



**INSTRUCTIONS FOR THE INTERNATIONAL
PRODUCT CONFORMITY CERTIFICATION PROGRAM
(IPCCP)**

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Forward:

According to Article (4) of the Standards and Metrology Law number (22) for the year 2000, one of the Jordan Institution for Standards and Metrology (JISM) objectives is to provide health and environmental protection and safety for the citizens, through ensuring conformity of products to technical regulations approved by the Institution, and through ensuring quality of these products.

To achieve this, the Institution issues Jordanian Standards and approves what are necessary to fulfill legitimate objectives, like protection of the national security, prevention of deceptive practices and protection of human health, safety and the environment, as technical regulations.

To ensure this, it is prohibited to import any product to the Kingdom, produce it, sell it, display it for sale or handle it in any form, unless it complies with the relevant technical regulation. The procedures for ensuring that imported and locally produced products comply with technical regulations are carried out by the Control Department at the Institution, through its deputies at the Customs Centers, where representative samples are randomly selected from each consignment for inspection and testing and assessing their conformity, with the coordination with other official bodies. As for the local products, conformity is assured by carrying out inspections on factories and products and by selecting representative and random samples from those products for inspection and testing.

According to Clause (d) of Article (20) of the Standards and Metrology Law, it is possible for the Institution to accept conformity certificates granted by certification bodies which are accredited by an accreditation body recognized by the Institution, which perform their activities according to international guides and practices, therefore, the Institution intends to execute International Product Conformity Certification Program (IPCCP), which combines between assessment of conformity and pre-shipment inspection and granting conformity certificates for the imported products to the Kingdom, which are covered by this program. According to these certificates, the products are allowed to enter the Kingdom markets. This program shall be applied for products manufactured in the Kingdom in the same manner.

The product conformity certificates are issued according to the Jordanian technical regulations. In case there are no Jordanian technical regulations covering these products, conformity certificates are issued according to international standards determined by the Institution, and for this purpose it becomes mandatory.

This program contains the conformity assessment procedures applied to the products to assess their compliance to the approved technical regulations and the procedures for acceptance of certification and inspection bodies, in addition to the requirements that must be fulfilled by these bodies.

To give the Jordanian traders and manufacturers the needed time to comply with the requirements and procedures of this program, the implementation of the new system shall be initiated at the beginning of the year 2003 for only (40) types of locally or imported products to the kingdom, which will be divided into four major groups.

Annex A – shows a list of these products covered under this program, which may be amended by adding new products or withdrawing some as seen suitable by the Institution.

1- Scope

This program is concerned with conformity and inspection certifications and is applied on imported products to the Kingdom as well as locally produced products and in the same manner.

The program consists of the following main requirements:

- (a) The products covered under this program should comply with the requirements of Jordanian technical regulations or the requirements of any international standard that suits the institution for the purpose of this program.
- (b) Each product consignment should be accompanied with a conformity certificate or inspection certificate according to the procedures mentioned in item (3-2).
- (c) The certification bodies and the inspection bodies could only subcontract accredited laboratories authorized by the Institution for the purpose of testing the products according to the conformity assessment procedures applied in this program.

2- Definitions

The following words and phrases will have the meanings below wherever mentioned in this program, unless otherwise specified:

2-1 The Kingdom

The Hashemite Kingdom of Jordan.

2-2 The Institution

Jordan Institution for Standards and Metrology.

2-3 Standard

Document that determines rules, guides or characteristics of a product, production method or management systems prepared for common and repeated use. It may also include the terminology, symbols, packaging, marking and labeling requirements which apply to the product and its production methods or limited to one of them. Compliance to it is not mandatory.

2-4 Technical Regulation

Document that determines rules, guides or characteristics of a product, production methods or management systems prepared for common and repeated use. It may also include terminology, symbols, packaging, marking and labeling requirements which apply to the products and its production methods or limited to one of them. Compliance to it is not mandatory.

2-5 Conformity Assessment Procedure

Any activity used directly or indirectly to assess that the requirements of the related standards or technical regulation are fulfilled, including sampling, testing, inspection and examination, assessment, investigation and assuring conformity, registration, accreditation and declaration.

- 2-6 Certificate of Conformity**
A document issued by a certification body that provides confidence that a product and/or production methods and/or the management system is in conformity with a specific standard or technical regulation.
- 2-7 Product Inspection Certificate**
A document issued by an inspection body which provide confidence that a specific product has been inspected and found in conformity with a specific standard or technical regulation.
- 2-8 Inspection**
Conformity assessment by observation, examination and testing, then judging the product conformity to a specific standard or technical regulation.
- 2-9 Inspection Body**
A body that performs inspection.
- 2-10 Certification body**
A body that conducts certification by operating its own inspection, examination and testing or overseeing these activities carried out on its behalf by other subcontracted bodies.
- 2-11 Certification**
A procedure by which a third body gives a written assurance that a product confirms with the requirements specified in the standard or technical regulation.
- 2-12 Authorized Laboratory**
A Laboratory which has been accredited or approved by the Institution to carry out tests on products covered by this program.
- 2-13 Accreditation**
Official recognition by the Institution or any other international accreditation body recognized by the Institution that a laboratory or a body is competent to perform specific tasks.
- 2-14 The International Product Conformity Certification Program (IPCCP)**
The system by which certificates are granted and has its own procedures and management rules for issuing conformity and inspection certificates for products that are allowed to enter the Kingdom markets.
- 2-15 Products Covered By The Program.**
The products that should have a conformity certificate or an inspection certificate according to the program's procedures prior to entering to the Kingdom markets.

