

The Jordan Institution for Standards & Metrology

Annual Report: Performance & Major Achievements

In the Year 2007

Contents

A word from the Director General...

About the Jordan Institution for Standards & Metrology...

Objectives

Functions & Mandates

Organisational Structure

Board of Directors in 2007

Our Vision

Our Mission

Our Core Values

Quality and Environment Policy

National Goals and Institutional Objectives

Arabic, regional, and international organisations in which JISM is a member

Agreements and memoranda of understanding (international)

Agreements and memoranda of understanding (local)

JISM's Qualitative Achievements in 2007

I: Salient Achievements

JISM strikes Gold in the King Abdullah II Award for Excellence in Government Performance and Transparency

Jordan National Metrology Institute (JNMI) receives international and national accreditation for national measurement standards

JISM laboratories receive international accreditation

Olive Oil Sensory Laboratory at JISM receives international accreditation

JISM joins Perinorm, the largest bibliographic database in Europe

II: Development & Modernization

The EU-Jordan Twinning Project

JISM adopts more than 600 European Standards as Jordanian Standards

Implementation of Market Surveillance Programme
Pre-Peer Evaluation of the Accreditation Unit at JISM by the
European Co-operation for Accreditation (EA)
Establishment of the Stakeholder Support Unit
JISM to establish the Metrology Verification Centre for legal
measuring instruments
JISM accreditation mandate to include medical laboratories and
certification bodies
Measures taken by JISM upon termination of the Product
Conformity Certification Programme (DAMAN)

III: Co-operation with Local and Regional Institutions & Organisations

Princess Sumaya Bint El Hassan and HE Dr. Yaseen Khayyat
discuss avenues of co-operation between the Royal
Scientific Society and JISM
MoU signed with Jordanian Civil Defence to bolster co-
operation
JISM signs MoU with the National Society for Consumer
Protection (NSCP)
HE the Minister of Industry and Trade discusses the fields of
co-operation in standards and metrology with his Kuwaiti
counterpart
JISM signs technical co-operation programme with the Saudi
Arabian Standards Organisation (SASO)
Meeting minutes signed with Kuwait in the areas of conformity
assessment and quality mark
Jordan and Syria sign agreement on mutual recognition of
conformity assessment certificates
Avenues of co-operation between JISM and the Sudanese
Standard Measurements Organisation (SSMO) are
discussed
JISM and the Algerian Standards Institute discuss avenues of
co-operation

IV: JISM's Participation in International and Regional Activities & Events

JISM's takes part in the meetings of the International Organisation for Standardisation (ISO)

JISM participates in the meetings of the Codex Alimentarius Commission (CAC)

JISM participates in the meetings of the Arab Industrial Development and Mining Organisation (AIDMO)

JISM takes part in the Dubai International Food Safety Conference in UAE

JISM participates in the 2nd Arab Quality and Food Safety Conference

The Accreditation Unit at JISM participates in the General Assembly of the European Co-operation for Accreditation (EA)

The Accreditation Unit at JISM takes part in the Multilateral Agreement Committee of the European Co-operation for Accreditation (EA)

V: JISM's Hosting of Regional and International Events & Functions

JISM hosts meetings of the 4th Session of the Co-ordinating Committee of the Codex Alimentarius Commission (CAC) for the Near East Region

JISM hosts the ISO Regional Training Course 'Enhanced Participation in International Standardisation for Social Responsibility'

VI: Meetings, Seminars, Courses, and Workshops Organised by JISM

Discussion of issues of concern and the problems that face the industrial sector

The Board of the Jordan Chamber of Industry is informed about the amendments to the Law on Standards, Metrology and Product Safety

Workshop held for major industrialists on facilitation of exports to European markets

Seminars held to introduce European Directives related to locally manufactured and imported goods and products

Workshop held in Amman Chamber of Industry

The Workshop 'The Effect of Metrology on the Economy and Society' is held by JISM

Training course is held on the principles of calculation of uncertainty in measurement and calibration

VII: Miscellaneous Activities & Events

JISM conducts two televised media campaigns

JISM's Social Responsibility Programme

Import of cars unequipped with catalytic converters is banned

Activities of the JISM Social Committee

VIII: Performance of JISM Departments in 2007 in Numbers & Figures

Standardisation Department

Metrology Department

Inspection & Surveillance Department

Daman Unit/Inspection & Surveillance Department

Certification Department

Precious Metals & Stones Department

The Accreditation Unit

Knowledge Management Department

Planning & Co-operation Department

Administration & Finance Department

Human Resources Department

Organisational Performance Management Department

Legal Affairs Unit

Southern Region Branch

Northern Region Branch

IX: Appendix of the Annual Report

A word from the Director General...

It is my honour and pleasure to communicate to you, dear readers and friends, the activities and achievements of the Jordan Institution for Standards & Metrology (JISM) for the year 2007 — verily one of the landmark years in our indomitable path to seek excellence and self-improvement and hopefully make a difference in the process to our country and nation.

It was without doubt a gilded year for our Institution. We received the ultimate recognition and honour of achieving First Place (Gold) in the King Abdullah II Award for Excellence in Government Performance and Transparency for the term 2006-2007 for the second time, the first being in 2004. This was a Royal recognition of the Institution's crucial role in the protection of the health and safety of Jordanian citizens and support of the national economy for the purpose of generating wealth. This sublime acknowledgement was also a direct result of institutionalized operations and procedures and the application of the principles (and spirit) of Total Quality Management (TQM), or the organisation-wide management of quality: planning, organizing, directing, control, and assurance. This was also a testimony to the Institution's indefatigable and diligent efforts to modernize and improve its *modus operandi* and the services that it provides. The *entente cordiale* with our partners and stakeholders set the stage for close co-operation and meaningful exchange of expertise and know-how, to the benefit of all concerned parties.

