



## Accreditation Unit

# Annual Report

From  
January 1<sup>st</sup> 2005  
To  
December 31<sup>st</sup> 2005

Amman, October 11<sup>th</sup> 2006.

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## Introduction

**Accreditation** is defined as “The third-party attestation related to a conformity assessment body conveying formal demonstration of its competence to carry out specific conformity assessment tasks”.

By virtue of article (5) of the Standards and Metrology law no. (22) for the year 2000, the **Jordan Institution for Standards and Metrology (JISM)** is authorized to accredit testing/calibration laboratories and certification bodies in Jordan, and accordingly it has defined the criteria according to which the accreditation, assessment and surveillance of testing/calibration laboratories and certification bodies are conducted. For that purpose JISM has introduced the Accreditation Unit (AU) as the official successor of the Laboratory Accreditation Department (LAD).

LAD has been established in December 1997, as one of the nine technical departments of JISM to operate and administer the Jordanian Laboratory Accreditation System (JLAS). AU has been established in the last quarter of the year 2001. Competent and knowledgeable full-time JISM staff members were appointed therein. They have had the training and experience required for running the accreditation system.

JISM is financially and administratively independent governmental Institution. It is a non- profit impartial organization, AU has administrative and technical independence from other JISM departments, it also has a separate financial program within JISM’s annual budget.

AU defined the criteria according to which the accreditation, assessment and surveillance of testing/calibration laboratories and certification bodies is conducted in the "*Instructions for Administration and Implementation of Accreditation of Testing or Calibration Laboratories and certification Bodies*" no. (1) for the year 2002 which based on article (5) of the Standards and Metrology law.

AU is committed to cope up with the latest developments in the international accreditation systems and took steps towards achieving the international recognition of JAS, the aim of that is achieving the recognition of the

testing/calibration labs' results and the certification bodies' activities which are accredited by it. In this regard, AU signed two cooperation agreements with the DAP (German Accreditation System for testing Ltd.) which is a member in the European co-operation for Accreditation (EA). The agreements deal with cooperation in various fields; quality, accreditation, environmental management, testing and certification.

In January 2000 AU has become an associate member in ILAC (International Laboratory Accreditation Cooperation). A pre-peer evaluation by ILAC was conducted on AU in December 2003.

### **AU's main responsibilities**

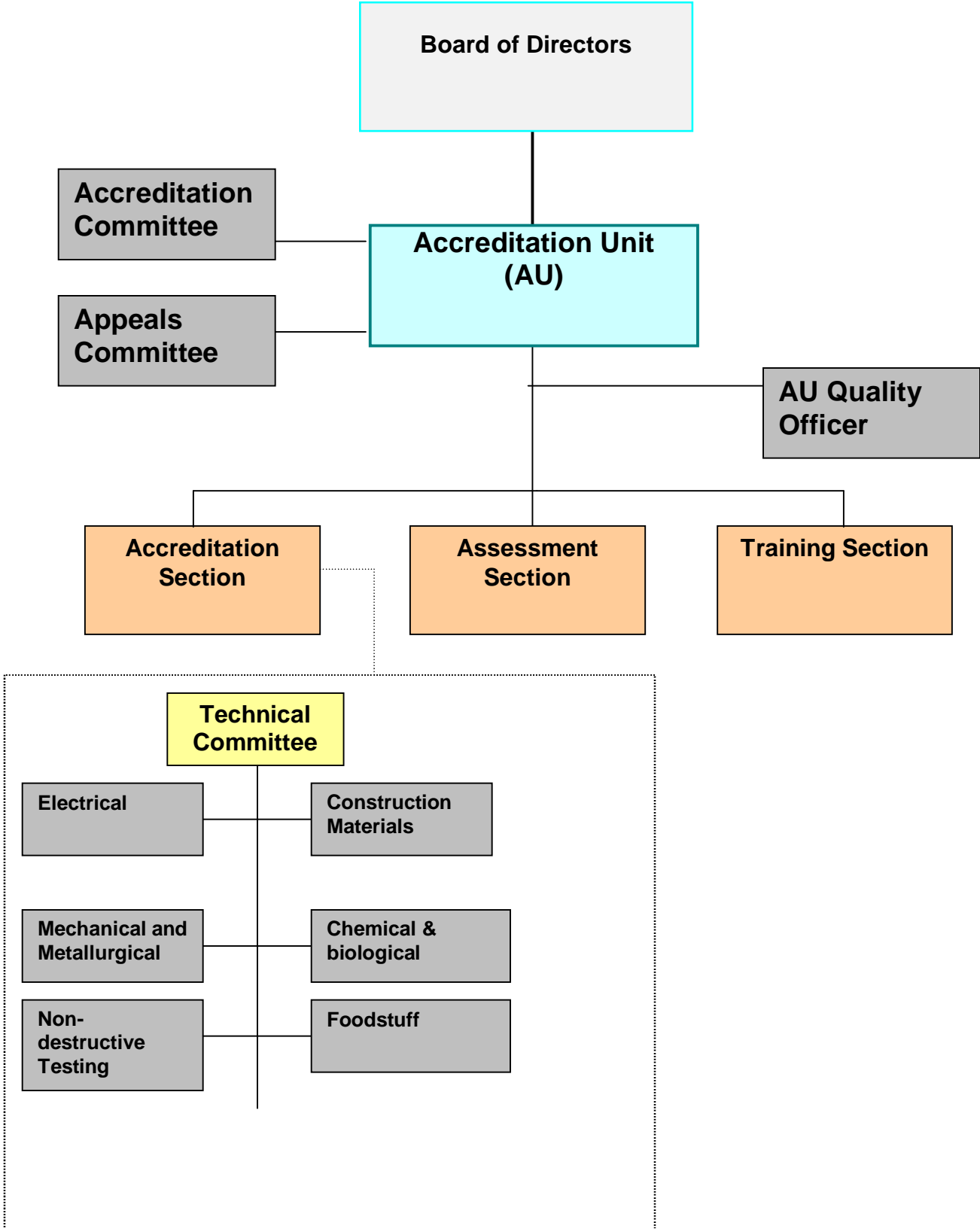
1. Accredite testing and calibration laboratories according to ISO/IEC 17025 standard and conduct surveillance thereon.
2. Accredite certification bodies for quality management systems, products and environmental management systems and conduct surveillance thereon.
3. Coordinate and organize Proficiency Testing Programs for the accredited and applicant laboratories.
4. Elaborate and maintain a data base of all accredited Jordanian laboratories and certification bodies according to the scope of testing, calibration or certification activities. The data base includes all the necessary information about these accredited bodies (their names, addresses, legal status, number of staff, accreditation scopes...etc.).
5. Organize an exchange of experience between the assessors of JAS from one hand and the accredited bodies from the other hand.
6. Establish contacts with relevant Arabic, regional and international accreditation organizations like EA (European cooperation for Accreditation) and ILAC or work on becoming member thereto to follow up developments in this field, and also to coordinate the efforts and exchange experience therewith.
7. Sign agreements on mutual recognition of accreditation of laboratories with Arabic, regional and international accreditation organizations operating according to ISO/IEC 17011.

