Certification Procedure - GSO

A) DOCUMENT APPROVALS

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5. Scope and Purpose

The aim of this rpocedure is, to define G-MARK process of the relevant products.

6. Definitions

G Mark: Gulf Conformity Mark
GSO: GCC Standardization Organization
GCTS: GSO Certificate Tracking System
Member State: GCC Member states (The State of United Arab Emirates, The Kingdom of Bahrain, The Kingdom of Saudi Arabia, The Sultanate of Oman, The State of Qatar, The State of Kuwait)
For other definitions please see also PR.VOC.01 Article 6 (including Table 1)

7. Responsibilities

Construction and Equipment Safety Department Manager, International Contracts Unit Responsible, Technical Manager are responsible for the implementation of this procedure.

8.Method

8.1 Conformity Assessment Types

All "Regulated Products" are subject to Conformity Assessment Procedures **(CAPs)** as defined in the TR where Manufacturers/Exporters or Importers shall complete these procedures when the products/Shipments are at the country of export.

Related ISO 17067 Certification Schemes are listed as below:
Type 1a, 1b - Type Approval

Form Set: FR.VOC.01, FR.VOC.02, FR.VOC.07, FR.SASO.XX (Related Document Verification Checklist)

8.2 Request for Certificate

The client may apply by phone, mail or FR.VOC.02 Request for Certification (RFC).

The mandatory information for the products given as below:

- Product HS Code
- Trademark
- Product Name
- Product Model/Type Number
- Manufacturer name
- Country of Origin
- Photos of products from different sides and Nameplates Optional
- Test reports

8.2.1 Selection of Competency from Qualification Matrix

The Technical Manager shall check www.gso.org.sa System regularly for the E-Applications submitted by clients, for new E-applications, the Technical Manager should check the that received the E-application, and assign to Technical Officers who are authorized to perform the Technical Review for the product in the E-Application/application based on the Technical Regulation.

8.2.2 Quotation Preparation

After provided complete documents from client, the FR.VOC.01 Government Contracts Verification of Conformity Service Agreement shall be issued to client as per below table and request to arrange payment. Application shall not proceed further until client paid payment or have special agreement for payment.

Fees for PER application as below:	
Application Fee	350 USD
Certification fee for 1 year validity	150 USD
GSO certification fee	550 USD
Total	1050 USD

*Not including VAT
Note: TR Arabia charges royalty fees according to the agreement with the issuing office.
Note: Any additional Conformity Assessment Activity was performed like Testing, sampling, Factory Inspection, etc. shall be quoted to the client and there are no fixed fees from GSO

8.2.3 Certification Agreement

Once the application Fees are paid, and the client accepted the quotation, the Applicant Company (Supplier or Importer) shall sign FR.VOC.01 Government Contracts Verification of Conformity Service Agreement.

8.2.4 Numbering Methodology for Projects & Reports

The file number is used as VOC-00X/YY
VOC: Verification of Conformity
00X: Numeric Sequence Number
YY: Year of the conformity assessment activity

The report number is used as VOC-R-00X/YY
VOC: Verification of Conformity
R: Report
00X: Numeric Sequence Number
YY: Year of the conformity assessment activity

These records are followed on APP.SZU - Planning Calendar and FR.VOC.08 International Contracts Project List.

8.3 Conformity Assessment Processes

8.3.1 Application Review and Acceptance

Application review is the first stage of the certification process and the main aim of the application review is to check the completeness of the documents submitted by the client and recorded on FR.VOC.02 Request for Certification (RFC).
To support and control the Type Examination Certificate issuance process, Document Verification Checklists developed for each Technical Regulation. The checklists used during evaluations:

- FR.SASO.11 Document Verification Checklist - Household and Similar Electrical Appliances (LVE) (G-mark)
- FR.SASO.12 Document Verification Checklist - Household and Similar Electrical Appliances (LVE)
- FR.SASO.17 Document Verification Checklist – Toys

The Checklists include the requirements for the products as stipulated in the Technical Regulation, and in the product related Standards:

- Required Documentation.
- Technical Regulation Specific Requirements.
- Product Marking Requirements.
- Essential Testing Parameters according to the applicable standard of the product.

The Technical Officers, and personnel involved in the process of the issuance of the certificate,shall use those Checklists during all steps of the Certification as mentioned in clause 8.3.1 the checklist serve as a Record for the Certification Process.

Those Checklists can be found on IQMemo under VoC.

In case of missing documents from client's side, application reviewer (the assigned technical officer) shall request clients to submit all necessary missing documents. If client not able to provide the required documents as per requirements, application shall be left as "Pending" till the missing is covered. If the missing is not covered, the application/file shall be closed by Technical Manager.
Type 1a - Type Approval scheme requirements shall be followed, if the technical regulation has not been enforced to another Type.
TM follows the steps on www.gso.org.sa.

