.3 After sampling the products, the auditor shall complete in triplicate the sample receipt **form(MC6)**. One copy shall be left with the client, the other copy shall be sent with the

products to the relevant laboratory.

5.1.4 The Auditor shall retain in the client file the other MC6 form. A sampling visit invoice shall be generated using form MC10.

6. Pre-certification Audit

6.1.1 The Auditor shall proceed with the pre-certification audit when the laboratory test results have been communicated by the relevant laboratory and show that the product is conforming to all relevant aspects of the standard. However, in cases where some parameters are not meeting the requirements, the auditor shall assess the results and recommend whether to go ahead with the pre-certification audit as the client takes corrective action or not to proceed with the pre-certification audit until the corrective action(s) on the failed aspects have been completely resolved.

6.1.2 The Pre-certification audit shall include evaluation of the following

(a) Documentation e.g. Policy Manual, Procedures etc.
(b) Production Process
(c) Product Standard and legal requirements.

6.1.3 The auditor shall make use of the Product Mark Certification checklist (MC24 -series) for the relevant product to record audit findings.

6.1.4 The auditor shall make use of Interviews, Observation and Examination to gather audit evidence.

6.1.5 The auditor shall write a report (MC7) and summarise the findings. A recommendation shall be clear whether there is recommendation for certification or recommendation for further follow up or re-audit. Where nonconformities have been noted, they shall be recorded on QAF 5 form.

6.1.6 If the auditor has made a recommendation for certification, the CS Manager shall review the file to ensure that the evaluation process was done as per CS requirements. If the CS Manager is satisfied, the Divisional Secretary shall compile the clients' file and write a

recommendation letter to the Product Mark Certification Committee (PMCAC) which must be signed by the Manager CS.

6.1.7 The Divisional Secretary shall use form MC15 to ensure all the relevant documents are in the file for all files to be circulated to PMCAC.

6.1.8 The Divisional Secretary shall circulate the file amongst the PMCAC members and certification shall be granted when all the members have recommended certification of the organisation. The quorum shall be constituted of at least 3 PMCAC members with at least one member having competence in the sector.

6.1.9 If the PMCAC has approved the certification the Divisional Secretary shall prepare a licence and schedule with relevant details as spelt out under Product Standard and application forms. The CS Manager shall check the licence and schedules for adequacy of the information

6.1.10 The Divisional Secretary shall include the organisation on the MC list and inform the IT Administrator for updating of the website. The organisation shall be included on the surveillance audit schedule.

6.1.11 If the Product Mark Certification Approval Committee (PMCAC) disapprove the certification the CS Manager shall write and inform the client within 2 weeks of having received the decision from PMCAC.

6.1.12 Based on the decision by PMCAC not to grant the certification, the CS Manager shall evaluate and decide whether the client is required to take corrective action or whether the client is required to start afresh or abandon the product certification process.

7. Surveillance Inspection

7.1.1 Each **Lead auditor** shall submit to the CS Manager the schedule for the clients in the respective sector. The CS Manager shall, prepare an annual audit schedule showing the months when audits and sampling shall be done. The CS Manager shall ensure that the annual schedule of the visits is prepared by 15 January of each year. Each organisation shall be scheduled as per requirements of the certification scheme unless a deviation has been authorised by the CS Director.

7.1.2 At the end of each month, each **Lead auditor** shall prepare a report of the visits made and income generated and submit the report to the CS Manager by the second of each month. The CS Manager shall generate a monthly report which amongst other things shall show the organisation visited during that month. Any deviations from the plan must be supported by valid reasons.

7.1.3 During the surveillance visits, the auditor(s) will review as relevant the documentation, production process and take samples (Preferably from the production line). At least each product type must be sampled once a year for independent laboratory analysis.

7.1.4 The auditor can sample products from the open market for the laboratory analysis if this has been covered in the respective certification scheme. In such a case the owner of the product must be informed and if there is need for production of evidence that the product was sampled from the market, these shall be provided e.g. purchase receipts.

7.1.5 During each visit, the auditor shall generate an audit report and make a recommendation on whether the organisation must maintain certification or otherwise.

7.1.6 Where a product fails to meet the requirements of the standard, the client shall be requested to submit a corrective action plan which the **Lead auditor** shall review and follow up to ensure that the detected nonconformity(ies) have been properly addressed. Where the failure of the product poses severe health risks to the public and it has already been dispatched into the market, the CS Manager and CS Director shall require the client to recall the product from the market and inform the public through appropriate means about the product failure eg through print media, electronic media, meetings, public addresses etc. If the client fails to do this, SAZ can make a public statement about the product failure and its impact. The CS Manager and CS Director shall recommend such a client to the Product Mark Certification Approval Committee (PMCAC) for suspension until the matter has been resolved to SAZ satisfaction. The maximum period that a client will be under suspension is 3 months, failure of which, withdrawal of the certification is done.

8. **Relevant Documents:**
- Certification Process Flow Charts for Systems and products - FD/1&2
- Enquiry Form - MC/14
- Product Certification Schemes

Prepared and signed by:	Authorised and signed by:	Supersedes Doc No: 3	Effective Date:
			2016-06-12