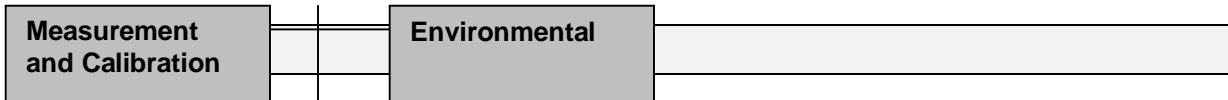
## **The aim of JAS**

Establishing a national accreditation system is essential for Jordan, as a concrete component of the national MSTQ- infrastructure, to improve confidence in testing, calibration and certification services. Furthermore, the improvements of national MSTQ- infrastructure to reach up an international accepted level will lead to one of the declared aims of the World Trade Organization (WTO) which is reducing Technical Barriers to Trade (TBT) hence providing local industry and trade with new marketing opportunities inside and outside Jordan.

The aim of the JAS is to establish a national and international recognition of competence of testing & calibration laboratories and certification bodies in Jordan and build confidence in the test reports, calibration certificates and certificates of conformity which will minimize unnecessary re-testing, and consequently will result in saving money and time and producing high quality services. Furthermore, developing a Jordanian accreditation system according to international requirements will qualify Jordan to sign mutual as well as multi-lateral agreements with internationally recognized accreditation organizations in order to achieve its aim.

**Accreditation Unit Organizational Structure and Staff**





The Accreditation Unit (AU) strives to be a leader among Arabic, regional and international accreditation bodies distinguished by granting conformity assessment bodies national accreditation which is nationally recognized and internationally accepted through multilateral recognition arrangements.

(Get national recognition ----- Gain international acceptance)

### **Mission**

The Accreditation Unit grants national accreditation as an official recognition of the technical competence of the conformity assessment bodies (testing and calibration laboratories, inspection bodies and certification bodies) through implementing an accreditation system on national, regional and international levels by the following means:

- Commitment in implementing international practices and achieving international acceptance,
- Managing effective relationships with conformity assessment bodies through exchange of knowledge and fulfilling their needs.
- Providing a creative and open work environment for JAS assessors and committee members to ensure impartiality, confidentiality and objectivity, as well as providing timely information for efficient decision making.
- Making available needed human, financial, technological and material resources to provide effective competent services.