3- Objectives

The main purpose for applying this program is to ensure health and environmental protection and safety for citizens, and at the same time maintaining a high quality level of products, and preventing the unsafe products from entering the Kingdom, being produced in the Kingdom and handled in its markets. This will increase the Jordanian consumers confidence in the compliance of the imported and locally produced products with the essential requirements specified in relevant standards or technical regulations.

Applying the program will prevent dumping the local markets with low quality imported products. As a result it will give the chance for a fair competition between the local and imported products, and this complies with the objectives and requirements of the World Trade Organization (WTO).

Applying this program reduces the number of re-exported consignments of imported products and product destruction of local products in case of non-compliance with relevant standards and technical regulations. This results in protection of the Jordanian industry and traders and prevents waste of national capacity resources.

On the other hand, the program will facilitate the exporting process to international markets, as local product will comply with international standard, and will facilitate customs transactions, where there would be no need for further inspection and testing and this will reduce the overall cost and time.

The expenses of the program will be paid by the exporters to the Kingdom and by the Jordanian industry. It is relatively low compared to the price of the products or consignments, therefore the consumer will not be affected by these additional expenses.

4- Reasons

The main reasons for applying this program are:

- 4-1 The large difference between the amounts of imported goods to the Kingdom compared to that of locally manufactured products, which gives the cheap and poor quality imported goods the privilege in competition with the local products.
- 4-2 Some of the imported or locally manufactured products are not covered by any Jordanian standards or technical regulations, therefore they are not tested or inspected prior to entering the Jordanian markets.
- 4-3 Lack of capabilities at the Jordanian laboratories to conduct some of the tests needed to ensure the compliance of imported or locally manufactured products with Jordanian standards or technical regulations. Consequently, few and simple testing methods are conducted on these products or they are not tested at all prior to entering the Jordanian markets.
- 4-4 The difficulties in granting conformity certificates that provide confidence that local products comply with specific requirements, therefore the industrialists requests a certificate of conformity for each consignment when exporting to international markets.

5- Procedures

5-1 Procedures for accepting certification bodies and inspection bodies to implement this program:

5-1-1 Requirements for acceptance:

The body applying to have authorization by the Institution will be committed to the following conditions:

5-1-1-1 Fulfilling all the requirements as specified in Annex (B).

5-1-1-2 The body should facilitate its acceptance process, assessment and auditing procedures.

5-1-1-3 Paying all the fees and costs resulting from the acceptance of the body mentioned in clause (5-1-9).

5-1-1-4 Accuracy of all dates, information and documents presented to the Institution for the purpose of acceptance.

5-1-1-4 Establishing a regional office in Jordan.

5-1-2 Application

5-1-2-1 The body receives the program documents and fills an application form prepared by the Institution (see Annex C).

5-1-2-2 The body is committed to present all the documents required by the Institution within a defined period (see Annex D).

5-1-2-3 The body is committed to provide the Institution with any additional documents or information needed.

5-1-2-4 The body is committed to present a plan for an extensive promotion campaign to market and clarify the program to all related sectors. The plan should contain all the suggested activities and expected expenditures relevant to the program.

5-1-2-5 An intensive study for all the applications will be conducted, to decide on the body that is qualified for the assessment stage

5-1-3 Assessment

5-1-3-1 The institution will assign quality assessors to perform the assessment on the certification bodies and inspection bodies, which are chosen in the previous stage. The institution has the right to subcontract quality assessors to perform the assessment according to the application scope.

5-1-3-2 The competence of the certification and inspection bodies are assessed by the quality assessors according to the requirements in Annex B.

5-1-3-3 The assessment expenses including traveling and assessors' accommodation and rewards shall be covered by the certification and inspection bodies.

- 5-1-3-4 The assessors will prepare assessment report in which the extent of compliance of bodies with the requirements specified in annex B are stated.
- 5-1-4 The Selection
 - 5-1-4-1 The institution will compare between the bodies that were assessed based on the assessments reports, the fee structures, the financial and technical returns which were offered to the Institution, the plan for the promotion campaign and other additional privileges presented in the offer.
 - 5-1-4-2 The institution will inform the body / bodies that were selected to implement this program in writing to sign a contract with the Institution.
- 5-1-5 Acceptance and contracting
 - 5-1-5-1 A contract will be signed between the Institution and the selected body/bodies that were accepted for (4) years renewable by the approval of the Institution.
 - 5-1-5-2 The body / bodies will start executing their promotion campaigns for the program immediately after signing the contract and before starting the program.
 - 5-1-5-3 The body has the right to change the application scope by adding or removing some products in the renewal of the contract, as specified in clause (5-1-7) in case of expanding the scope.
 - 5-1-5-4 The Institution has the right to end the contract with the certification body or inspection body in case of violations to the requirements of the program or its annexes. The body would be informed in a period not less than (30) days from the date the Institution intends to cease using the body services.
- 5-1-6 Surveillance (re-assessment)
 - 5-1-6-1 The Institution will take the necessary procedures to ensure that the body/bodies contracted will continuously comply with the specific requirements in this program by performing surveillance visits to re-assess the competence of these bodies regularly.
 - 5-1-6-2 The periods between the surveillance visits depend on the scope approved upon and on the competence of the contracted body. This period should not exceed (12) months.
- 5-1-7 Expanding the scope
 - 5-1-7-1 The contracted body has the right to suggest expanding the scope, which has been approved before. In this case, the Institution will perform on-site assessments for the new scope. The body should pay the assessment expenses.
 - 5-1-7-2 If the Institution approves expanding the scope, the contract signed with the body will be amended accordingly.
 - 5-1-7-3 The body is committed to pay the fees, according to the new scope.

