QUALITY STANDARDS AND CERTIFICATION IN PALESTINE

January 2010

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INTRODUCTION

Palestinian firms that want to succeed in the local and international market must be properly informed about Quality Standards and Certification in Palestine. This document is intended to help Palestinian firms that want to achieve quality certification in identifying which certificates they need and how to be officially certified.

Many quality standards have been used by Palestinian industrial firms to demonstrate their ability to continuously manufacture products with needed qualities. Accordingly the number of certified firms had increased over the last few years.

In recent years, different Palestinian firms showed much interest in different quality certification such as ISO 9001, ISO 22000, GMP, and HACCP in order to improve their internal process and to compete with other nations industries.

Nowadays, the quality of products as well as the quality of companies systems is vital for Palestinian industrial firms. Quality accreditation will increase the competitiveness of products and will open up markets nationally and internationally.

Palestinian firms show eagerness to acquire quality certificates to increase their sales and to open new markets and improve their internal operations and overall performance. The establishment of the   Standards Institute back in 1993 stimulated interest among Palestinian companies and encouraged them obtain the quality mark at that time.

In the following pages, we will provide a snapshot of the major quality standards in Palestine, certifications processes, and the benefits of certification. The report will also cite some examples of Palestinian companies that have been awarded quality standards certificates.

QUALITY SYSTEM IN PALESTINE

Palestinian companies use many quality standards to help in developing and expanding their businesses. The most familiar standards in the Palestinian business community are the ISO series of standards, the Palestinian quality standards (PSI and PSM), and HACCP.

Palestinian organizations implement quality standards for various reasons, some of them implement the standards to improve their internal operations and reduce costs, and other organizations use the standards as a result of the international trade agreements in order to increase their export capacity or to start exporting to certain countries.

In Palestine, there are about 37 ISO9001 certified companies, approximately 8 ISO22000 certified food manufacturing companies, 4 pharmaceutical companies accredited with GMP (Good Manufacturing Practice) one of which is certified with

German GMP, 10 HACCP (international certificates for critical points in the food supply chain industry) standards certified companies, and a good number of companies accredited with Palestinian standards certificates. To view a list of these companies, see the database of certified Palestinian companies.

This document will provide an overview of the following certificates:

2.1 Palestinian Standards (PSI and PSM)

2.2 ISO 9001 (Quality Management System)

2.3 ISO 22000 (Food Safety Management System) and HACCP (Hazards Analysis Critical Control Points) certificate

2.4 GMP (Good Manufacturing Practices)

2.5 SA 8000 Social Accountability

2.6 Halal Certificate Standard:

2.1 Palestinian Standards (PSI and PSM)

Certificates Overview:

There are two types of Palestinian standards; the first one is the Palestinian Standards Mark (PSM) which mainly deals with the product standards, the second is the Palestinian Quality Marks Standards (PSI) which deals with products as well as the internal processes similar to ISO9001 standards.

Both certificates are issued by the Standards Institute (PSI), which has many technical committees from the academia and industry to issue, review and updates those standards.

Certification Process:

Any Palestinian company that wants to achieve the Palestinian Standards should first ensure that its products and internal processes comply with the desired standards certificate, whether it is PSM or PSI.

To formally apply for either of the certificates, a Palestinian company should contact the Palestinian Standards Institute or visit their website to acquire the required forms (see annex). PSI will then work with the company to ensure that the products and processes comply with the needed standards by conducting

site visits to the company and taking samples of its products to ensure compliance. Figure 1 below shows the Palestinian Standards issuance process.
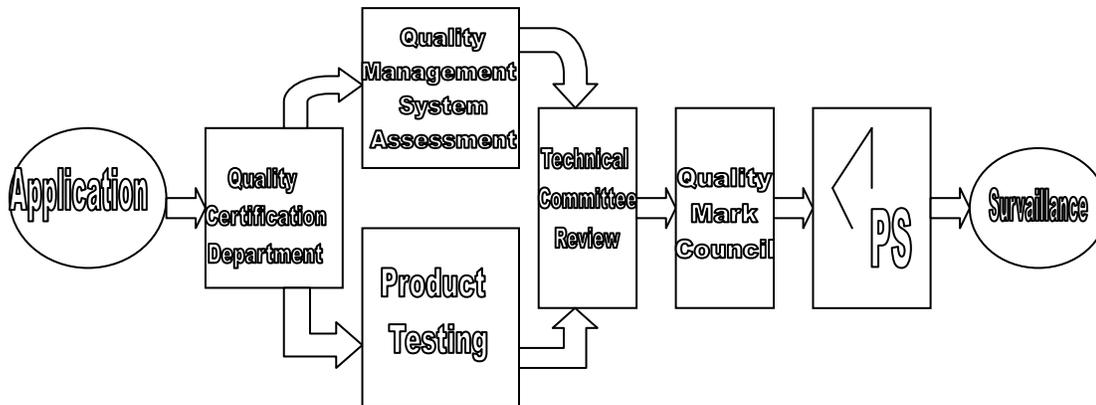