The laboratories of the Institution have received accreditation from a internationally recognized body: the German Accreditation System for Testing (DAP) <<http://www.dap.de>>. In addition, the Jordan National Metrology Institute <<http://www.jnmi.gov.jo/>> received international accreditation from none other than the Deutscher Kalibrierdienst (DKD=German Calibration Service) <<http://www.dkd.eu/>>.

The year 2007 saw the culmination of the EU-Jordan Twinning Project, which aimed at building the capacity of JISM in the areas of conformity assessment, accreditation, metrology, market surveillance and standardisation, in the framework of the Support to the implementation of the EU-Jordan Association Agreement Programme (SAAP). In this regard, and for this express purpose, the relevant legislation has been amended and modernized at the national level to bolster the performance and competitiveness of the industrial sector in order to facilitate the entry of Jordanian exports to the European markets (and also to other international markets), and the quality infrastructure has been upgraded in the fields just mentioned.

Co-operation with national, regional and international organisations was enhanced as never before. Co-operation agreements were signed with the prestigious Saudi Arabian Standards Organisation (SASO) <http://www.saso.org.sa/english_site/index.php>; the minutes of the meeting with our Kuwaiti counterpart were signed dealing with conformity assessment and quality mark; an agreement for reciprocal recognition of the procedures for conformity assessment in certification was signed with Syria; the Urgent Plan to revitalize and bring into effect the Executive Co-operation Programme with Sudan was initialled with the Sudanese Standard Measurements Organisation (SSMO) <<http://www.ssmo.gov.sd/English.htm>>; and the co-operation agreement with the Algerian Standards Institute (Institut Algérien de Normalisation) <<http://www.ianor.org/>> was put into good effect.

On the local level, a number of measures were taken to bolster the avenues of co-operation with the Royal Scientific Society <<http://www.rss.gov.jo>>, the technical arm of JISM, during the visit of HRH Princess Sumaya Bint El Hassan, President of the Royal Scientific Society, to JISM. A memorandum of understanding was signed with the Jordanian Civil Defence <<http://www.cdd.gov.jo/english/eindex1.html>> aiming to substantiate the mechanisms of co-operation and co-ordination in all areas that

impinge on consumer safety and interest. In accordance with the declared objective of strengthening the partnership with civil society institutions and organisations, and the aim of exchange of expertise in the vital field of consumer protection, JISM signed a memorandum of understanding with the National Society for Consumer Protection (NSCP) .

JISM was active on the regional and international fronts, hosting the meetings of the 4th Session of the Co-ordinating Committee of the Codex Alimentarius Commission (CAC) <http://www.codexalimentarius.net/web/index_en.jsp> for the Near East Region, being the co-ordinator of the Near East Region of that Commission, and the ISO Regional Training Course on ‘Enhanced Participation in International Standardisation for Social Responsibility’. JISM also represented Jordan in the 30th Session of the General Assembly of the International Organisation for Standardisation (ISO) <<http://www.iso.org/iso/home.htm>>, and the 41st Session of the ISO Committee on Developing Country Matters (ISO/DEVCO) <http://www.iso.org/iso/what_is_devco>, both held in Geneva, Switzerland. JISM also participated in the meetings of the Arab Industrial Development and Mining Organisation (AIDMO) <<http://www.arifonet.org.ma/index.php?lang=en>> in Morocco, the 2nd Dubai International Food Safety Conference (DIFSC) <<http://www.foodsafetydubai.com/eng/default.asp>> in UAE in the period 21-22 February 2007, and the 2nd Arab Quality and Food Safety Conference held in Amman in the period 7-8 November 2007. Represented by the Jordan Institution for Standards & Metrology (JISM), Jordan was elected a member of the Executive Committee of the Codex Alimentarius Commission, representing the Near East Region, during the 30th Session of the Commission held at the Headquarters of the Food and Agriculture Organisation (FAO) of the United Nations in Rome/Italy in the period 26 June–7 July 2007.

In the fields of development, modernization and establishing new services, the Accreditation Unit (AU) at JISM extended its field of

scope to include accreditation of medical laboratories and certification bodies. The Jordanian Accreditation System (JAS) was evaluated by the European Co-operation for Accreditation (EA) <<http://www.european-accreditation.org/>> as a preliminary measure leading to the signing of an agreement on the mutual recognition of accreditation systems by JISM and EA. It is worthy of mention that the Accreditation Law, which will render independence to the accreditation system, has been approved by the Legislative Council at the Prime Ministry and is awaiting ratification and endorsement by the Jordanian Parliament. In 2008, the Market Surveillance Programme will start to be implemented in accordance with an inspection system based on risk assessment. JISM has started to establish the Metrology Verification Centre to ensure that the national requirements for legal metrology concerning the manufacture and use of measuring instruments are implemented, in accordance with the requirements of the International Organisation of Legal Metrology (OIML) <<http://www.oiml.org/>>.

The Institution conducted two major public awareness televised media campaigns for the fifth year running to inform the public and its actual and potential partners of the services that it provides and to draw their attention to issues that are of concern to them. At the communal level, JISM organised a blood donation campaign, donated funds to charities, and helped indigent students in the payment of fees, amongst many other charitable activities.

Please allow me at this stage to express my pride and gratitude to each and every member of this Institution for all the hard work and dedication which they have displayed, and I am deeply gratified by their express pride in, and high level of dedication to their Institution. I would also like to extend my deepest gratitude to the Board of Directors and the Board Chairman, HE the Minister of Industry and Trade, whose vision and perspicacity made our performance that much better. I would also like to acknowledge the essential role of our partners in the public and private sectors and the receivers of our

panoply of services in the development and improvement of the level of these services. Finally, we hope that this humble report would meet with your satisfaction and approval, and we look forward for your guidance and support.

Dr. Yaseen Khayyat

About the Jordan Institution for Standards & Metrology...

The Jordan Institution for Standards & Metrology was established as a public institution with financial and administrative autonomy in accordance with the Standards and Metrology Law No. 15 for the Year 1994, amended in accordance with the Law No. 22 for the Year 2000. Prior to that, the Institution had been one of the directorates in the Ministry of Industry and Trade.