5-1-8 Renewing the contract

5-1-8-1 If the body did not apply for renewing the contract within (60) days from contract ending date, the contract is considered cancelled starting from the date of contract ending.

5-1-8-2 The body has the right to change the scope, which was approved based on by adding or removing some of the products in the renewed contract. Clause 5-1-7 should be applied in the case of expanding the scope.

5-1-9 Fees

(A) The Institution will take the following Fees from the body/bodies:

- 1- Fees for accepting the body, which depends on the number of products in the approved scope and it is equal to (1000) JDs for each type of product for the first time or for the contract renewal or for the scope expansion.
- 2- Fees for surveillance (500) JDs without expanding the scope.
- 3- Rewards for on-site assessment (500) JDs per each assessor per day.
- 4- Rewards for the surveillance (350) JDs per each assessor per day.
- 5- Rewards for on-site re-assessment in the case of renewing the contract (500) JDs for each assessor per day.

(B) The Institution will revise the fees and rewards mentioned above yearly and adjust them as necessary.

5-1-10 Confidentiality

The Institution will take all the necessary arrangements and precautions to ensure the confidentiality of all documents and data provided by the bodies.

5-2 Conformity Assessments procedures applied to the products

5-2-1 The Institution has determined the appropriate conformity assessment procedures for each type of product according to type, risk and its effect on the health and the safety of human beings and the environment, Annex – E shows a table of the product groups and the applied conformity assessment procedures on them. The procedures include one of the following procedures or any of them combined:

(A) Type examination

Testing of product samples to assess whether it complies with the Jordanian standards or technical regulations, the samples may or may not present the whole quantity of the product, and then judging its conformity. The type examination provides a low cost and fast way to determine conformity, but it does not ensure the continuity of product conformity. Also the adjustment on the product design requires re-examination to assess its conformity.

(B) Type examination with surveillance on the market:

Type examination is performed, and then samples are taken from the product in the market to assess the continuity of conformity. This system determines the effect of handling the product on the conformity but needs a lot of recourses. In addition there are difficulties in implementing corrective actions in case of non-conformities as the product is already displayed in the market.

(C) Type examination with surveillance on production:

Type examination is performed, and then samples are taken from the products in the production lines to assess the continuity of the conformity. This system doesn't provide any clue of the effect of handling the product on the conformity, but the cost of this system is less than the former one, because the number of production locations are less than the number of markets. Also in case of nonconformities, it can be dealt with before marketing.

(D) Type examination with surveillance performed on the market and production

Type examination is performed on the product, and then samples are taken from the markets and from the production lines to assess the continuity of conformity. This system illustrates the effect of handling the product on the conformity, and also provides a mechanism to determine and solve the cases of nonconformities before the product reaches the markets. But this will require extra efforts, especially when the conformity of the product is not affected by its handling.

(E) Quality system assessment and surveillance

An assessment is conducted on the quality system including the production. The assessment includes quality documents auditing and on-site auditing. The audited quality system should include all the needed arrangements to ensure the conformity of the product. Also surveillance is conducted on the applied quality system.

The quality system may contains different types of products produced by the manufacturer. This system is very useful when controlling the conditions and means of production ensures that the product conforms with the requirements.

(F) Type examination and quality systems assessment with surveillance on the quality system and surveillance on the production and markets.

Type examination is performed on the product and the quality system is assessed. Also surveillance is conducted on the quality system and samples are taken from the markets and from production lines to assess the conformity continuity. The application of the three former elements could be adjusted according to each case. As a result, the system provides special flexibility for the activities and surveillance.

The application of this system may be costly because of the number of activities specially that these activities and testing may not be needed because

the results of quality activities and testing may provide the same benefits to ensure the continuity of conformity.

(G) Batch Inspection

Statistical representative sample is examined to determine its conformity and to judge on the conformity of the product. This procedure does not need surveillance on the production lines, markets or the availability of a quality system. When the product is inspected before marketing this procedure provides flexibility to deal with the cases of nonconformities, but this procedure is costly in the continuous production processes.

(H) 100% Inspection

All the individual products are examined and tested to determine their conformity to the requirements. This system may be costly when the number of individual products is high, although it provides an insurance of conformity to each item of the product, but testing all the individual products is impossible in the case of destructive testing.