### **Core Values:**

- 1- Striving to meet customer needs.
- 2- Confidentiality, impartiality and integrity.

- 3- High professional is excellent and competence.
- 4- Basing the decision-making process on scientific principles and sound technical practices.
- 5- Facile exchange of information.
- 6- Continuous training and development.

### **Professional Values:**

- 1- Partnership and cooperation.
- 2- Achieving international recognition of our accreditation services.
- 3- Raising customer satisfaction level.
- 4- Making clear and transparent decisions.
- 5- Provision of specialized and qualified assessors.
- 6- Transparency in providing the needed information.

## **1. Jordanian Accreditation System (JAS)**

### **1-1 Improving JAS**

1-1-1 Jordanian Accreditation Law: the draft of the Jordanian Accreditation law is still under discussion in the Opinion and Legislation Bureau. This law aims at establishing an independent Accreditation Commission that carries out the task of AU, which will contribute to the fulfillment of full membership requirements of ILAC as for the independence of accreditation activities from conformity assessment activities.

1-1-2 International Recognition and EA membership: under AU's attempts to get international recognition and during the meeting of the general assembly of EA in Rome in the period between the 16<sup>th</sup> and 18<sup>th</sup> of November, 2005, AU signed a multilateral agreement with EA, which comes as the first step for becoming a member in EA according to the EA's policy for signing multilateral agreements:( EA-2/02-EA's Policy and Procedure for the Multilateral Agreement). The board of directors in JISM agreed on signing the agreement in the meeting on the 30<sup>th</sup> of October, 2005 which was attended by the Minister of Industry and Trade/head of the board of directors of JISM Dr. Sharif Al-Zoubi.

## 1-2 Implementation of the JAS Improvement project

1-2-1 The Twining project between EU and Jordan which is financed by the European Union was launched in October of 2005. The project has five components for Accreditation, Standardization, Metrology, Certification and Market Surveillance. Accreditation component aims to improve JAS so it would attain international recognition in the area of laboratory accreditation, in addition to help the unit in expanding its accreditation scope so it would include the accreditation of Certification and Inspection bodies. It should be noted that the time frame of this project is 24 months and it includes visits from specialized experts, internal and external training courses, and the participation in conferences and international committees. Within the frame work of the Jordanian-European Twining project in AU there were two visits from German experts, one of them was the German Expert Mr. Thele in the period between the 16<sup>th</sup> and 24<sup>th</sup> of October, 2005. The tasks of the expert included the reviewing of JAS and its improvement, in addition to determining the working steps that should be taken into consideration in the future in order to sign the multilateral agreement with EA and the steps following that. The expert was impressed with the progress that the unit achieved in JAS and the competence of the employees working on the system and he made some recommendations to be implemented in order to achieve international requirements. The second mission in the project's plan started on the 24<sup>th</sup> of October, 2005 and continued until the 18<sup>th</sup> of November, 2005, it was carried out by the German expert Mr. Gobel; it included the reviewing of JAS to determine its

improvement so it would include medical labs and Certification bodies. He also discussed the draft of the Jordanian Accreditation law and organizational structure of AU within JISM.

- 1-2-2 Within the activation of the Prime Ministry's decision that was issued in May of last year regarding giving the accredited laboratories and laboratories to be accredited in the future by JAS the priority when issuing governmental bids and supporting their technical activities, a specialized committee from AU and the Governmental Bids Directorate was formed to come out with a mechanism for activating this decision; the mechanism includes a time table for laboratories to receive accreditation.
- 1-2-3 The unit participated in a project to automate its processes through the implementation of workflow and the preparation of special data bases for JAS. The project aims to automate all processes inside JISM. And within the project an outline of the JISM's processes has been done and a time frame has been set for the improvement and implementation of each process which included: Accreditation process, the process of preparing Assessors and the training process. Also several workshops were held to train the employees on the Ultimas program, so afterwards the process would be carried out electronically.
- 1-2-4 AU participates in the committee for setting the requirements for licensing water laboratories that apply to the Ministry of Industry and Trade. The committee is directed by the Environmental Health Directorate in the Ministry of Health.