Objectives:

1. Adoption of a national system for standardisation and metrology based on accepted international practices.
2. Keeping pace with scientific and technical developments in the fields of standards, metrology, conformity assessment and laboratory accreditation.
3. Ensuring the health and safety of the Kingdom's citizenry and protection of the environment by making sure that goods, products and services are in compliance with the technical regulations adopted by the Institution for that purpose.
4. Raising the quality of local goods, products and services through the adoption of appropriate Jordanian Standards in order to enhance their competitiveness in the local and international markets and thus support the national economy.

Functions & Mandates:

JISM adopts the following strategies in order to achieve its objectives as stipulated in the law:

1. The preparation, approval, reviewing, amendment and monitoring the implementation of standards and technical regulations with regard to all goods, products and services

(with the exception of pharmaceutical products, medicines, veterinary medicines, serums & vaccines).

2. Establishment of a national system of measurement and supervising its implementation.
3. Calibration, control and supervision of measuring instruments and practices.
4. Approval of the national measurement standards (etalons) and reference measurement standards necessary for calibrating measuring instruments.
5. Control of the quality of precious metals and jewellery. (Testing and stamping them)
6. Granting of conformity certificates, including the Quality Mark.
7. Accrediting testing and calibration laboratories and certification bodies in accordance with approved international practices.
8. Utilization of the know-how and expertise of local governmental and technological institutions in order to enable JISM to function in an appropriate and productive manner and achieve its objectives.
9. Supporting and promoting studies and research in standards, metrology, quality management and conformity assessment, and organizing relevant training courses.
10. Concluding agreements with regional and international organisations and bodies regarding the mutual recognition of certificates of conformity, including quality marks, certificates of laboratory accreditation and competence of the bodies granting such certificates.
11. Co-operating and co-ordinating with regional and international organisations and bodies working in standardisation, metrology, quality, conformity assessment and accreditation. This may also involve becoming members in such organisations and bodies.
12. Accepting and adopting, as appropriate, the standards, technical regulations, guidelines, and recommendations of

regional and international organisations, provided that they are issued in Arabic or English.

13. Disseminating the publications and other printed materials of approved standards and technical regulations issued by the Institution as well as by other organisations.

Organisational Structure

The following organisational structure was approved by the JISM Board of Directors in September 2005:

1. Assistant Director General for Control and Administrative Affairs.
2. Assistant Director General for Technical Affairs.
3. Organisational Performance Management (OPM).
4. Legal Affairs Unit.
5. Inspection and Surveillance Department (ISD).
6. Metrology Department (MD).
7. Standardisation Department (SD).
8. Precious Metals and Stones Department (PMSD).
9. Certification Department (CD).
10. Accreditation Unit (AU).
11. Knowledge Management Department (KMD).
12. Administration and Finance Department (AFD).
13. Planning and Co-operation Department (PCD).
14. Human Resources Department (HRD).
15. Stakeholder Support Unit.
16. Southern Region Branch.
17. Northern Region Branch.

Board of Directors (2007)

HE Eng. Amer Hadidi	Minister of Industry and Trade/Chairman of the Board from November 2007
HE Mr. Salem Khaza'leh	Minister of Industry and Trade/Chairman of the Board

	until November 2007
HE Dr. Yaseen Khayyat	Director General of JISM/Vice-Chairman of the Board
HE Eng. Yarub Qudah	Chief Executive Officer of Jordan Enterprise Development Corporation (JEDCO) < http://www.jedco.gov.jo/ >
HE Dr. Janet Mirza	Secretary General of the Ministry of Health for Administrative and Financial Affairs
HE Dr. Mohammad Obeidat	President of the Jordanian National Society for Consumer Protection (NSCP)
HE Dr. Faisal Awawdeh	Representative of the Ministry of Agriculture
HE Dr. Ghazi Odat	Representative of the Ministry of Environment
HE Eng. Maha Al-Ali	Representative of the Ministry of Industry and Trade
HE Eng. Mazen Jailani	Representative of the Ministry of Public Works and Housing
HE Eng. Wujdan Rabadi	Representative of the Ministry of Energy and Mineral Resources
HE Eng. Ahmad Ali Oleimat	Representative of the Ministry of Water and Irrigation
HE Dr. Rafat Ahmad	Representative of the Royal Scientific Society
HE Mr. Mohammad Taweel	Representative of the Jordan Chamber of Industry (JCI) < http://www.jci.org.jo/ >
HE Mr. Nayef Qasrawi	Representative of the Jordan Chamber of Commerce (JCC) < http://www.jocc.org.jo/ >
HE Eng. Osama Hammad	Chairman of the Jordan Society for Quality

Our Vision

Our vision is for JISM to maintain and enhance its distinguished position on the national, regional and international levels as a centre of excellence in the area of standardisation and related fields.

Our Mission

Jordan Institution for Standards & Metrology (JISM) plays a proactive role in protecting the interests, health and safety of Jordanian citizens and residents and the environment and enhancing the competitiveness of Jordanian products in the national, regional and international markets in keeping with the national goals and contributing to achieving them within the defined priorities.

To achieve this, JISM fulfils its mandate to build, implement and update systems compatible with international practices, in the fields of standardisation, metrology, conformity assessment, market surveillance, accreditation, information and related areas through providing an internal supporting working environment and developing all needed human, knowledge, material, technological and financial resources.

Our Customers

JISM serves its partners in a manner that satisfies the needs, and exceeds the expectations of customers, thus gaining their confidence and lasting satisfaction with our performance, and its clients are:

- Industrial, trade, agricultural and service sectors;
- Governmental and semi-governmental organisations;
- Regional and international organisations;
- Civic societies and non-governmental organisations;
- Scientific, research and academic institutions;
- Citizens and other persons involved in transactions with JISM.

Our Core Values:

- Transparency;
- Un-biasness;
- Integrity;
- Confidentiality;
- Team work;
- Loyalty;
- Fostering initiative;
- Patience and perseverance;
- Knowledge sharing;
- Flexibility;
- Customer focus;
- Encouraging innovation and creativity.