5-2-2 The Institution preserves the right to take randomly samples of imported consignments or batches of local products of the products covered under this program and to inspect it and test. The inspection and testing cost would be paid by the accepted body. The Institution also has the right to inspect and test any consignment or batch when there might be doubts on the conformity of the product in spite of having a certificate of conformity.

6- Certificates

6-1 Conformity certificates

The conformity certificates shall contain at least the following information:

- 6-1-1 The name and the address of the importer.
- 6-1-2 The name and the address of the exporter or the factory.
- 6-1-3 Date and period of granting the certificate if it is possible.
- 6-1-4 Certificate number.
- 6-1-5 County of origin for the product.
- 6-1-6 The name of product granted the certificate.
- 6-1-7 Quantity of product granted the certificate.
- 6-1-8 The HS code number for the product.
- 6-1-9 A phrase that states that the conformity certificate was issued under this program.

- 6-1-10 The standard, Jordanian technical regulation or any other standardized documents which the certificate is based on.
- 6-1-11 A phrase that states that the product comply with the specified standard or technical regulation as specified in clause 6-1-10.
- 6-1-12 The conformity assessment system applied to grant the certificate.
- 6-1-13 The name and the signature of the authorized person to sign the certificate.
- 6-1-14 The name, logo and the address of the certification body .

6-2 Inspection Certificates

The inspection certificate should contain at least the following:

- 6-2-1 The name and the address of the importer.
- 6-2-2 The name and the address of the exporter or the factory .
- 6-2-3 The actual inspection date.
- 6-2-4 The date of issuing the inspection certificate.
- 6-2-5 The number of the inspection certification.
- 6-2-6 The name of the product inspected.
- 6-2-7 The quantity of the product inspected.
- 6-2-8 The HS Code for the product.
- 6-2-9 A phrase that states that inspection certificate was issued under this program.
- 6-2-10 The standard, technical regulation or other standardized documents, which the inspection is based upon.
- 6-2-11 The inspection results and the determination of the conformity which is reached by these results in addition to all information needed to understand and interpret it.
- 6-2-12 The inspection location.
- 6-2-13 Batch number (if it is possible).
- 6-2-14 Any results provided by a subcontractor should be clarified in the certificate.
- 6-2-15 The name and signature of the authorized person to sign the certificate.
- 6-2-16 The name, logo and the address of the inspection body .

7- Financial Matters

7-1 Services Fees

The cost of applying the program is covered by the exporters and the industrialists. All the accepted bodies directors, should provide the fees, which should reflect the cost of conformity assessment procedures applied on each product, to the institution yearly. These fees cover the cost of inspection processes , auditing and issuance of the conformity and inspection certificates. As for the testing fees, it depends on the type of the tests performed on the product, for this reason, the body should provide the institution with the testing fees details on yearly basis.

The fees charged by the certification body depends on the following:

- (A) The financial value of the consignment, the product price without the customs duties and cost of insurance and shipping (FOB).
- (B) The minimum limit of fees.
- (C) The reduced fees for shipments with high financial value (more than 200.000 JDs). The fees that are charged by the inspection bodies depends on the quantity (number) of the products inspected.

7-2 Financial returns to the Institution:

The accepted body shall pay 20% of the fees charged in return of the institution's managing, maintaining, amending and updating the program, These returns shall be paid at the end of each year.

7-3 Liability insurance:

The certification and inspection bodies should provide an evidence that they have a liability insurance with an amount determined by the Institution according to the type of the product and risk to human health and safety and environment.

7-4 Financial insurance:

The certification and inspection bodies should provide a financial insurance from any local banks of 500,000 JDs to ensure that they comply with the Institution instructions and to protect the Institution rights. The insurance should be valid during the period of the contract. The Institution has the right to deduct any compensations or other expenses in case of violations of the contract conditions without any warnings or appealing to the court. In this case the body should cover the amount of insurance within seven days of notification or the Institution would end the contract.

8- The technical cooperation between the Institution and the accepted body:

The technical cooperation between the Institution and the body is agreed upon in a yearly plan between both parties, and it includes the following fields:

8-1 Training

The institution and the accepted body agree on the training fields, which the body can provide to the institution's employees. These fields may include but is not limited to the following subjects:

- (A) The product testing and examination.
- (B) Inspection and certification procedures.
- (C) Environment and quality management systems.
- (D) Any other subjects suitable according to the Institution with coordination of the body.

8-2 Technical support:

The applicant body offers technical support to the Institution in matters connected to the program, technical issues relevant to the inspection, testing and granting conformity certificates. The technical support may include expertise and equipment in addition to the training mentioned in item (8-1).

9- The Criteria of selecting certification and inspections bodies:

The criteria which is followed to choose the certification or inspection bodies that may apply the program are as follows:

- 9-1 The spread of these bodies offices in the world, specially in the countries from which the products under this program are imported to the Kingdom extensively.
- 9-2 Those bodies that are known in granting products conformity certificates and inspection certificates on them in the scope of products under this program.
- 9-3 Those bodies that are accepted by all the European countries in the CE marking, as it is a safety mark that indicates that products conform to the relevant European directives and standards.
- 9-4 Offers of technical support to the Institution.