Figure 1: Palestinian Quality Standards Issuance Process,
(Source Palestinian Standards Institute, Quality Department, 2009)

Costs:

The cost of each certificate varies. For the PSI standards certificate, the cost is related to the size of the firm and can range from 2,000 NIS up to 50,000 NIS. For the PSM standards certificate, the cost is related to the scope of the company (product types). For example concrete product certificates may cost about 2,600 NIS while meat product certificates may cost about 800 NIS[1].

Certification Benefits (General):

Palestinian companies that are PSM or PSI certified have the potential to gain many benefits. Such certification serves as a proof that the company produces quality products that are in compliance with Palestinian standards, which may lead to higher consumer confidence and higher sales. Palestinian certified companies, as well as products, have the priority in official government tenders. In addition, PSM and PSI certification may help to open new markets, mainly in regional countries (see table below) that have accredited Palestinian standards certificates.

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[1]Source: Palestinian Standards Institute

Table 1. List of countries that have mutual recognition agreements with PSI.

#	Country Name	Status
1.	Jordan	Full recognition
2.	United Arab Emirates	Full recognition
3.	Algeria	Full recognition
4.	Morocco	Full recognition
5.	Sudan	Full recognition
6.	Israel	Under enhancement process

Case Studies:

Case Study: Benefits of Certification

The Palestinian Standards Institute measured the impact of PSM and PSI certification for Palestinian companies (in which a questionnaire was distributed and analyzed). The following table represents the findings.

Table 2: Impact of Palestinian Quality Certificate over Certified Companies

Benefits of certification	Percentage of companies surveyed
Improved overall performance	71% very good 25% satisfied 4% not satisfied
Increased sales	55% increased sales
Ability to bid on tenders	60% improved ability to enter government tenders
Enter external markets	45% improved ability to enter external markets
Dealing with customer complaints	87% better able to deal with customer complaints in more professional manner

Source: PSI 2009

Case Study: Al-Arz Ice Cream Company

Al-Arz Ice Cream Company obtained both the Palestinian Quality Standard (PSI) and HACCP (Hazards Analysis Critical Control Points). In 2007 the company obtained the quality certificate and the Palestinian products of Al-Arz became an ambassador of Palestinian products to the Arab markets as the company began to export products to markets such as Jordan, with negotiations underway to start exporting to Saudi Arabia and Iraq.

In 2009, the company was awarded the HACCP food safety certificate, an achievement that is a source of pride in the Palestinian industry. Al-Arz is the first ice cream company in Palestine and Jordan to obtain this certificate.

The Palestinian standards certification for Al-Arz not only helped the company in opening new markets, such as the Jordanian market, and increased the demand by 3% per month; it also had some impact on the internal operations such as improving the inventory operations and reducing non-conformities.

2.2 ISO9001 (Quality Management System)

Certificate Overview:
ISO9001 or Quality Management International Standards is issued by the [Standards Organization (ISO).](#) ISO9001 quality management requirements can be applied by any organization regardless of its size and nature of operations or products/services. It can be applied in hospitals, banks, telecommunications companies, SME's, large companies, and multi-national companies.

Implementing ISO9001 will ensure that the company has an internal integrated management system with minimum quality requirements and that the company has the methodology for improving its quality in terms of processes and products, since the ISO 9001 includes the documentation requirements. The ISO 9001 certified company should document its internal systems and procedures (administrative system and HR, Support System and Core Technical Systems) with clear performance indicators to measure whether the short term objectives of the company have been achieved or not. In addition, ISO 9001 certification includes clear identification of responsibilities and authorities through the internal system and job descriptions.

Important note: ISO9001 certification is valid for three years only.

