



## **CERTIFICATION SERVICES – MUTARE DIVISION**

### **WOOD & WOOD PRODUCTS CERTIFICATION SCHEME**

**Note:** This document should be read in conjunction with the certification contract (document number MC 18) and signing the contract means that the client has read and understood the contents of this scheme.

## 1. PREAMBLE

This certification scheme was developed by The Standards Association of Zimbabwe (SAZ) Certification Department which is also the scheme owner. This scheme is based on type five scheme of ISO/IEC 17067 and it uses the following surveillance activities;

- (i) Taking samples from the production point and from the open market.
- (ii) Periodic assessment of the production process and audit of the management system.

## 2. SCOPE

This scheme applies to wood and wood products covered by the normative standards specified in appendix 2.

## 3. PURPOSE OF SCHEME

The purpose of this scheme is to provide a set of rules which shall be followed in the certification of all types of wood and wood products. The certification body shall conduct its certification services in accordance with ISO/IEC 17065 and with the requirements of this scheme. The clients of the certification body shall comply with the requirements of this scheme and the certification contract agreement. The clients shall also comply with any requirements that may be imposed by the relevant product specification and any applicable country legal requirements.

## 4. REQUIREMENTS FOR CERTIFICATION

Every organisation applying for certification under this scheme shall meet the requirements stipulated below;

### 4.1 Legal status

The company shall be operating legally and shall have a company registration number. If the company is a co-operative union or a small business, it shall be registered with the relevant Ministry or Authority and proof of this registration shall be required.

### 4.2 Quality System

3.1.1. The company shall develop and implement a supporting quality management system (QMS) suitable for its operations. If the system is ISO 9001:2015 certified, it shall be acceptable for this scheme. If the system is not ISO 9001:2015 certified, then it shall meet at least the minimum *arrangements* stipulated below.

- (i) Control of non-conforming products
- (ii) Control of monitoring and measuring devices
- (iii) Control of documented information

- (iv) Plan for internal quality checks (identification of points of inspection and testing in the production process)
- (v) Records of internal quality checks
- (vi) Records of customer complaints

**4.3** The organization shall appoint a member of staff to be responsible for the quality system and evidence of the appointment shall be required.

**4.4** The acceptance of an application for certification shall not be discriminatory in nature. The CB shall not base acceptance on the size of a company or use its policies and procedures to inhibit or discriminate against certain sections of the economy.

#### **4.5 Competence of personnel**

Personnel involved in timber grading and quality verification in the client organizations shall be competent in their duties. SAZ reserves the right to verify this competency in terms of checking relevant trainings undertaken and performance evaluations.

Personnel employed by the Certification Body as auditors/inspectors under this scheme shall have an in-depth knowledge of wood and wood products. A minimum qualification of a Diploma in Wood Technology, Wood Science or related field shall be required. In addition, a recognized training in ISO/IEC 17065 shall also be required.

## **5 PROCESS CONTROL ACTIVITIES**

**5.1** The licence holder shall develop and maintain a manufacturing documentation that describes the manufacturing process. The documentation shall also specify aspects tested at all test or inspection points including the final product inspection or testing before dispatch.

#### **5.2 Incoming material**

All incoming material into the process shall be verified for compliance with relevant specifications. Inputs such as glues and preservatives shall have compliance certificates or compliance reports.

#### **5.3 Manufacturing control**

The licence holder shall possess or have access to, the necessary monitoring and measuring equipment specified in the relevant product standard. The equipment shall have valid calibration certificates or reports and these shall be retained. The licence holder shall ensure that product compliance is monitored throughout the whole production process.

#### **5.4 Final product inspection**

Finished products shall be checked for compliance with all applicable requirements of the relevant product standard. Records of such checking shall be retained.