Annexes

Annex (A)

List of products covered under International Product Conformity Certification Program (IPCCP)

Group (1): Toys

	Item	HS Code
-	Bicycles and wagons	9501
-	Dolls	9502
-	Entertainment toys including puzzles and assembly toys	9503
-	Toys in the form of animals or creatures	9503.4 , 9503.41

Group (2): Electrical and electronic products

	Item	HS Code
-	Cables and electrical wires	8544, 8544.10, 8544.20
-	All types of conductors	8544.49.20, 8544.50, 8544.51, 8544.41.20
-	Circuit breakers	8536, 8536.20
-	Electrical transformers	8504.21, 8504.22, 8504.31, 8504.32, 8504.33, 850.34
-	Receiving devices (television, radio and antenna)	8528.00, 8528.11, 8528.12, 8528.13, 8527.00, 8527.10, 8527.12, 8527.13, 8527.19, 8527.20, 8527.21, 8527.29, 8529.10, 8529.10.10
-	Household microwave ovens	8516.80
-	Household freezers	8418.40
-	Household vacuum cleaners and water suction appliances	8509.10
-	Lift and elevator systems	8428.10.10, 8431.31
-	Personal computers	8471.41
-	Telephones, wireless phones and mobiles	8517.10, 8517.11, 8517.19, 8517.50, 8525.20.10

Group (2): Electrical and electronic products

	Item	HS Code
-	Fax and telex machines	8517.21, 8517.22
-	Photocopying machines	
-	Videos	
-	Household clothes drying machines	
-	Air conditioners	
-	Electrical ovens including cooking surfaces, kettles, grills and toasters	

Group (3): Vehicles

	Item	HS Code
-	Passenger automobiles, trucks and buses (new)	8701, 8702, 8703, 8704, 8705
-	Passenger automobiles, trucks and buses (used)	8701, 8702, 8703, 8704, 8705
-	New tyres for passenger automobiles, trucks and buses	4011.10, 4011.20

Group (4): Safety personal devices

	Item	HS Code
-	Safety head helmets	6506.10
-	Rubber and plastic safety shoes	6402, 6401
-	Eye protectors	9004
-	Ears protectors	6506.10
-	Nose and month masks	6506.10
-	Safety gloves	6216

Annex (B)

The Requirements that must be fulfilled by the certification and inspection bodies

A specific criteria were specified to determine the competence of the certification bodies and the inspection bodies to ensure the competence of these bodies and their commitment to international requirements and practices in this field, which will ensure the accuracy of the results issued by these bodies to protect the health and safety of the Jordanian consumer and the institution rights. These requirements include the followings:

- 1- Inspection bodies are only contracted, for the used vehicles, each vehicle should be inspected a 100% inspection.
- 2- The conformity certification bodies for all other products under this program.
- 3- The following requirements will be applied on the inspection bodies:
 - 3-1 The body should have a legal entity and be responsible for its results.
In case where these bodies are part of any institution, they have to document their activities in a way that determine the responsibilities and authorities to prevent conflict of interest.
 - 3-2 The body should have a liability insurance.
 - 3-3 The body should have enough documents to show the procedure of inspections, its conditions and the way it is operated.
 - 3-4 The body should have a financial account, that is checked by an independent external auditor.
 - 3-5 The body should have the needed impartiality.
 - 3-6 The body staff should not be subjected to any financial, commercial pressures or any other pressures that may affect their judgment.
 - 3-7 The body staff should not have participated in the design, developing, production, installation or maintenance of the product and they should not be representatives of suppliers, buyers or any of the owners or their deputies.
 - 3-8 The body staff should not have participated in any activity that may affect their independent judgment or their honesty in what relevant to inspection.
 - 3-9 The documented procedures should ensure that the work results will not be affected by any external bodies
 - 3-10 Inspection services should not be restricted and the body should not be managed in restricted way, and should not have conditions including financial conditions to accept application.
 - 3-11 The information observed during the inspection should be confidential, including property rights.

3-12 The body should have the needed independence, as the Institution allows two kinds of these bodies

Kind A	Total independency	3 rd party (only performing this activity)
Kind B	Part of company and inspecting other companies products.	1 st party

3-13 The body should have the following managing and organization requirements:

3-13-1 A system that allows the body to perform its activities and maintains its technical capabilities.

3-13-2 Defining and documenting the relationships and the responsibilities clearly in case where this body is doing testing and/or granting conformity certificates.

3-13-3 Appointing technical manager qualified and independent from other technical inspection activities.

3-13-4 Providing enough supervision by qualified persons with suitable experiences in the inspections procedures and its results.

3-13-5 Appointing a quality manager.

3-13-6 The existence of specific job descriptions for the people whose work are connected to inspection, including education, training, technical knowledge and experience.

3-13-7 The existence of organized structure for the body.

3-13-8 The existence of documented quality system, with the documentation of the quality policy and objectives and its procedures which include data and documents control, records, purchasing, internal auditing, corrective and preventive actions, management review, training, instrument control and dealing with the complaints.

3-13-9 The execution of the internal auditing for quality and corrective and preventive actions and managements reviews.

3-14 The body should have the following human resources:

3-14-1 Providing enough qualified employees with suitable experience in inspection and ability to judge on the inspection and test results.