Quality and Environment Policy

JISM is committed to rendering services and products of high quality that meet the requirements of the customers and even exceed their expectations more often than not. This is achieved through its adherence to the implementation of an effective and efficient integrated management system that ensures continual improvement and upgrading of its activities, services and products. This system also meets the requirements of Total Quality Management (TQM) and Environment Management System (EMS) to minimize energy consumption so as to conserve resources and to limit water and air pollution resulting from the activities of the Institution. JISM is also committed to the implementation of an Occupational Health and Safety Management System (OHSAS) to ensure a safe and healthful working environment, and an Information Security System (ISS) to ensure data protection and confidentiality. To make all this happen, targets are set for all departments at JISM and compliance is assessed periodically and adjustments and revisions are made accordingly. JISM also works to make available the required resources and to empower its staff through providing training and allowing them sufficient leeway in the decision making process.

JISM is also committed to the implementation of, and compliance with all relevant national laws and regulations, and the requirements of ISO 9001, ISO 14001, ISO 27001, and OHSAS 18001, in addition to all relevant international standards and guidelines.

National Goals and Institutional Objectives

Goal 1	Jordanian economy should be developed to enhance prosperity and openness to regional and international markets should be ensured.	
	Institutional Objectives	
	1/1	Comprehensive and transparent strategic framework developed and maintained with the involvement of JISM managerial, administrative and executive levels to direct JISM services and systems to achieve competence at the international level.
	2/1	Increase awareness and concern of the culture of quality, standardisation, conformity assessment and accreditation at all levels.
	3/1	Support all the internal and external communicational activities.
	4/1	Improving overall efficiency and effectiveness of the administrative and technical performance of the organisation.
	5/1	Growth of revenue.
Goal 2	All Jordanians should enjoy a decent level of health and safety.	

Institutional Objectives	
1/2	Developing control and market surveillance procedures to ensure protection of health and safety of Jordanian citizens (and all other residents).
2/2	The environmental protection and resources conservation practices on the different levels are promoted.
3/2	Improving overall efficiency and effectiveness of the administrative and technical performance of the organisation.
Goal 3	Governmental administration is enhanced to be financially stable, transparent and accountable at both central and local levels.
Institutional Objectives	

	1/3	Ensuring the awareness of customers and service receivers of all events, activities or changes that effect them and their enterprises.
	2/3	Comprehensive and transparent strategic framework developed and maintained with the involvement of JISM managerial, administrative and executive levels to direct JISM services and systems to achieve competence at the international level.
	3/3	Support of all internal and external communicational activities.
	4/3	Management of financial commitments.
	5/3	Growth of revenue.
	6/3	Cost reduction.
Goal 4	The environment must be protected and its quality should be improved continually.	
	Institutional Objectives	
	1/4	Promotion of environmental protection measures and resources conservation practices at all levels.

Arabic, regional, and international organisations in which JISM is a member:

- Full Member of the Arab Industrial Development and Mining Organisation (AIDMO)
<<http://www.arifonet.org.ma/index.php?lang=en>>.
- Full Member in the International Organisation for Standardisation (ISO)
<<http://www.iso.org/iso/home.htm>>.

- Member of the ISO information network ISONET.
- Enquiry Point of the Technical Barriers to Trade Agreement/World Trade Organisation (TBT/WTO).
- Correspondent Member in the International Organisation of Legal Metrology (OIML) <<http://www.oiml.org/>>.
- Associate Member of the International Laboratory Accreditation Co-operation (ILAC) <<http://www.ilac.org/>>.
- Contact Point in the Codex Alimentarius Commission (CAC) <http://www.codexalimentarius.net/web/index_en.jsp>.
- Member of the Executive Committee and Co-ordinator of the Near East Region of the Codex Alimentarius Commission (CAC).
- Member of the European Co-operation for Accreditation (EA) <<http://www.european-accreditation.org/>>.
- Member of the Euro-Mediterranean Legal Metrology Forum (EMLMF).
- Associate Member of the Asia Pacific Metrology Programme (APMP) <<http://www.apmpweb.org/>>.

Agreements and memoranda of understanding (international):

JISM has signed co-operation agreements with its counterparts in the following countries:

Syria	Egypt
Palestine	Tunisia
Kuwait	Yemen
Iraq	Saudi Arabia
Lebanon	Oman
Qatar	Morocco
Ukraine	Greece

The Institution has also signed agreements in the fields of food inspection and electronic certification with New Zealand and Australia.

Agreements and memoranda of understanding (local):

JISM has signed a number of agreements and memoranda of understanding locally:

- A memorandum of understanding was signed with the Jordanian Civil Defence <<http://www.cdd.gov.jo/english/eindex1.html>> on 16 August 2007.
- A memorandum of understanding was signed with the National Society for Consumer Protection (NSCP) on 15 May 2007.
- An agreement was signed on 7 March 2006 with the Royal Scientific Society to establish the Jordan National Metrology Institute <<http://www.jnmi.gov.jo/>>.
- A memorandum of understanding was signed on 30 March 2006 with the Ministry of Public Sector Development for co-operation in the field of management and development of human resources.
- A memorandum of understanding was signed with Abu-Ghazaleh Intellectual Property (AGIP)/Patent and Trademark Agents and Attorneys <<http://www.agip.com/>> on 20 November 2005.
- A memorandum of understanding was signed on 1 November 2005 with the Ministry of Agriculture for co-operation in the field promotion of olive oil in Jordan.
- An agreement was signed with the Jordan Petroleum Refinery Company (JPRC) <<http://www.jopetrol.jo/>> on 4 October 2005 in the field of calibration and inspection of (liquid) flow metres of fuel road tankers.
- A memorandum of understanding was signed with the Information Technology Association – Jordan (int@j) <<http://www.intaj.net/>> and the Jordan Computer Society (JCS) on 4 November 2003.