Certification Process:

Once the company develops its internal integrated management system in accordance with ISO9001 requirements either by consulting external consultants or by using its internal employees to develop the system, the company can apply for the certificate with one of the certifications bodies such as Société Générale

de Surveillance (), Det Norske Veritas (), Quality Assurance Registrar (LRQA).

Once the company prepares the application form[2], the lead assessors will arrange for the audit. Usually the first audit is conducted in two stages: off-site audit and field audit. In the offsite audit the auditor ensures that the developed system (documented system) complies with ISO9001 requirements. In the field audit the auditor ensures that the developed systems are implemented and enhanced.

Depending on the audit results, the company will either become ISO9001 certified or the certificate will be suspended until the company makes the necessary corrective procedures.

Costs:

The cost of certification depends on the number of days required to conduct the external audit. The certification body usually charges about $800 USD per day.
A Palestinian company may choose to appoint a consultant to develop the internal system and procedures. Consultation fees for such a service usually depend on the size of the company and scope of certificates.

Certification Benefits (General):

ISO9001 certification has many benefits for the certified companies. Many studies have been developed all over the world to measure the impact of ISO9001. According to those studies and available literature, the ISO9001 certificate has two main impacts. The first impact is the opportunity for increased markets and sales, as ISO9001 is viewed as an important marketing tool and is now required by many countries to market international products in their local market. The second major impact is on the internal operations and business efficiency. ISO9001 reduces the managerial and production costs and improves the supply chain through best purchasing practice.

Palestinian ISO9001 certified companies achieve success in terms of increasing the sales volume and improving the internal processes efficiency.

Case Study: Arab Brothers Contracting Company

Arab Brothers Contracting Company: this Company's ISO certification enabled it to bid for USAID tenders for the value of 10 to 20 million US Dollars (Sales volume example).

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[2] Each of which certification company has its application form, in the annex include the LRQA form

Case Study: Near East Industries and Trade Company

Near East Industries and Trade Company: before the application of ISO the cost of production per ton was equivalent to $100, after the application of ISO system costs dropped to $5/ton and the ISO certification helped to increase monthly sales from 8000 tons to 8700 tons.

2.3 ISO22000-2005 (Food Safety Management System FSMS) and HACCP Certificates

Certification Overview:

HACCP and ISO 22000 are both food safety certifications, HACCP is part of ISO 22000. While ISO 22000 certified companies are HACCP certified by default, companies can be HACCP certified only.

ISO22000-2005 (Food Safety Management System FSMS): ISO22000 is a standard developed by the International Organization for Standardization, for the food safety supply chain. It defines the requirements of FSMS, which is the food safety management system covering all organizations working in the food chain "from farm to fork".

The standard combines generally recognized key elements to ensure food safety along the food chain, including:

- Interactive communication
- System management
- Control of food safety hazards through pre-requisite programmers and HACCP plans
- Continual improvement and updating of the food safety management system.

In other words ISO22000 consists of ISO9001 requirements, HACCP requirements and some GMP practices.

HACCP: In the 30 years since its conception, the Hazard Analysis Critical Control Point system (HACCP) has grown to become the universally recognized and accepted method for food safety assurance. The recent and growing concern about food safety from public health authorities, food industry and consumers worldwide has been the major impetus in the application of the HACCP system, so WHO (World Health Organization) has recognized the importance of the HACCP system for prevention of food borne diseases for over 20 years and has played an important role in its development and promotion.

HACCP is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw

material production, procurement and handling, to manufacturing, distribution and consumption of the finished product.

Certification Process:

Once the company develops its internal integrated management system in accordance with ISO9001 requirements either by consulting external consultants or by using its internal employees to develop the system, the company can apply for the certificate with one of the certifications bodies such as Société Générale de Surveillance (), Det Norske Veritas (DNV), and Lloyds Quality Assurance Registrar (LRQA).

Once the company prepares the application form[3], the lead assessors will arrange for the audit. Usually the first audit is conducted into two stages: off-site audit and field audit. In the offsite audit the auditor ensures that the developed system (documented system) complies with ISO 22000/HACCP requirements. In the field audit the auditor ensures that the developed systems are implemented and enhanced.

Depending on the audit results, the company will either become ISO 22000/HACCP certified or the certificate will be suspended until the company makes the necessary corrective procedures.

Costs:

The cost of certification depends on the number days and frequency required to conduct the external audit, which is dependent on the size of the company and the scopes of work. The certification body usually charges about $800 USD per day.