3-14-2 Enough experience in the inspected product manufacturing technology, its use and defects. They should have clear understanding of the effects of deviation from the standards on the user safety.

3-14-3 The existence of documented training system for all the workers in the managing and technical field and keeping the employees records, which include their experience and training.

3-14-4 The existence of guidance to the employee's ways of work.

3-14-5 The employee's wages and motivations should not depend on the number of inspection processes or its results.

3-15 The existence of utilities and devices should have the following conditions:

3-15-1 Suitable for the inspection processes and the existence of instructions for using and accessing to calibrated them.

- 3-15-2 All devices should be identified, maintained and calibrated according to documented programs, to ensure the continuity of their suitability.
- 3-15-3 The insurance of the measurements trace ability to national and international standards, if this chain are not available, the body should provide evidence on the accuracy of the results.
- 3-15-4 All the procedure related to purchasing, receiving devices and materials and their storage including the selection of suppliers should be documented.
- 3-15-5 In the case of using computers in the inspection processes or any automated devices, they should be calibrated, maintained and its data should be protected and secured.
- 3-15-6 In the case where there are defected devices or inspection instruments, they should be isolated from the service and not used.

3-16 The inspection methods and procedures

- 3-16-1 The procedures and methods should be used according to standards or Jordanian technical regulations requirements.
- 3-16-2 Documented instructions should be on inspection plans, samples selection and the inspection methods and techniques, including statistical techniques and data processing and their interpretations.
- 3-16-3 In case where no procedures and methods for inspection in the standards or Jordanian technical regulations, a documented methods and procedures should be used.
- 3-16-4 Maintaining work instructions and procedures, check lists and the reference data continuously.
- 3-16-5 The existence of a control system for work, to ensure that the body has the experience and the needed materials according to the requirements.
- 3-16-6 The immediate registration of notes and data taken during the inspection, to prevent losing them, also revising all calculations and information transfer process. Also any unusual notes seen by the inspector should be registered before the inspection starts, and the customer should be notified in case where the product is not suitable for inspection.
- 3-16-7 Availability of procedures and instructions for inspections to ensure safety of products during inspection.
- 3-16-8 The existence of documented check lists for the technical matters that will be examined.

3-17 Sub contracting

- 3-17-1 The inspection bodies usually perform the inspection process by themselves.
- 3-17-2 If the inspection bodies sub-contracts any, any part of inspection process, they should guarantee that the body they sub-contracted, has the competence to do the services relevant to inspection according to the international requirements for such bodies.

3-17-3 The customer should be notified if the body intends sub-contract any part of the inspection process, and he should approve the sub-contracted with. Also, all the investigating processes of the quality and conformity of the sub-contracted body should be documented, and records of all the subcontracted processes should be maintained.

3-17-4 In the case of sub contracting, the final responsibility of judging is the stays with the inspection bodies.

3-18 Complain and appeals

The body should document the procedures relevant to the customers and other bodies. Also, records of all complains and the procedures taken to solve them and their effects should be kept.

3-19 Records

3-19-1 The existence of a suitable records system to keep the inspection process records.

3-19-2 The records should contain enough information to prove that the inspection processes are performed in a satisfactory way according to the requirements of the contract with the Institution.

3-19-3 The records should be stored for period of time suitable to the kingdom Systems, and in a secure way which ensures the ease of retrieval of information and their security.

3-20 Inspection Certificates

3-20-1 The inspection certificates should contain the inspection results and specifies the conformity through those results, besides all other needed information to understand and interpret them. This information should be written in an accurate and clear manner.

3-20-2 When the inspection reports and certificates contains any results from a subcontractor, it should be clearly identified.

3-20-3 The reports and certificates should be approved by those authorized.

3-20-4 Any corrections or additions to the inspection reports and certificates should be registered, documented and justified after issuing it and approving it by those authorized.

4 – The following requirements are applied on the certifications bodies:

4-1 The granted conformity certificates for products, which are covered under this program, should be included in the body work field (scope).

4-2 The body should have an approved legal identity, and should be responsible for decisions regarding granting the certificates their continuity, suspension and withdrawal.

- 4-3 In case where those bodies are part of any institutions, they have to document their activities and responsibilities in a way which separates between granting conformity certificates for the product and any other activities such as, test, inspection and examination to ensure no conflict of interest.
- 4-4 The body should have a liability insurance.
- 4-5 The body should have a financial accounting system, which will be audited by an independent external auditor.
- 4-6 The body should have the needed impartiality and independence.
- 4-7 The body staff should not be subjected to any financial, commercial or other pressures that may affect their judgments.
- 4-8 The body should not perform design, development or production of the products that are granted the conformity certificates.
- 4-9 The body should not give advise, guidance or consultations to the applicant that requested the conformity certificates.
- 4-10 Certification should not be restricted, and the body should not be managed in such a way. It should not have unjustified conditions including financial ones relevant to the acceptance of customer's applications.
- 4-11 The body should ensure the confidentiality of the information observed during the certification on all levels including the certification committees and any other external parties and the property right.
- 4-12 The documented procedures should ensure that the work results are not be affected by external bodies.
- 4-13 The body should define the technical basis, based on which the certificates are granted.
- 4-14 The body should have the following managing and organizing requirements:
 - 4-14-1 The body should have a system and policy qualifying it to maintain its work and technical capabilities.
 - 4-14-2 The body should separate between the assessment process and the decision of granting the conformity certificates, and it should be done by different persons.
 - 4-14-3 The existence of financial stability and the needed financial resources to grant conformity certificates.
 - 4-14-4 Appointing a quality manager.
 - 4-14-5 Appointing a qualified technical manager.
 - 4-14-6 The existence of specific job descriptions for the employees, including education, training, technical knowledge and experience.