- A memorandum of understanding was signed with the Jordan Agricultural Engineers Association (JAEA) in September 2003.
- A memorandum of understanding was signed with the Ministry of Health on 10 April 2003.
- A memorandum of understanding was signed with the Aqaba Special Economic Zone Authority (ASEZA) <<http://www.aqabazone.com/>> on 17 October 2001.
- A memorandum of understanding was signed with the Royal Scientific Society on 27 May 1996 in the field of quality control of locally produced building materials.

JISM's Qualitative Achievements in 2007

I: Salient Achievements

JISM strikes Gold in the King Abdullah II Award for Excellence in Government Performance and Transparency

JISM received the ultimate recognition and honour of getting First Place (Gold) in the King Abdullah II Award for Excellence in Government Performance and Transparency for the term 2006-2007. The trophy of excellence was presented to JISM by HRH Faisal Bin Al-Hussein, Chairman of the Board of Trustees of the King Abdullah II Centre for Excellence (KACE). This is the second time that JISM receives this award, the most prestigious for excellence on the national level, the first being in 2004.



HRH Prince Faisal Bin Al-Hussein presenting the trophy of excellence to Dr. Yaseen Khayyat, Director General of JISM. The Institution won the prestigious prize twice, a sure sign of its unwavering commitment to its mission and to the service of Jordan and its citizenry, the ultimate goal of all public organisations.

This award was presented in recognition of the Institution's crucial role in the protection of the health and safety of citizens and support of the national economy. It was also a direct result of institutionalized operations and the application of the principles (and spirit) of Total Quality Management (TQM), or the organisation-wide management of quality: planning, organizing, directing, control, and assurance. This was also a testimony to the Institution's indefatigable and diligent efforts to modernize and improve and upgrade its *modus operandi* and the services it provides.



Dr. Yaseen Khayyat amongst jubilant JISM directors and staff after receiving the ultimate award of excellence. Diligence, discipline, knowledge and team work make a sure recipe for success.

This national award aims to encourage public-sector institutions to upgrade their performance and improve their services. In addition, the award scheme, through its carefully chosen criteria, is intended to develop high-level leadership qualities, to improve management of human resources, to engender a wholesome institutional culture based

on transparency, excellence and creativeness. JISM had streamlined its work procedures and modernized its systems. JISM top management are absolutely committed to the dual mantra of development and modernization. Staff participation in the decision-making process is encouraged to create an atmosphere of mutual trust and transparency and to preserve the cultural traits that have come to be associated with the Institution.

Jordan National Metrology Institute (JNMI) receives international and national accreditation for national measurement standards

The Jordan National Metrology Institute (JNMI) <<http://www.jnmi.gov.jo/>> received international accreditation from the Deutscher Kalibrierdienst (DKD=German Calibration Service) <<http://www.dkd.eu/>>. JNMI's electrical, mechanical and physical calibration laboratories have all been accredited in this regard. They are the only labs in the Arab region which comply with the requirements of the International Standard for Calibration Laboratories ISO/IEC 17025. The labs are also accredited by the Jordan Institution for Standards & Metrology in the field of electrical, physical and mechanical calibration systems.

The Jordan National Metrology Institute was established in 2006 under the management of the Royal Scientific Society (RSS) according to the signed authorization agreement between the Jordan Institution for Standards & Metrology (JISM), which is responsible for the national system of measurement in Jordan, and RSS, which is the largest applied research institution, consultation and technical service provider in Jordan, housing 38 specialized laboratories acting as the technical arm of JISM, and providing metrological services since 1981. The launching day for JNMI was 20 May 2006, coinciding with World Metrology Day. JNMI is run and managed by the Royal Scientific Society, and its functions and activities are

monitored by a steering committee composed of 10 members chaired by the Director General of the Jordan Institution for Standards & Metrology and members from Royal Scientific Society, Higher Council for Science and Technology, Royal Jordanian Air Force, Jordan Accreditation Commission, Jordan Chamber of Industry, Amman Chamber of Commerce, and Jordan Institution for Standards & Metrology.

JISM laboratories receive international accreditation

In December 2007, the laboratories of the Jordan Institution for Standards & Metrology received international accreditation from the German Accreditation System for Testing (DAP) <<http://www.dap.de>>, one of the most recognized and prestigious international accreditation bodies. This would increase confidence in the veracity of laboratory tests conducted by these labs and their results, which would in turn lend significant support to national conformity assessment bodies, whether they are agencies tasked with monitoring imports and locally manufactured goods and products or with the certification of export goods and products.

Accreditation requirements include the application of an effective quality system and precise technical requirements in accordance with the International Standard ISO/IEC 17025, concerned with the efficiency of laboratory work. Prior to the granting of accreditation rigorous inter-laboratory comparative tests were conducted inside and outside Jordan whereby JISM laboratory test results were compared against pre-determined ones.

It is worthy of mention that receiving international accreditation for its laboratories is in line with JISM's vision to maintain and enhance its distinguished position on the national, regional and international levels as a centre of excellence in the area of standardisation and

related fields, and with its mission of playing a proactive role in protecting the interests, health and safety of Jordanian citizens and residents and the environment and enhancing the competitiveness of Jordanian goods and products in the national, regional and international markets in keeping with the national goals and contributing to achieving them within the defined priorities.

Olive Oil Tasting Laboratory at JISM receives international accreditation

JISM's Olive Oil Tasting Laboratory received international accreditation from the prestigious Deutscher Kalibrierdienst (DKD=German Calibration Service) <<http://www.dkd.eu/>>. It is worthy of mention that His Majesty King Abdullah II has given special directives to bestow upon the olive oil production sector in Jordan the requisite attention given that olive oil is the premiere strategic agricultural product in the country.

In order for the quality of Jordanian olive oil to reach international standards so as to vie with the products of other countries in international markets, His Majesty issued a directive to establish the Olive Oil Tasting Laboratory at JISM. All concerned parties worked in unison to bring about this project, which was possible through the Social and Economic Productivity Programme of the Ministry of Planning and International Co-operation <http://www.mop.gov.jo/pages.php?menu_id=85>.