## 6 CERTIFICATION PROCESS

The process of obtaining a licence described in procedure PR/02 “Product mark certification process” shall be followed. The Enquiry form MC14 shall be completed with the required information at the enquiry stage. The application and contract forms shall be completed when it is possible to offer certification to the applicant. Upon receiving a completed application form, the auditor shall come up with a plan for the evaluation activities as per the evaluations required by the relevant product standard. The auditor shall ensure that all the evaluation activities are completed before recommending the applicant for certification to the Product Mark Certification Committee. If recommending for certification is not possible for any reason, the auditor shall advise the applicant accordingly.

### (i) Sampling by Certification body

Where applicable, sampling for laboratory testing shall be carried out as stipulated in clause 5 of PR/02 cited above. However, where tests such as preservative penetration, moisture content determination, sapwood depth tests etc. are to be performed on site by the auditor, the sampling and testing shall coincide with the audit. Samples for laboratory testing (where applicable) shall be drawn a minimum of three times per year and this includes sampling from the open market.

### (ii) Pre-licence audit/inspection

A pre-licence audit shall be conducted at the client’s premises. This audit shall include an audit of the company’s management system and examination of the company’s documents as well as a compliance checking of the company’s products.

### (iii) Evaluation

Products shall be evaluated in **all** the parameters laid down in the applicable product specification using the methods of inspection or testing given for each parameter. For the purpose of granting and maintaining certification, the number of defective units in any given lot shall not exceed the acceptance limit specified in that standard. The requirements of this scheme shall also be considered in the evaluation activity. The auditor/inspector shall be guided by the evaluation plan (PM/MRE 19) in carrying out the activities. After the evaluation activities have been completed, the auditor/ inspector shall put together all the reports/evidence gathered during the evaluation activities and submit these to the Certification Manager or Director who shall review the evidence and write a recommendation to the Product Mark Certification Approvals Committee who shall make the certification decision.

### (iv) Certification Decision

All evidence gathered through audits, laboratory reports and application forms shall be reviewed and assessed by the Product Mark Certification Approvals Committee (PMCAC) who shall make the certification decision. When certification is granted, the clients shall be issued with a licence that permits them to use the Association’s mark of conformity on their products.

(v) **Period of certification**

Under this scheme, licences issued are valid for **one** year. Licences shall be renewed **annually** after re-assessment of the client's product conformity.

(vi) **Certification documents**

Licences issued to clients remain the property of SAZ and these (together with any copies made) should be returned upon the termination of certification. If the client makes copies of the licences to give to their customers, these should be clearly marked as copies. The licences shall contain all the information given in clause 8.2. of the Quality manual PM/1. The licences shall be signed by any one of the following authorised signatories: 1. The Director general, 2. The Director Certification Services 3. The Certification Services Manager. When certification is terminated or the scope of certification is either reduced or increased, the certification documents (together with any public information) shall be amended accordingly to show the current status of certification of an entity.

(vii) **Surveillance activities**

Surveillance activities shall be comprised of one annual audit which shall also serve as the re-certification audit. In addition, two other unannounced visits shall be conducted on licence holders during the year. These visits may be partial audits that focus on product compliance. The visits may also include market surveillance visits. Where a visit shows non-compliance, the licence holder shall be required to institute corrective actions.

(viii) **Audit/inspection of timber in the open market**

SAZ may occasionally visit construction sites, timber merchants as well as electricity and telephone service providers to audit timber coming from certified clients. Open market audits may also be conducted when there is a complaint over certified products. Whenever such audits are conducted, the manufacturer shall be issued with a copy of the audit report. Manufacturers shall be requested to disclose their markets to enable open market surveillance to be conducted. Where non-conformities are detected in the open market, the client shall be required to institute corrective action which may involve product recall or replacement.

(ix) **Complaints regarding certified products**

Clients are required to keep a record of complaints against certified products and to bring these to the attention of the Certification Body.