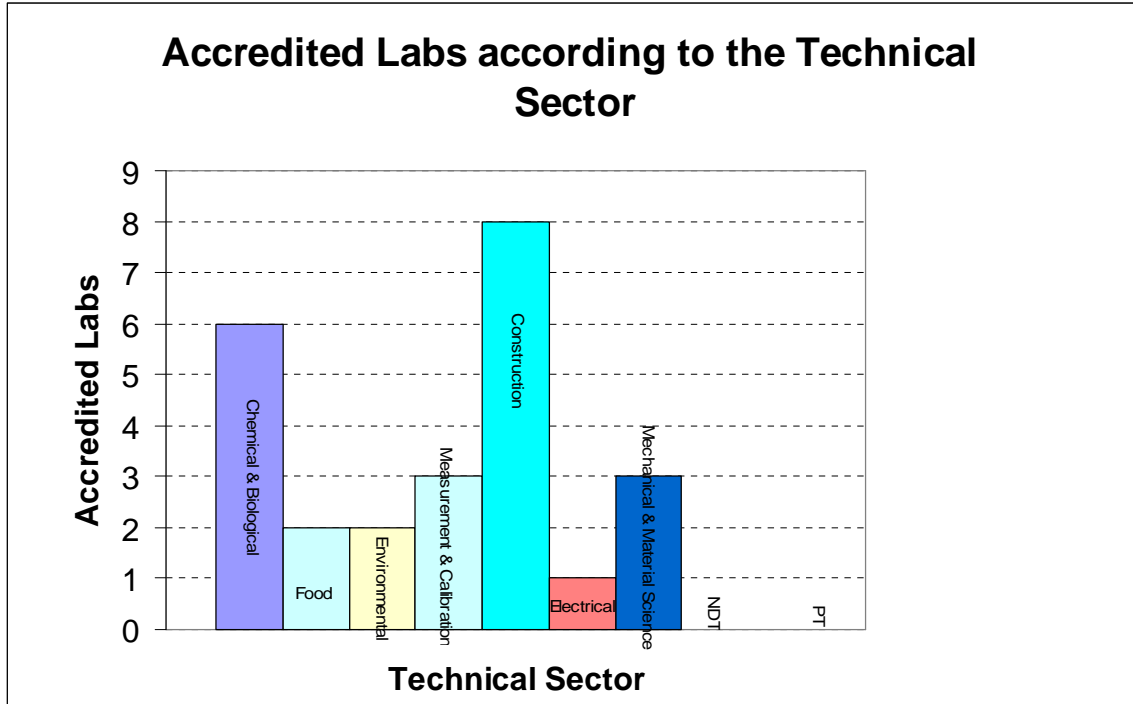
### 1-3 Achievements of AU

- 1-3-1 Accreditation Decisions:
  - 1-3-1-1 Accreditation Decisions: The Accreditation Committee decided on accrediting the Filters Testing Laboratory at Al-Janoub Filters Manufacturing Co. LTD for the scope of physical testing of filters.
  - 1-3-1-2 Confirmation of Accreditation: Based on the results of the surveillance visits and the reassessment visit, the committee decided on conforming the accreditation of the following ten laboratories:

- a. Raw Materials Laboratory in the Building Research Center at RSS.
- b. Building Components Laboratory in the Building Research Center at RSS.
- c. Cement Laboratory in the Building Research Center at RSS.
- d. Concrete Laboratory in the Building Research Center at RSS.
- e. Paints Laboratory in the Industrial Chemistry Center at RSS.
- f. Analytical Laboratory in the Industrial Chemistry Center at RSS.
- g. Petroleum and Lubricants Testing Laboratory in the Industrial Chemistry Center at RSS.
- h. The Standards & Calibration Laboratory in the Electronic Services & Training Center at RSS.
- i. Ceramics and Glass Laboratory in the Building Research Center at RSS.
- j. Food Testing Laboratory in the Industrial Chemistry Center at RSS.

1-3-1-3 Decisions on Expanding the Scope of Accreditation: The scope for one laboratory which is the Paints Laboratory in the Industrial Chemistry Center at RSS was expanded so it would include chemical and physical testing of paints.

1-3-1-4 Re-Accreditation Decisions: The Standards & Calibration Laboratory in the Electronic Services & Training Center at RSS was reaccredited for the scope of calibration of AC & DC current, AC&DC voltage and DC resistance. This laboratory was first accredited on the 20<sup>th</sup> of August, 2000.



1-3-2 Assessments: Throughout the year 2005, the assessment teams in the unit carried out 24 on-site assessment visits, 17 of them were surveillance visits. These assessments were done during 28 working days, they were carried out by teams consisting of six Lead Assessors and eleven Technical Assessors, also four trainees participated in the assessments during seven days of training.

1-3-3 Applications for Accreditation: The National Center for Agricultural Research and Technology Transfer applied for accreditation for the Plant and Fertilizers Laboratory.

1-3-4 Document Review Operations: Document review was carried out for 8 accredited and applicant labs.

1-3-5 Throughout the year 2005, five meetings were held by the Accreditation Committee, where it decided to accredit, expand the scope, confirm accreditation, and reaccredit a number of laboratories.