The Olive Oil Tasting Laboratory has been equipped in accordance with the requirements of Standard COI/T.20/Doc.6/Rev.1 (2007 Guide for the Installation of a Test Room) of the International Olive Oil Council (IOOC) <<http://www.internationaloliveoil.org/>>, and is tasked with grading olive oil according to quality. Members of the National Team for Tasting Olive Oil perform sensory analysis of the specimens under test and physico-chemical tests are carried out aimed

at differentiating between each grade and at checking product authenticity.

It should be mentioned that most Jordanian olive oil importing countries and organizers of international fairs and competitions require the testing and grading of the olive oil products and mandate certification by accredited and impartial bodies that function in accordance with the procedures specified in the international guide ISO/IEC Guide 65, and which issue their certificates based on test results of laboratories that apply the work procedures stipulated in the international standard ISO/IEC 17025.

JISM's Olive Oil Tasting Laboratory is the only one of its kind in the region, and the acquisition of international accreditation has definitely enhanced the reputation and prestige of Jordan in this field, and has contributed significantly in upgrading the quality and ameliorating the characteristics of Jordanian olive oil, which in turn has been a major factor in increasing exports of this wholesome product, reflecting positively on the quality of life of Jordanian farmers, who are mostly dependent on the olive tree for their daily sustenance, especially after the astronomical increase in the import bill of food stuffs and the governments plan to support and develop the agricultural sector with the ultimate aim of achieving national food security.

JISM joins Perinorm, the largest bibliographic database in Europe

In July 2007, JISM joined Perinorm <<http://www.perinorm.com/pol/accueil.php>>, the largest bibliographic database in Europe. Perinorm is dedicated to helping subscribers with their standards and technical regulations enquiries. It is the world's leading bibliographic database of national, European and international standards from [23 countries](#), including a total of more than 1,100,000 records. Perinorm provides monthly updated information on

international, European, American, and other national standards and technical regulations.

JISM is the first (and thus far only) Arab organisation to make its information on Jordanian Standards globally accessible through its participation in the Perinorm Database. Jordan has thus become the only Arab country to become part of the Perinorm system, sharing bibliographic information related to the Jordanian standards and technical regulations with the Perinorm community.

Jordan's joining of Perinorm was one of the positive outcomes of the EU-Jordan Twinning Project, which aims to bolster the capacity of JISM in the areas of conformity assessment, accreditation, metrology, market surveillance and standardisation, in the framework of the EU-Jordan Association Agreement Programme. Becoming an integral part of Perinorm entailed compliance with the rules and regulations governing the format of the database of national standards and technical regulations. To serve the Jordanian economic sectors with valid, up-to-date, and easy-to-access information on standards and other types of technical documents, the database on Jordanian Standards has also been updated and upgraded.

II: Development & Modernization

The EU-Jordan Twinning Project

The closing ceremonies of the ‘European-Jordanian Twinning Project for Strengthening the Jordan Institution for Standards & Metrology’ were held in the King Hussein Club in Amman on 14 November 2007. The ceremonies were held in the presence of HE Suhair Al-Ali, the Minister of Planning and International Co-operation, HE Dr. Sharif Al-Zu'bi, the Minister of Justice/Acting Minister of Industry and Trade, HE Mr. Patrick Renaud, the EU Delegation Ambassador, and HE Mrs. Ina Hofmann, representative of the German Federal Ministry of Economics and Technology.

The Project, which was conducted with the help and co-operation of the federal Institute for Materials Research and Testing (BAM)/Germany <http://www.bam.de/index_en.htm>, and which lasted for two years, starting in October 2005, was configured to enable JISM to acquire the wherewithal to come into compliance with EU-Jordan Association Agreement, which aims at the facilitation of bilateral trade between the European Union and Jordan and supporting Jordanian exports to the European Union – which would lead to economic growth and prosperity. This requires upgrading of the Jordanian quality infrastructure and the harmonization of its systems with international requirements, as well as the application of the European rules, especially in market surveillance and notification of conformity assessment bodies involved in CE Marking, so as to allow trade in safe goods and products only.

In his speech at the closing ceremony, HE Dr. Yaseen Khayyat, Director general of JISM, said, ‘Looking at what has been accomplished throughout this Project in the last two years, I must say that I am very proud and most contented with the results that have been achieved, and of how the challenges and difficulties that we were faced with at the onset were dealt with and overcome with informed and calculated decisions and constructive actions, and often with an ample dose of patience and endurance. I am happy to say that harvest time is

upon us, and it seems that the fruits of our joint labour are quite plentiful and very fine indeed!

‘The Project results have established systems and set in place procedures. The practical experience and knowledge obtained and the evaluations subsequently made – which I shall present in their entirety later today – have led to external recognition of the competence of our services. For instance, accreditation has been recommended for the testing and certification activities, and, furthermore, the Jordanian National Metrology Institute and the Jordan accreditation body are on the right track to signing multilateral agreements for recognition at the European and international levels.’



HE Dr. Yaseen Khayyat, Director General of JISM, delivers his speech at the closing ceremony of the EU-Jordan Twinning Project. The seminal Project has proved to be a lasting success story in Jordan, and a paradigm for other institutions and organisations to emulate.

In his keynote speech, HE Mr. Shareef Zu'bi, the Minister of Justice/Acting Minister of Industry and Trade, said, ‘Recognizing that there are different legislative and regulatory requirements in application in the territories of the two trading partners, a direct

equivalence between the regulations, approximation of the laws, rules and conformity assessment procedures, as well as technical regulations and standards that cover the various industrial sectors, should be created, since this is most vital for the progressive implementation of these legislations in order to develop the quality infrastructure. The quality infrastructure systems, specifically standardisation, conformity assessment, accreditation, market surveillance and metrology, have to be based on international requirements, taking the European specifics into consideration. Moreover, competence and equal reliability have to be demonstrated for bodies functioning in conformity assessment of regulatory areas, for instance notified bodies, as well as for accreditation bodies through the signature of multilateral agreements.’