## **7 SUSPENSION AND WITHDRAWAL OF CERTIFICATION**

SAZ reserves the right to suspend or withdraw certification should the client breach any of the conditions for certification. The conditions for suspending or withdrawing certification are stipulated in the contract agreement form MC 18. The process of withdrawing or suspending certification is stipulated in the SAZ procedure PR/13 “Conditions for reduction, suspension or withdrawal of registration”

## **8 FEES**

The requirements stipulated in the contract form MC18 and the following shall apply.

- (i) The client shall pay SAZ all fees due in respect of certification services provided.
  - (a) The fees payable are those set out in the current schedule of levies, or as otherwise agreed between SAZ and the client.
- (ii) SAZ reserves the right to amend the schedule of levies at any time and to require the clients to pay in advance.
- (iii) Additional costs  
The client shall be responsible for additional costs incurred by SAZ in;
  - Re-evaluation where premises or methods of production have changed.
  - Re-issuing of amended certification documents where changes have been initiated by client
  - Follow ups on shortcomings detected during audits and in investigations pertaining to non-complying products.

## **9 USE OF LICENCES AND MARKS OF CONFORMITY**

The requirements stated in the contract form (MC 18), the Certification Scheme (PM/MRE 01 and the following shall apply:

- (i) The client may publicise the fact that certification has been granted and use the licence as evidence.
- (ii) The client shall not misrepresent the nature, status or scope of certification.
- (iii) The use of the SAZ mark of conformity, as governed by document PM31, “Reference to certification and use of marks” shall be strictly adhered to. If, for any reason, the client is instructed to stop marking products, the client shall do so until instructed to resume the marking.
- (iv) The standard mark to be used on products that comply with relevant standards is shown in appendix 1(a). Simplified forms of the mark (1(b) and 1(c) shall be used where it is not possible to use the standard mark. Simplified forms are particularly used on rough surfaces such as rough sawn timber and other wood products.

- (v) Where enlargement or reduction in size of the logo is required, proportions in the standard logo shall be maintained.
- (vi) The colour of the logo when marking shall be as required by the specific product standard.
- (vii) The logo shall be applied to products manufactured at the registered premises and which fall within the scope of certification as stipulated in the licence. Marking of products away from the registered premises shall only be undertaken with the agreement and verification by SAZ.

## **10 COMPLAINTS / APPEALS**

Licence holders and the public have the right to complain regarding the service provided by SAZ or non-complying certified products and to appeal on any decision made regarding certification. The SAZ procedure for customer complaints/appeals MPR1 shall be followed in lodging a complaint or appeal. The procedure is available on request from SAZ offices and is also available on the SAZ website ; [www.saz.org.zw](http://www.saz.org.zw)

## **11 ACCESS TO SCHEME**

This certification scheme shall be made available to all interested stakeholders on the SAZ website: [www.saz.org.zw](http://www.saz.org.zw)

**APPENDIX 1**



(a) The standard mark of conformity for products



(b) Simplified mark of conformity used on wood and wood products



(c) Simplified mark of conformity used on wood and wood products



## Appendix 2

### Normative standards that shall be covered by this scheme

<b>Zimbabwe Standard (ZWS) Number</b>	<b>Title</b>	<b>Year of publication</b>
257 Part 2	<b>Sawn softwood timber.</b> Stress-graded structural timber and timber for frame wall construction. (including finger-jointed timber)	2014
257 Part 3	<b>Sawn softwood timber.</b> Industrial timber. (including finger-jointed timber)	2014
257 Part 4	<b>Sawn softwood timber.</b> Branding and Battens. (including finger-jointed timber)	2014
120	Eucalyptus poles, cross-arms and spacers for power distribution and communication systems	2022
553	Hardwood poles, droppers and guardrail posts	2023
184	Wooden doors	2000
176	Fire doors and fire shutters	2000
203	Wooden Scaffold boards	2000
169	Laminated timber (Glulam)	2002
569	Wood mosaic flooring	1997
114	Softwood flooring boards	2010
927	Hardwood furniture timber	2012