- 4-14-7 The existence of an organized structure for the body that defines responsibilities.
- 4-14-8 The existence of a documented quality system, with the documentation of the quality policy and objectives and its procedures which include data and documents control, records, purchasing, internal auditing, corrective and preventive actions, management review, training, instrument control and dealing with complaints.
- 4-14-9 The existence of systems and rules to appoint the committees which in the conformity certificates granting.
- 4-14-10 The execution of the internal auditing for quality, corrective and preventive actions and managements review.
- 4-15 The body should have the following human sources:
- 4-15-1 Providing enough qualified employees with suitable experience to issue the technical judgments, polices, to apply them and to grant conformity certificates.
- 4-15-2 The existence of documented training system for all the employees in the managing and technical field and keeping the employees records which include their experience and training.
- 4-15-3 The employees wages and motivations should not depend on the number of granted certificates or its results.
- 4-16 The granting conformity certificates steps and conditions (granting, maintaining, extending, suspending and withdrawing):**
- 4-16-1 The certification body should specify the conditions of granting, maintaining, suspending or withdrawing the certificates partially or totally and documenting all the procedures relevant to that.
- 4-16-2 The methods and procedures specified in the standards or Jordanian technical regulations on which the granting is based should be used, and other requirements such as sampling, test requirements and inspection should be specified.
- 4-16-3 When dealing with laboratories, inspection bodies or system certification bodies, it should be assured that those bodies apply international requirements. In addition only laboratories accepted by the institution should be dealt with.
- 4-16-4 Maintaining work instructions and procedures continuously
- 4-16-5 The existence of a control system for work and contracts, to ensure that the body have the needed resources to fulfill the requirements.
- 4-16-6 The certification body should document the surveillance activities performed on the products.

4-17 Sub-contracting

- 4-17-1 The certification body should usually perform product certification by themselves.
- 4-17-2 In case the certification bodies has sub contracted for any part of the certification process such as testing and inspection, they should guarantee that the body, they sub contracted, has the competence to perform according to the international requirements for such bodies. It applies also for the subcontracted laboratories perform according to what was mentioned in clause (4-16-3) of this program.
- 4-17-3 Guarantee that the people contracted for granting the conformity certificate do not participate in the design or the production of the product, which will be granted the conformity certificate.
- 4-17-4 The customer should be notified if the body tends to subcontract, and he should approve the sub-contracted body. The investigating processes of the competence of the subcontracted body, should be documented, and records of all the subcontracted processes should be maintained.
- 4-17-5 The body should not authorize a deputy or any other party to grant, suspend, withdraw or extend the conformity certificate.

4-18 Complains and appeals

The body should document the procedures regarding the customer and other bodies complains. Records of all complains and the procedures taken and their effects should be kept.

4-19 Records

- 4-19-1 The existence of suitable records system to keep the product conformity certificate processes records.
- 4-19-2 The records should contain enough information to prove that the certification processes are performed in a satisfactory way according to the requirements of contract with the Institution, specially the ones related to the applications forms, assessment reports, surveillance and any records concerning granting, suspending, extending and withdrawing of the certificates.
- 4-19-3 The records should be stored for period of time suitable to the kingdom systems, and in a secure way which ensures the retrieval of information and their security.

4-20 Conformity Certificates

The conformity certificates should contain the following:

- The address of the customer whose products covered under the certification process
- The certificate scope including the type of the product and its range
- The standards, Jordanian technical regulations or the other standardized documents based on which the product in given the certificate.
- The applied certification system.
- The actual granting date and the certificate period if possible.

- 5 – The certification and inspection bodies should be accredited in the country, from which the product was imported or produced in, by the national accreditation body in that country, in the case of existence of an accreditation body in that country. As for the national (Jordanian) certification and inspection bodies, they should be accredited by the Accreditation Unit in the Institution.
- 6 – The certification and inspection bodies should provide any documents or information that the Institution asks for, to investigate the conformity assessment process they apply, such as, inspection, testing, assessment and auditing reports ... etc, in the period determined by the Institution, and shall also provide all the facilities to the Institution, including the possibility of its assessment by the Institution.
- 7 – The certification and inspection bodies should provide the Institution with copies of conformity certificates, which were granted for conformity or inspection after they have been issued directly, in addition to a register with these certificates periodically.
- 8 – The certification body and inspection body should pay a percentage of financial returns that the Institution takes according to clause (7-2) in this program.
- 9 – The certification and inspection bodies should provide an evidence that they have a liability insurance with an amount determined by the Institution according to the type of the product and risk to human health and safety and environment.
- 10 - The certification and inspection bodies should provide a financial insurance from any local banks of 500,000 JDs to ensure that they comply with the Institution instructions and to protect the Institution rights. The insurance should be valid during the period of the contract. The Institution has the right to deduct any compensations or other expenses in case of violations of the contract conditions without any warnings or appealing to the court. In this case the body should cover the amount of insurance within seven days of notification or the Institution would end the contract.