HE the Minister of Planning and International Co-operation, Suhair Al-Ali, praised the results emanating from the Project and emphasized the fact that competitiveness of Jordanian products at the international level could only be enhanced through overcoming the challenges that limit this competitiveness in both local and international markets, and that this could be achieved by putting in place a number of measures, including modernizing the relevant legislations and the procedures that regulate surveillance and product inspection.

The Project results have established systems and set in place procedures that enabled Jordanian goods and products to have more access to European markets:

- In the context of this Project, product sectors of priority have been identified based on the following defined criteria:
 1. National interest and production;
 2. EU-Jordan existing trade relations;
 3. Risks associated with the products;
 4. National technical capabilities;
 5. Complexity of implementation.

This has led to the identification of seven different New Approach EC Directives that were addressed throughout this Project:

1. General Product Safety;
 2. Low Voltage Electric Appliances;
 3. Toys;
 4. Construction Products;
 5. Gas Appliances;
 6. Pressure Equipment;
 7. Measuring Instruments.
- **Amending and modernizing the relevant legislations to become compatible with their European counterparts:** The Jordan Institution for Standards & Metrology has amended its Law on Standards, Metrology and Product Safety, which also incorporated market surveillance and conformity assessment. The enactment of the General Product Safety Directive is in progress, going through all the proper channels and procedures, with general provisions in the amended Law and detailed requirements that shall be enacted as National Technical Regulations.
 - **Upgrading the quality infrastructure:** This included the development of the infrastructure of standardisation, conformity assessment, laboratories, accreditation, metrology, market surveillance, and the Information centre. At the national level, the investment in the quality infrastructure underpins the economy and helps to provide opportunities for growth and employment.

JISM adopts more than 600 European Standards as Jordanian Standards

JISM has adopted more than 600 European Standards as Jordanian Standards in a number of sectors in the framework of the Institution's efforts to keep up with the scientific and technological developments in the field of standardisation and the activities associated with it and to meet the technical, economic and social needs of Jordanian society. It is needless to say that this also facilitates inter-trade between Jordan and the EU countries in the framework of the EU-Jordan Association Agreement, which also aims to support Jordanian exports to the European Union – which would lead to economic growth and prosperity – by means of the European Neighbourhood Policy and signing the Conformity Assessment and Acceptance of Industrial Products Agreement (ACAA), and eventually creating the Euro-Jordan Free Trade Area by 2010.

The sectors involved included: general product safety; low voltage electric appliances; toys; construction products; gas appliances; pressure equipment; and measuring instruments. These sectors were selected on the basis of a number of factors: national interest and production; EU-Jordan existing trade relations; risks associated with the products; national technical capabilities; and complexity of implementation.

In this regard, JISM has upgraded the procedures involved in adopting international and European standards as Jordanian standards in accordance with relevant international practices. Regulations that govern the mechanism of adoption of international or European or national standards as Jordanian Standards were issued via the fast track procedure, whereby the Institution would give notice of the drafts of the Jordanian Standards that it intends to adopt in at least two local newspapers once 60 days before these drafts are presented to the Board of Directors for approval or otherwise, and also on the Institution's website so as to inform all stakeholders and concerned parties of the position of the Institution in this regard and to solicit their opinions and comments to take them into consideration in the decision making process. Consideration was given to allow the parties

affected by these standards a grace period before they come into effect.

Furthermore, the national standardisation system has been upgraded in accordance with international and European rules and procedures so as to enable JISM to become a key actor at both the international and European levels. All the procedures for preparation of standards have been amended according to international requirements, specifically ISO/IEC Guide 21. Gaps against international and European practices have been recognized and are being covered. JISM is enabled to run its Standardisation Department with modern management procedures after comprehensive training of standardisation officers and the members of the Technical Committee.

These standards that are adopted from international and European standards aim to protect the health and ensure the safety of citizens and to enhance the competitiveness of industrial and private sector enterprises, especially those that have the potential to grow and export to European markets, through overcoming the barriers that face them with regard to non-compliance with European standards and technical regulations.

JISM's work plan for the years 2007 and 2008 with regard to the preparation and adoption of standards includes the adoption of more than 1,000 European standards and technical regulations in various fields to protect the health and ensure the safety of citizens, and to safeguard their rights and prevent deceptive practices, in addition to contributing to the support of the national economy and improve the quality of the goods and products that enter the local markets.

Implementation of the Market Surveillance Programme (MSP)

Since JISM is a market surveillance authority, hands-on training was provided to inspectors on the selected Directives in the market, which included joint inspections with experts contracted for the short term to practise detection of unsafe goods and products by visual inspections, and to check labelling requirements and the physical properties of goods and products.

Market surveillance has started in a proactive manner in consequence of preparation of plans and procedures, and documentation of product checklists. The implementation of the selected EC Directive is the responsibility of the Heads of Directives who have been assigned to co-ordinate and organize activities under their Directives, including training of other staff.

For the purpose of inducing co-operation to pervade the whole market, to prevent overlapping of responsibilities among market surveillance authorities, to exchange information on dangerous products, and to raise the awareness on safety of products, memorandums of understanding (MoUs) were signed with the other involved government authorities. The setting up of the National Market Surveillance Council is included in JISM's Draft Law. The Council is tasked with setting market surveillance strategies, drafting policies and co-ordinating the work of all the market surveillance authorities.

Awareness seminars were organized for producers, traders and high-level decision makers on the future market surveillance actions, responsibilities for placing safe products on the market and implementation of EC Directives.

JISM has subscribed to the ICSMS database and workflow system, which is a working tool run by 12 European countries for market surveillance and to issue reports on dangerous products.