1-3-6 The Technical Committee for accreditation and according to its work plan for the year 2005 studied the assessment reports for the laboratories and gave its recommendations for accreditation,

confirmation of accreditation, or expansion of scope to the Accreditation Committee. The Technical Committee held 24 meetings for the discussion of accreditation procedures and assessment of assessors and one meeting for the technical policies, throughout these meetings the committee studied eight accreditation procedures and reviewed the applications of 28 assessors.

- 1-3-6-1 Four technical policies were prepared by the Technical Committee including:
1. Proficiency Testing
  2. Reference Material
  3. Traceability
  4. Measurement Uncertainty

Also AU issued:

1. Method for Documentation of Test/Calibration Standards Policy
2. Grading of Nonconformities policy.

1-3-6-2 Within the procedure of forming and directing the Technical Committee, Dr. Ez-Eldein Katokhda from the Arab Center for Engineering Studies was reelected as Chairman of the Technical Committee and Dr. Eva Samour from Quality Food Co. LTD was reelected as Vice Chairman of the Technical Committee for the second formation of the Technical Committee for Accreditation.

1-3-6-3 The Technical Committee contributed to the process of presenting and discussing the technical policies of accreditation with the accredited and applicant laboratories before issuance of these policies through the participation in the “Technical Policies of Accreditation workshop” that was held on the 28<sup>th</sup> of June, 2005. A spokesman from each sectorial work group of the Technical Committee presented a technical policy to the participants and then answered their questions.

1-3-7 In the cooperation with the Standardization Department in

JISM to issue the International Standards of Accreditation and Conformity Assessment as Jordanian Standards, AU participated in the meetings held regarding the International Standard ISO/IEC 17000 for definitions used in the ISO/IEC 17000 series, the International Standard ISO 10002 for dealing with complaints and customer satisfaction and the International Standard ISO/IEC 17025 for general competence requirements of testing and calibration laboratories. AU also contributed in the amendment of the Arabic copy of the International Standard ISO/IEC 17025:1999 so it can be issued according to the ISO/IEC 17025:2005 version. The Arabic version is needed by AU's customers.

#### 1-4 Activities of AU within the Arab Region

1-4-1 The unit contributes to the establishment of the Arab Accreditation Coordination Council (AACC) and the strategic plan of the accreditation axis which was prepared by the unit in 2003 to comply with the changes and decisions taken by Ministers Council of the Arab Industrial Development and Mining Organization (AIDMO) regarding the establishment of the Higher Advisory Committee for Accreditation and the AACC. Jordan led the second meeting of the Advisory Committee for Accreditation which is part of AIDMO. The meeting was held in Tunisia in the period between the 28<sup>th</sup> and 30<sup>th</sup> of March, 2005. The committee reached the following recommendations:

- Setting the general principles for the establishment of the Arab Accreditation Coordination system.
- The main goals of establishing the Arab Accreditation Coordination system.
- The general work frame of the Arab Accreditation Coordination system.

The visit included a number of on-site visits to Tunisian Laboratories in addition to the National Tunisian Accreditation Council and the Institute national de la normalization et de la propriete industrielle. Also AU presented a regional work paper on the Jordanian

experience in accreditation; the paper included the historical

background of accreditation in Jordan and the improvements of JAS in addition to the principle structures such as human and financial resources and customers. And the role that the unit plays in accreditation in the Arab world, regionally and internationally.

1-4-2 The Accreditation Unit trained a number of employees from different Arab Accreditation Commissions which included:

- Emirates Standarization Institute: a meeting was held with a group of employees from the Standarization Institute in March, 2005, through which a presentation was given on JAS and its requirements.
- Sudani Standarization Institute: a meeting was held with a group of employees from the Sudani Standarization Institute in November, 2005, through which a presentation was given on JAS and its requirements.
- Libyan National Center for Standardization and Metrology: a meeting was held with the director of Libyan National Center for Standardization and Metrology, where the Accreditation requirements according to JAS were discussed in addition to the improvement that has been reached regarding getting full membership in ILAC.
- Syrian Standards and Metrology Organization: the meeting was led by the general director of JISM and it was held with a group from the Syrian Standards and Metrology Organization for the purpose of activation of the agreement signed between the two institutes and also the Arab Accreditation Strategy work plan. both sides agreed on the following:
  - § Training of three employees from the Syrian Standards and Metrology Organization by AU on the accreditation procedure and assessment.
  - § Preparation of the Syrian laboratories for accreditation according to JAS.
  - § Carrying out joint-assessments on Syrian laboratories.
  - § Inviting the Syrian side to participate in accreditation courses held by AU and with no charge.

AU had a training program for three employees from the Syrian Standards and Metrology Organization, the program included training on accreditation procedures and assessments during the period between the 11<sup>th</sup> to the 15<sup>th</sup> of December, 2005.