Certification Benefits (General):

Companies that are ISO22000 and HACCP certified, not only comply with the local and regional regulations regarding food processing, but also ensure that customer requirements are fulfilled with regards to the best practices in food processing. ISO 22000 certification for Palestinian meat companies enable them to enter new markets mainly in the Arab gulf.

Since HACCP and ISO 22000 include internal system development, similar to that of ISO9001 certification, companies gain other benefits like decreasing the operational costs, increasing sales volumes, and clear identification of responsibilities and authorities.

For more information, visit .iso.org.

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[3] Each of which certification company has its application form, in the annex include the LRQA form

Case Study: **Al-Haya Food Industries Company for Meat Processing**

At the beginning of 2005, ISO22000 was introduced to Palestinian companies through the food safety project, which aimed for training and capacity building in developing and implementing food safety systems based on the HACCP and ISO22000 international standards. The target of this project was Palestinian food manufacturers, **mainly meat and dairy producers, such as Salwa Food Company, Islamic Company**, and Al-Haya Food Industries Company. The methodology was based on step by step training with minimum onsite support, in addition to the company's investment in human resources and infrastructure.

Al-Haya Company was awarded the certifications after it achieved the ISO9001 and HACCP certificates, in which the new system gave the company new integrated requirement of ISO9001 and HACCP as one package.

Case Study: Agriculture L.t.d:

Al'Ard Company achieves the following benefits from ISO 22000 certification:

1. Produce a reliable product and proper food within the specifications of local and global levels.
2. The customer always expects this company to provide better products and continuously improve.
3. Reduce production costs over time.
4. Reduce spoilage.
5. Enhance the company's competitive advantage.
6. The company's ability to track products and withdraw from markets when necessary in record periods.

2.4 GMP (Good Manufacturing Practice)

Certification Overview:

Good Manufacturing Practice (GMP) is defined as "That part of Quality Assurance which ensures that products are consistently produced and controlled to the quality standards appropriate to their intended use." The principles and guidelines for GMP are stated in two Directives; Directive /94/EC for medicinal products and investigational medicinal products for human use and Directive /412/EEC (http//ec.europa.eu)concerning veterinary medicinal products. Compliance with these principles and guidelines is mandatory within the European Economic Area. Detailed guidelines in the form of the to Good Manufacturing Practice provide interpretation of the principles and guidelines and these in turn are supplemented by a series of annexes which modify or augment the detailed guidelines for certain types of product, or provide more specific

guidance on a particular topic. They are developed by the GMP inspection services group and are published as Volume 4 of by the European Commission. Good Manufacturing Practices are guidelines that provide a system of processes, procedures, and documentation to assure the product produced has the identity, strength, composition, quality, and purity that it is represented to possess.

Certification Process:

After the companies build and enhance their internal procedures and system, they call the governmental agency which is responsible for GMP certificate issuance. In Palestine, this is the Palestinian of Health and in the United States it is the Food and Drug Administration (). Once the Ministry of Health receives the request, its GMP experts will inspect all aspects of the company to ensure standards compliance. Inspection will include ingredients used, drug validity, storing and packaging conditions, research and development, quality control, spaces and layout.

It is important to note that inspections are different from auditing, as inspections include demonstrations of some experiments to ensure compliance. GMP inspection is much more complicated than ISO9001 auditing, since GMP includes detailed technical requirements which need more complicated procedures than ISO9001.

According to the GMP inspection results, the company will or will not be GMP certified. If the company is not able to achieve the GMP requirements, the inspectors will give the company another chance to achieve the requirements and once it fulfills these requirements it will be GMP certified.

Costs:

GMP certification is managed by the Palestinian Ministry of Health and does not have any certification fees.

Benefits of the GMP (General Benefits)

The following points are GMP general benefits:

- Increases the creditability and offers a competitive advantage in the marketplace for contract manufacturers
- Increases senior management confidence in the preparedness of manufacturing facilities for inspection
- Decreases the time and cost for companies selecting third-party testing and product certification if using GMP registered contract manufacturer; which is a national program that is designed to provide a system of processes, procedures, and documentation to ensure that

the product produced has the identity, strength, composition, quality, and purity that it is represented to possess
- Manufacturers of dietary supplements that comply with GMP requirements receive certificates and are listed on the website
- Available to all manufacturers of dietary supplements.