Annex C

Application for Acceptance

Applied to:

Jordan Institution for Standards and Metrology (JISM)

Al-Shareef Al- Radhiy St.11, Al-Abdali

P.O.Box: 941287 Amman 11194 Jordan

Tel.:+962-6- 5680139

Fax:+962-6- 5681099

E-mail: jism@nic.net.jo

We apply for any of the following:

- 1st Acceptance.**
- Re-Acceptance.**
- Extension for Scope.**

Name of the body:

Address of the body:

P.O. Box:

Tel.:

Fax:

Legal status of the body:

Parent body of the body (if any):

Address of the parent body:

Legal representative of the body:

Head of the body:

Deputy Head of the body:

Does the body have more than one office:

Yes () no ()

(If yes, please state all offices that you wish to apply for their acceptance and their addresses and enclose them in a separate sheet)

Does the offices operate on several sites:

Yes () no ()

(If yes, please state all sites and their addresses)

**The following documents shall be attached in addition to the documents required in
(*The list of the documents necessary for acceptance*).**

- **Quality Manual of the body.**

- **Accreditation Certificate(s) to prove official recognition of the body's competence in product certification or inspection for the scope, for which acceptance is requested, by the National Accreditation Body where the body operates.**

Your body is providing certificates for one or more of the following product, you are kindly requested to select the appropriate products when you fill in the scope of acceptance;

- 1 Toys
- 2 Elevators
- 3 freezers
- 4 Television, Radios, Antennas
- 5 Telephones, wireless telephones and mobiles
- 6 Other electrical equipments (specify):

- 7 vehicles
- 8 Tires
- 9 Personal protective equipment

In our capacity as applicant, we herewith declare:

- * **We are ready to comply with the requirements.**
- * **Our full commitment to inform JISM with any changes to the management of the body or its legal or commercial status.**
- * **We are fully aware of how the Jordanian Program for Product Certification functions.**
- * **We agree on the acceptance procedures being carried out, in particular on making available the required supporting documents and facilitating the access of the assessors access to our body.**
- * **We are committed to pay the fees and expenses incurred as specified in this program.**

Amman, Date:

**Legal representative
Signature**

Amman, Date:

**JISM General Director
Signature**

Scope Acceptance

Standard/technical regulation used (Acronym, no. and year of publication)	Type of products

* If the body is applying for more than one type of products, please fill in separate form for each type.

Annex D

List of documents necessary for acceptance to be enclosed with the application

No.	Name of the document
1.	Register license for all offices
2.	List of body's offices, and their addresses for which acceptance is required
3.	Brief description of the body
4.	Declaration of impartiality of the body
5.	Declaration to treat all information confidential
6.	Organization structure for each office
7.	Certificate of liability insurance
8.	Proof of education of the quality manager(s) and technical manager(s) and their deputies
9.	Copy of at least one of the certificates issued by the body
10.	List of the staff names authorized to sign the inspection and conformity certificates issued by the body and a sample of their signatures
11.	Proof of the qualifications of the staff authorized to sign the inspection and conformity certificates issued by the body
12.	Description of the method(s) used in sampling
13.	List of testing/ examination methods used
14.	List of quality procedures and operating procedures
15.	List of work instructions
16.	List of names of subcontracted laboratories and/or inspection bodies
17.	List of products for which acceptance
18.	Plan for a marketing campaign of the program

Annex (E)

A list of groups of products and the relevant conformity assessment systems applied on them

	Group	Conformity Assessment Procedure
	Group (1): Toys	The manufacturer keeps a technical file that proves the product conformity to standards or technical regulations. The certification body performs inspection, type examination and surveillance on production at random periods.
	Group (2): Electrical and electronic products	
-	Lift and elevator systems	The certification body performs inspection, type examination on the design and product at random periods, assessment of the quality of the quality system that includes design and surveillance.
-	Household freezers	The manufacturer keeps a technical file that proves the product conformity to standards and technical regulations. The certification body performs inspection, type examination and surveillance on production at random periods
-	Receiving devices (television, radio, antenna, telephones, wireless phones and mobiles)	The certification body performs inspection, type examination on the design and product, surveillance on production at random periods, in addition to assessment of quality system that includes design and surveillance on it.
-	Other household appliances	The manufacturer keeps a technical file that proves the product conformity to standards or technical regulations. The certification body performs inspection, type examination and surveillance on production at random periods.

	Group	Conformity Assessment Procedure
	Group (3): Vehicles	
-	Passenger automobiles, trucks and buses (new)	The certification body performs inspection, type examination at random periods, assessment of quality system and surveillance on it.
-	Passenger automobiles, trucks and buses (used)	100% inspection
-	New tyres for passenger automobiles, trucks and buses	The certification body performs inspection, type examination at random periods, assessment of quality system and surveillance on it.
	Group (4): Safety personal devices	The certification body performs inspection, type examination and surveillance on production at random periods in addition to assessment of quality system relevant to production and surveillance on the quality system.