## 1-5 International Activities of AU:

1-5-1 Implementation of the Euromed Quality project for Mediterranean Countries: the project aims to develop and improve the infrastructure of quality in the institute. A number of training courses and specialized technical workshops were coordinated to cover multiple technical topics such as: training of trainers in Jordan and the necessary technical instructions needed for the implementation of the Jordanian –European partnership Agreement and the ISO 14001 standard, work procedures of standards, procedures for preparing technical Rules and others. By the end of the year 2005, 53 employees have participated in the courses, twenty of them participated in a special course in Jordan, and 33 participated in external courses. In addition to that and as a support for the infrastructure of laboratories, AU and Euro med Quality project coordinated the participation of a number of national laboratories in a Proficiency Testing program for the scope of cement and sludge testing. The program will be carried out in several stages for two years, the laboratories are:

- a. Cement Laboratory at RSS.
- b. Environmental Research Center at RSS.
- c. Cement Testing Laboratory at Cement Manufacturing Company.
- d. National Center for Agricultural Research and Technology Transfer Laboratory.

Within this project, AU participated in the Euromed Quality Project Conference held in Brussels during the period between the 4<sup>th</sup> and 5<sup>th</sup> of July, 2005, where a revision was done on the project and the performed activities, also the participants looked at the activities to come in the year 2006 regarding the development of the quality infrastructure of standardization, accreditation, conformity, surveillance, information, metrology and others.

1-5-2 Within the procedure of activating the cooperation of AU with international Accreditation Commissions and for the purpose of learning the accreditation tools used by these commissions to benefit from them, AU staff participated as observers in the assessments that were carried out in Jordan by international accreditation commissions such as UKAS and DKD.

1-5-3 Within the frame work of the Jordanian-Danish Twinning Project for the development of the chain of food testing labs in Jordan through getting them accredited, a practice peer evaluation was carried out by

a lead assessor from DANAK within the twinning project between the Food and Drug Administration and the European Commission. This stage was coordinated during July of 2005 to prepare the unit for the final peer evaluation which will be carried out by EA. As a continuation of the project, the Danish expert Mr. Army Sorenson attended an on-site assessment on the food lab in RSS on the 20<sup>th</sup> of July, 2005 where he said that the efficiency of the work of JAS fulfills international requirements but the main weakness points that have to be taken into consideration are the independence of AU and the calibration chain in Jordan. Also in the period from the 18<sup>th</sup> to the 22<sup>nd</sup> of December 2005, two joint assessments were carried out on the food lab in the Food and Drug Administration and the pesticides lab of the Agriculture Ministry; these assessments were carried out by the Danish assessor Mr. Army with the participation of AU staff.

## **2. Quality System of AU**

2-1 As a part of the preparation of the Annual plan for the year 2006, the following plans were prepared:

1. AU work plan
2. Assessment and Surveillance plan
3. Internal Audit plan
4. Assessors' performance Monitoring plan.
5. Customers Satisfaction plan.
6. AU staff training plan.
7. Training courses conducted by AU plan.

2-2 Five internal audits were performed during 2005, in which the main activities of AU were covered. The audits reported seven nonconformities, five of which were closed, and the remaining two nonconformities will be closed according to the proposed corrective actions for the continual improvement of JAS.

2-3 AU prepared an annex for the application for accreditation form. This annex included the rights and duties of the applicant and the unit. This annex will soon be distributed to the accredited and applicant labs.

2-4 Review of the Quality System: AU reviewed its quality system manual and improved it so it would coop with the changes, this review included the following:

1. The amendment of the vision and mission to comply with the vision and mission of JISM.
2. The amendment of the definitions according to the final issue of the International Standard ISO/IEC 17011.
3. The amendment of the organizational structure and responsibilities of the sections in the unit according to the current situation and the AU procedures.

The unit also reviewed the following quality procedures:

- Document Control Procedure (QP051)
- Documentation Master List Procedure (QP052)
- Management Reviews Procedure (QP057)
- Handling Complaints Procedure (QP058)
- Customer Satisfaction Survey Procedure (QP059)
- Assessors' Selection, Appointment, Evaluation, & Training Procedure (QP061)
- Proficiency Testing (QP072)

2-5 AU held an internal management review meeting on May 9<sup>th</sup>, 2005 headed by AU Director, where the work plan of the unit for the year 2005 was reviewed to coop with the changes in the unit's work.

2-6 AU sent out the customers' satisfaction survey to all its customers for the purpose of gathering information and then analyzing it to measure the efficiency of the work done and then improve its work.

### **3. Cooperation with Laboratories, Organizations related to Accreditation and International and Regional Accreditation Bodies.**

3-1 Under promoting awareness of JAS, AU held a number of lectures and meetings on the terminology and requirements of accreditation for the following:

- Ministry of Public Work and Housing.
- Pesticides Laboratory in the Ministry of Agriculture.
- Laboratory of the Medicine Company.
- Hashemite University in Zarqa.