8.3.2 Test Report Acceptance Criteria

In case of test report required, the assigned technical officer shall check if the client has provided a valid test report from third party ISO/IEC 17025 accredited laboratory. If the client did not provide a valid Test Report, the TO shall advise to client to provide test report from third party ISO/IEC 17025 accredited laboratory.

If the test report is not available or not complete, the testing shall be conducted / coordinated as mentioned below.

- Testing can be arranged in accredited SZUTEST labs.
- Testing can be arranged in accredited Subcontracted Laboratories, if Clause 1 was not agreed.
- Client can arrange Testing in other accredited Laboratories, if Clause 2 was not agreed.
- Witness testing acceptable if Laboratory has capability to perform particulate testing with calibrated equipment's, provided that below criteria fulfilled.

ISO/IEC 17025 accredited laboratory not available:

- The product can't be shipped due to the size limitation for conduct testing overseas lab
- Clear approval is granted by Technical Manager
- Witnessing is conducted by SZUTEST Employee who completed ISO/IEC 17025 awareness training and have technical back ground for the

product tested as a minimum
- Outcome of witness testing shall be recorded to in-house test report form and witness stamp of SZUTESTcan

Related test reports must be according to product's applicable standards. They are given in FR.VOC.05 List of Products and Applicable Standards.

8.3.3 Evaluation

Technical Manager appoints Technical Officer through SZU.APP software. By this software planning email should be sent to the inspector with the following details:

- Producer name
- Evaluation type & standards
- Evaluation date
- Declaration of impartiality

After approval of the email appointment by the Technical Officer the following steps shall be followed,

- The Document Verification Checklists developed shall be used for the Evaluation.
- TO requests other technical documents form the client, if needed.
- The TOs determine the Applicable Standards, applicable documents according to the requirements of the applied Technical Regulation, and starts the process of product evaluation.
- The TOs perform the evaluation according to the Document Verification Checklist, Applicable Standards, and Technical Regulation Requirements.
- In case the Product Risk Assessment is required by the Technical Regulation, the TO shall verify if the Risk Assessment file is suitable and covering all potential risks arising from the intended use of the product.
- The TO shall fill and sign the Document VerificationChecklist with the results of the Evaluations performed.

For Type1 document verification process takes time approximately 1 manday. According to product numbers and complexity the duration may increase.

8.3.4 Test Report Review

The TO shall verify if the test report provided is originating from Accredited Laboratory as in clause 8.3.2 Test Report Acceptance Criteria.
The TO shall verify if the test report is covering the testing parameters mentioned in the standard as per technical regulation and the result of testing is satisfactory.
Testing (if Applicable)
In case test reports were not provided, or rejected, or Additional Testing was a step of the evaluation for the product, then testing must be performed in labs as in Sec. 8.3.2 Test Report Acceptance Criteria.
In case SZUTEST takes care of the laboratory testing, SZUTEST is obliged to only collaborate with laboratories that has EN ISO/IEC 17025 accreditation.

8.3.5 Changes affecting certification

The changes related to products / process shall be verified by SZUTEST once notified by the client, in order to ensure the product is continue to fulfil the requirements of applicable technical regulations. If it is necessary, re-testing, factory audits shall be conducted.

Any change on the issued certificates are revised and recorded in the www.gso.org.sa website.

8.3.6 Termination, reduction, suspension or withdrawal of certification

Without due extension, certificates with an expiration date shall automatically become invalid upon the expiration date. For issued certificates, if certified product not complying with applicable technical regulation and Member State market requirements and regulations, SZUTEST shall inform to GSO immediately, who then take it forward, inform the customer, investigate and take necessary action.

Suspension, as specified in the certification scheme, may apply for a limited time in the following circumstances:
(a) Surveillance discovers any nonconformity of such nature that immediate withdrawal is not necessary.
(b) Improper use of certificates or marks (e.g. misleading publications or advertisement) is not solved by appropriate corrective actions taken by Client in due time.
(d) There has been contravention of requirements of certification scheme or actions bringing certification scheme or certification body into disrepute.

A certificate, as specified in the certification scheme, shall be withdrawn if:
(a) Client applies to terminate the certification.
(b) Surveillance discovers serious nonconformity e.g., certified product is hazardous.
(c) Corrective actions taken by Client for correction are inadequate after the certificate is suspended.
(e) There is any other contravention of licensing agreement.
SZUTEST shall inform Client about termination, suspension or withdrawal via registered letter (or equivalent means).

8.4. Review and Certification

The review and certification decision is made by the Technical Manager with the FR.VOC.07 Final Decision Record Form at the end of these processes.
Also TO also gives final recommendation on this form.

8.4.1 Review of Evaluation Results
If the result of Review was Un-satisfactory, the client shall agree with the TOs on the necessary corrective actions, and submit the evidences that the corrective actions were successfully performed, re-evaluation might be considered in the case needed.