Pre-Peer Evaluation of the Accreditation Unit at JISM by the European Co-operation for Accreditation (EA)

Pre-Peer evaluation of the Accreditation Unit at JISM has been conducted in the period 16-18 December 2007 by the European Co-operation for Accreditation (EA) <<http://www.european-accreditation.org/>> to assess the compliance of the Unit with the International Standard ISO/IEC 17011:2004, which 'specifies general requirements for accreditation bodies assessing and accrediting conformity assessment bodies (CABs) and is also appropriate as a requirements document for the peer evaluation process for mutual recognition arrangements between accreditation bodies'. This is a preliminary measure leading to the signing of an agreement on the mutual recognition of accreditation systems by JISM and EA.



Pre-Peer Evaluation of the Accreditation Unit at JISM by EA. The Unit passed the test with flying colours, taking JISM one step towards signing an agreement with EA on the mutual recognition of their accreditation systems.

The evaluation team consisted of Ms. Carmen Garcia from the Spanish Accreditation Agency (Entidad Nacional de Acreditación [ENAC]) <<http://www.enac.es/web/enac/inicio>>, and Mr. Ian Mann from the Swiss Accreditation Service (SAS) <<http://www.seco.admin.ch/sas/index.html?lang=en>>. The evaluation process included the assessment of the accreditation procedures applied by the Accreditation Unit and an in situ follow up assessment of an accredited laboratory. The evaluation results were excellent, indicating the high level of competence enjoyed by the Accreditation Unit in the application of the international requirements in this regard.

Establishment of the Stakeholder Support Unit (SSU)

In the framework of its efforts to achieve its aims in increasing awareness of the concepts and ideas associated with standards, metrology, conformity assessment and accreditation at all levels, and in order to inform service receivers and customers of all the activities and changes that might concern and affect them, JISM decided to establish the Stakeholder Support Unit (SSU), which consists of a training section and a section tasked with promulgating the conformity assessment bodies that are recognized in Jordan, in order to institutionalize and regulate the activities concerned with internal and external communication in the framework of strategic plans and practical methodologies that meet the needs and expectations of service receivers. The Training Services Section aims to provide technical assistance and support to external service receivers by co-ordinating training courses related to the activities and services of the Institution in the fields of standardisation, certification and metrology, and to inform them about the mechanism of application of some Jordanian Standards

and Technical Regulations, in addition to training courses on the local and regional levels, specialized in management systems and WTO agreements. The Unit also aims to support the national economy by encouraging the export of Jordanian goods and products to the EU countries through promulgating the conformity assessment bodies that are recognized in Jordan in accordance with the relevant European guidelines and directives.

JISM to establish the Metrology Inspection Centre for legal measuring instruments

JISM has started to establish the Metrology Inspection Centre for the elaboration of national requirements concerning the manufacture and use of measuring instruments for legal metrology applications, in accordance with the requirements of the International Organisation of Legal Metrology (OIML) <<http://www.oiml.org/>>. The Centre will have the following aims:

- Realizing, maintaining and ensuring the traceability of the national measurement standards to international standards.
- Preliminary and periodic inspection of all legal measuring instruments.
- Raising the competency of the workers in the field of metrology and ensuring their fairness and non-bias.
- Activating the role of the Institution to monitor all legal measuring instruments so as to ensure justice and equity and to prevent deceptive practices and manipulation of measuring instruments.
- Establishment of an integral metrological system in accordance with the latest international models and the requirements of the International Organisation of Legal Metrology (OIML).

In its initial phase, the project will consist of three sections: taxi metres, volumetric (including fuel road tankers and their flow metres and water and sewerage road tankers), and mass, which includes weights, scales and balances, and floor and platform scales. Work on the Centre is expected to be finished in early 2009 at a cost of about 600,000 JDs (\$ 845,000).

JISM accreditation mandate to include medical laboratories and certification bodies

In addition to its accreditation of calibration and metrological laboratories, the Accreditation Unit (AU) at JISM has extended its field of work to include accreditation of medical laboratories, in accordance with ISO 15189, and certification bodies. This expansion comes in the framework of the EU-Jordan Twinning Project aimed at building the capacity of JISM. In this regard, the AU has executed the following activities:

- Holding meetings and making field visits of a number of medical laboratories and hospitals and holding interviews with specialists, and surveying the equipment in these laboratories to ascertain their readiness to comply with ISO 15189. The visits included the laboratories of Prince Hamza Hospital in Amman, the laboratories of the MedLab Group, the laboratories of the Specialty Hospital, the laboratories of Princess Iman Centre in Ajloun, and the laboratories of the Jordan University Hospital. After these preliminary visits, three were prepared for on site assessment through a number of visits to these laboratories in the presence of a number of German experts. Following that, assessments of these laboratories were conducted in a number of stages, including technical evaluation, assessment of the quality systems, and assessment of documentation. Two of the laboratories were granted recommendations for accreditation.

- Holding the ‘Workshop for the Medical Laboratories for Fulfilment of Accreditation Requirements according to ISO 15189’ in the period 3-5 June 2007, attended by 23 doctors and laboratory workers from the private and public sectors. The Standard and its application were explained using examples from real life.
- Holding ‘Training of AU Assessors & Experts in the Field of Medical Laboratory Accreditation – according to ISO 15189’ in the period 6-7 June 2007, attended by 21 people who are interested in working with the AU as assessors and experts in the field of medical laboratory accreditation. The assessment process and the methods of assessment were explained and discussed.

Measures taken by JISM upon termination of the Product Conformity Certification Programme (DAMAN)

The agreement between JISM and the French firm Bureau Veritas, the implementer of the Product Conformity Certification Programme (DAMAN), was terminated in August 2007 due to the fact that all technical capabilities and expertise to conduct the elements of the programme have been acquired by local experts and local test facilities with international accreditation. The technical cadres at the Technical Testing Station in the Free Zone in Zarqa are now tasked with performing technical tests in accordance with the recognized standards and conditions.

JISM cadres at Headquarters and through its centres in customs areas shall also inspect products and merchandize and take samples and send them to laboratories for inspection and evaluation. The Institution shall keep in place a number of procedures from the ‘Daman’ Programme.