3-2 AU participated in preparing the quarter magazine issued by ILAC, which is considered one of the ways to publish the activities of the national Jordanian Accreditation internationally, and that is by publishing the activities and achievements of AU. This magazine is handed out internationally to all full members, associates and affiliates of ILAC and also to other related international organizations.

3-3 AU participated in the meeting held with the European Commission (DG-INT) on the 18<sup>th</sup> of April, 2005 to discuss the Agreement on Conformity Assessment and Industrial Products (ACAA), where a confirmation has been done on the accreditation procedures and far they comply with European requirements and the unit's need to get international recognition for its services in order to sign the agreements. Also there was a discussion on the clauses of the Jordanian-German Twinning Project for the institute in general and for AU particularly. AU also reviewed the (DG-INT) report of the European Commission in Belgium which is in charge of the supervision on the implementation of the twinning project from the German side and on the signing of the (ACAA) agreement on the approval of the conformity assessment results. The notes on the report were given to European experts from the Commission.

3-4 AU voted on the ILAC documents regarding reference material And calibration periods.

3-5 Staff from JISM participated in the meeting of the guidance committee for the technical support project given to RSS by the European Union, where they received and assessed the achievements done by the project, also opinions on conformity assessments and Notifying Bodies were discussed.

## **4- Promoting awareness of Jordan laboratory Accreditation System**

- 4-1 A special edition of the Accreditation Newsletter is now being prepared. The edition contains essays that were prepared by AU staff, in addition to coverage of the distinguished activities and achievements of AU during the last period at various topics related to accreditation and its requirements.
- 4-2 Within the framework of promoting awareness of JAS, AU has organized six training courses with a total of 122 participants representing various institutions from public and private sectors. The courses were on topics related to accreditation as follows:
- 4-2-1 "Accreditation and technical Assessment Awareness" on Feb.1<sup>st</sup> upon the request of the Arab Potash Company, company staff attended the course. The course introduced the participants to the importance of Accreditation and some Accreditation terminology.
- 4-2-2 " Accreditation and Technical Assessment Awareness " during 5-6/7/2005, 27 participants attended the course from different organizations: Water Authority, Al-Balqa' University, Civil Defense Labs, Vapco, National Chlorine Co., Arab Center for Engineering Studies , Phosphate Mines Co./Aqaba, Food and Drug Administration, in addition to participants from JISM .
- 4-2-3 "Accreditation and Technical Assessment Techniques" at RSS during 8-11/8/2005, 24 participants attended the training course from public and private sectors and JISM. The training course covered several topics including: ISO/IEC17025 requirements, assessors' selection, TC rules, assessment reports, reference material and PT schemes.
- 4-2-4 "Accreditation & Technical Assessment Awareness": 11 participants from Jordan Food and Drug Administration during 28-29/08/2005. The training course covered the same previous topics.
- 4-2-5 "ISO19011" on 29/11/2005 at RSS related to training the assessors on executing assessment.
- 4-2-6 "Using Quality Tool in Technical Assessment for Accreditation" during 6-8/12/2005 at RSS lectured by Dr. Nader Santrisi and Dr. Khaldoun Tahboub from Industrial Engineering Department/ University of Jordan. Participations were from Lema Co., Royal Jordanian Air

Force, Vapco Co., JISM, AL- Albayt University, Triple Co., National Company for Technical Tests in addition to AU staff.

4-3 AU implements an on-going process for updating information on accreditation on JISM website, consequently the following updates were done:-

- § Addition of all forms necessary for the assessors during assessment to make them accessible.
- § Addition of information on labs accredited during this year.
- § Updating Labs accreditation scopes according to amendments made upon them.
- § Updating the list of website addresses of accreditation bodies and related bodies.

AU also is now working on the establishment of its own website as a preparation for its independence from JISM, and has taken the necessary procedures for launching the new accreditation website separate from JISM website; through interviewing several specialized companies and determining AU's own requirements for seeking offers.

4-4 AU has answered several enquiries from labs, plants and other Jordanian bodies on accreditation procedures and requirements, either via telephone or through personally meeting with their representatives, to mention:-

- § Terco Co. For construction tests.
- § Food and Drug Administration
- § Nabeel for food industries
- § AL-Sabeel for water testing
- § SGS
- § International Co. for scientific solutions
- § Quality experts
- § Haier Co.
- § Jordan Petroleum refinery
- § Grasia for pesticides
- § Al-Zammar Co.

4-5 AU assists the Civil Defense Department in verifying the accreditation of foreign labs that they use for testing imported products related to extinguishing fires and civil defense processes. A total of 24 verifications were made on different labs in this field from different countries such as France, Denmark and others.