In case the result of re-evaluation and Re-Review was Satisfactory, the TM in the Personnel List can then issue the NoR.

In case the result of re-evaluation and Re-Review was Un-Satisfactory, the TM in the Personnel List can reject the application.

8.4.2 Certification Decision
Based on the results of the technical review, the certification decision shall be made by Technical Manager.
Related documents shall be uploaded to GSO Certificate Tracking System to reach the required G Mark barcode. G Mark – Type Examination Certificate is issued on www.gso.org.sa.

It is given for the scope written on the document and does not reflect other fields of activity and product groups and cannot be used for this purpose.
It has been given to the company named on the certificate and cannot be transferred to any other institution or legal entity. The use of the certificate is made in accordance with the PR.10 Certificate and Trademark Usage Procedure.
The issued documents are published on www.szutest.com.tr to be submitted to the information of other notified bodies

8.5 Personnel
For all personnel related processes PR.VOC.02 Personnel Procedure should be followed.

8.6 Certificate Validity Periods
The validity period of the Gulf Type Examination Certificate is maximum 3 years.

8.7 Editing and Issuing of the Document / Report
8.7.1. Editing and Issuing the Document
After the applicant company meets the requirements specified in the standards and/or basic requirements related to the TRs and the certification decision is made, the company is entitled to receive a certificate of conformity.
The relevant test and examination records are uploaded by the technical manager to the GCTS Notified Body Information System.
After the approval process is completed by the GCTS, the qr code is issued by the Information System of approved organizations of the Ministry and the certificate is published in this way.
The following information must be present in the edited documents;
* Title and address of SZUTEST
* Name and address of the company
* Scope Of Certification
* Relevant regulation and (if any) harmonized standard, certification method
* Certificate basis
* Certificate date and validity period, if any
* Certificate number
* Addresses and branches covered by certification
* Relevant conformity assessment report number (in inspection-based product certification modules)

8.8 Suspending and Narrowing The Scope of The Document
The certificate may be suspended for a period not exceeding six months by the decision of the Technical Regulation Officer in the event of the following conditions.

- Determination of non-fulfillment of the requirements or legal sanctions that are out of the standard regarding the product within the scope of the certificate,
- The firm's voluntary written request for the suspension of the certificate.
- Misuse of SZUTEST certificate, approved identification number and G mark for purposes other than their intended purpose,
- Failure to comply with certification rules,
- Failure to fulfill financial obligations,
- Failure to notify SZUTEST about important changes made in the products covered by the document and in the product technical file,
- The company is notified in writing that the certificate has been suspended and that the suspension has been lifted, with the FR.230 Suspension Notice. The company's pending certificate is invalid and cannot be used during the suspension period. The company is obliged to stop the use of G mark documents and brands as of the date the certificate is suspended.

If the certified firm cannot solve the problems within the given time, the certificate of the firm is cancelled by the Technical Regulation Officer or its scope is narrowed. In case the certificate is suspended or cancelled, the name of the company, the companies whose certificate is suspended or cancelled are saved to the FR.VOC.31 Certified Companies List.

8.9 Document Suspension

Companies whose certificates are suspended notify SZUTEST in writing that the grounds for suspension have been removed. Inspection / inspection of the product is carried out when deemed necessary
by SZUTEST in order to confirm that the reason for suspension has been eliminated. The type, content and duration of the inspection / inspection carried out within the scope of suspension are
determined depending on the suspension reason. The certificate of the company, whose conformity is confirmed at the end of the inspection / audit, is suspended with the decision of the Technical Officer. In this case, the name of the company is notified to GCTS and Notified Bodies Information System. If the reasons for the suspension are not removed during the suspension period, the document is cancelled.

8.10 Cancellation of the Document and Results

The certificate is cancelled by the decision of the Technical Regulation Officer in case of the following conditions:

- The firm does not accept the reasons for the suspension or does not resolve it within the specified period,
- The bankruptcy of the company or cease of its activities
- The company does not use the document for the scope and address specified on it.
- If the company gives false and misleading information during the inspection / inspection
- It is determined that the product conformity has been completely lost during the controls.
- Damage to the documents and annexes of the company
- If the firm wishes to terminate the contract

In case the certificate is cancelled, it is recorded on the GSO system. The company is informed by TM. TM informs the company via mail or FR.231 Cancellation Notice. When a new application is made, the certification procedures in the first application are applied.

8.11 Editing the Amended Documents and Reports

In case there is a need for change or correction in the certificate and / or reports, the certificate and / or report is prepared and approved by giving the revision number and revision date. The previous report or certificate is taken from the customer and cancelled.

8.12 Notification

Notifications regarding certification, suspension or cancellation of the certificate are made as described in the PR.15 Communication Procedure.