4-6 Within AU procedures for contributing to upgrading the competence of Jordanian universities graduates in the field of quality activities, AU is now training a student on accreditation procedures and requirements.

## 5- Training of AU Staff

5-1 AU staff participated in several specialized training courses and workshops as follows:

Course Date	Course Title	Organizer Internal/ External
16/1/2005	Preparing Implicit Knowledge Maps using (MindManager X5Pro) software	JISM
12/2005	Documentation Management through OmniDocs program	E-tech Systems
20-22/2/2005	Knowledge Security and Protection Systems	Bureau Veritas
13-17/3/2005	Environmental Management System Lead Auditor (ISO 14001 standard)	Bureau Veritas
20-24/3/2005	Lead Auditor (ISO 9001:2000 standard)	SGS
3-7/4/2005	Train of Trainers on ISO9000	Euromed project
3-30/4/2005	World Trade & Conformity Assessment, Quality Infrastructure Development	SIDA/ Sweden
12-19/11/2005	Arab Accreditation Council for Cooperation Project	Morocco
10-11/4/2005	Knowledge Management	JISM
22/5/2005	Forms used in e-government project	JISM/ Mr. Osama Alhilo
12-21/6/2005	New Employees Guidance	National Institute for Training
5-6/7/2005	Accreditation and Technical Assessment Awareness	AU
1-2/9/2005	Training of CABs Accreditation Bodies' Assessors	Euromed project/ Brussels
25-29/9/2005	Information Security Management System Lead Auditor	Bureau Veritas
4-8/9/2005	Strategic Planning	National Institute for Training
11-15/9/2005	Process Re-engineering	National Institute for Training
18-19/9/2005	Excellence in Organizational Performance	Excellence Inc. King Abdullah Award for Excellence

5-2 AU has appointed 3 new staff members with background in industrial engineering, chemical engineering and chemistry. To be trained, a training program was set; the first part of the program for the new staff members was executed and included the following topics: JAS, AU sections and responsibilities, Accreditation procedures, assessors' selection, relation with international bodies and accreditation draft law. AU has approved the 2<sup>nd</sup> detailed section of the program on accreditation concepts and procedures for 3 weeks which includes Accreditation section procedures, Assessment section activities and Training section activities.

## **6- Other activities and achievements**

6-1 Eng. Ola Zawati – Accreditation Director was granted the Award KAA for leadership in a Royal sponsored Ceremony on 3/10/2005.

6-2 AU has participated in the meeting held for discussing performance agreements and employees evaluation mechanism on 21/03/2005. Participants were introduced to the mechanism of preparing performance agreements with the employees, and how to define the related objectives.

6-3 AU prepared its notes on the national industry policy. The notes included the importance of establishing an independent accreditation unit.

6-4 Within AU endeavor to let its staff take part in the different activities of conformity assessment, and its aim to benefit from the assessment expertise at AU, the Unit participates in JISM assessment activities, where it has participated, within an assessment team from JISM, in several assessments including the assessment of 'Bureau Veritas' for monitoring its performance around its different offices during 3-4/./2005??

The assessments were based on ISO/IEC 17025, ISO9001 and ISO/IEC 17020 standards; a special report of the results was issued and raised.

- 6-5 Making use of AU expertise in assessments, AU in cooperation with Daman Unit, has participated in the assessment of the Jordan River Company on 25/09/2005 to verify the competence of their computers.
- 6-6 AU in cooperation with the Planning Department at JISM, reviewed the "Suggestions and Complaints Methodology" and amended it to suit JISM work. The Methodology was raised to the DG for approval.
- 6-7 Within JISM's heading towards establishing a comprehensive institutional performance evaluation system, AU helped a group of student in the industrial Engineering department / University of Jordan in working on establishing a strategic map for JISM with clear performance indicators, and a form for departments' balance score cards as their graduation project. In addition, it helped in a graduation project around establishing (JISM Strategic Map) for students from the faculty of engineering.
- 6-8 AU participated in the meeting held between the DG and the heads of Departments in JISM during the period 5-7/09/2005 for studying and reviewing the new organizational chart that was prepared based on the recommendations of the restructuring project, prior to raising it to the BOD for approval.

## **7- AU Future Plans**

- 7-1 The establishment of an independent accreditation body based on a related law
- 7-2 Completing EA final assessment procedures for laboratory accreditation
- 7-3 Expanding the AU accreditation scope to include medical labs, certification and inspection bodies.
- 7-4 Computerizing all AU services and databases.
- 7-5 Surveying customer satisfaction of AU comprehensively.
- 7-6 Forming technical committees for accreditation: Accreditation Committee, sectorial subcommittee for new services that will be introduced by AU.
- 7-7 Launching an independent website for AU.

## **8- AU Contact Details**

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