Case Study: **Pharmacare**

Pharmacare is one of the Palestinian pharmaceutical companies which successfully achieved the Palestinian GMP standards and also the German GMP standards. This has enabled the company to market its Palestinian pharmaceuticals in the German markets – Pharmacare is the first and only company to do so.

2.5. SA8000 (Social Accountability)

Certification Overview:

SA8000 was developed by Accountability International (SAI)-, a charitable human rights organization, which was founded in 1997, aiming at developing and promoting voluntary standards and systems to address worker's rights. The first edition of the standard came out in 1997, was revised in 2001 and its latest revision was issued in 2008. It is the first auditable standard, suitable for companies of all sizes anywhere in the world that provides a framework to ensure that social accountability is being stewarded by the company. Today it is used worldwide by companies which want to demonstrate that they manage social and ethical issues and ongoing social compliance.

Certification Process:

SAI is the body that revises the standard whilst SAAS – Social Accountability Accreditation Services, the accreditation agency of SAI in New York, authorizes (accredits) certification bodies to grant certificates, according to the requirements of SA 8000:2008.

Costs:

The cost of certification depends on the number days and frequency required to conduct the external audit, which is dependant on the size of the company and the scopes of work. The certification body usually charges about $800 USD per day.

A Palestinian company may choose to appoint a consultant to develop the internal system and procedures. Consultation fees for such a service usually depend on the size of the company and scope of certificates.

Benefits of the Certification (General):

For companies:

SA8000 certified companies enjoy a competitive advantage against those not certified because they can easily demonstrate that:

- They have developed and implemented effective labor practices
- employee recruitment, retention and productivity is improved
- They manage their supply chain effectively and ensure that workers rights are respected all along the supply chain enhancing their relationship with stakeholders, their credibility as well as their brand name and reputation.

For workers:
SA8000 certification has benefits for workers also since it can be used as a tool to effectively train and educate them on labor and social issues, to improve their work environment, assuring humane working conditions and to prove that all workers are treated in a fair way and equally.

For consumers and investors:
Consumers and investors also benefit because it is easier for them to make ethical purchasing and investing decisions, since products are made in companies under fair and decent conditions.

A strong social accountability management system will benefit the business by:
- Enhancing brand image and reputation
- Differentiating from competition
- Attracting new customers
- Improving worker morale and effectiveness
- Opening up new markets
- Attracting ethical investment
- Demonstrating transparency to stakeholders

Case Study: Land Company for Agricultural Products

One Palestinian company that has obtained the SA8000 certification is Land Company for Agricultural Products (a member of the Anabtawi group), the first Palestinian company to hold a certificate of social responsibility. This helped the company to achieve the following:

- Assessing world markets for competition, especially US and European markets
- Meeting the requirements of consumers in the targeted countries.
- Attracting qualified human resources.
- Providing a comfortable working environment.
- Reflecting a good and attractive image of the company.
- Producing harmony with the social habits and local legislation.

2.6 Halal Certificate:

In accordance with Islamic requirements, Muslims must consume Halal food products, which means that these products must be produced in according to Islamic requirements on ingredients and production. Therefore, companies that want to market their products in Islamic countries, such as Malaysia for example, are encouraged to adhere to Halal standards. In recent years, the number of Muslim and non-Muslim countries that have adopted Halal certificates has increased.

PSI is currently working on issuing a Palestinian Halal standards certificate, and they are working to prepare five Palestinian factories to obtain the Halal certificate.

Cost

The cost depends on the number of audit hours required and is 150 NIS (or USD 40) per audit hour.

The number of audit hours depends on the size of the company and the other certificates obtained by the company. For example, a company with food safety ISO 22000 or quality system certifications will not require more than three audit hours.

REFERENCES

1. PSI (Palestine Standards Institution)
2. Mak International.
3. ID Management Consultants.
4. PFI (Palestinian Federation of Industries) and unpublished documents.
5. UPPM (Union of Palestinian Pharmaceutical Manufacturers).
6. PFIA (Palestinian Food Industries Associations).
7. Palestinian industrial companies.

ANNEX 1
PSI standards applications form

مؤسسة المواصفات و المقاييس الفلسطينية –دائرة الجودة و التأهيل

Palestine Standards Institution - Quality & Certification Department

طلب الحصول على علامة الجودة

معلومات عامة

الاسم المسجل للشركة :	
أسم الشركة بالإنجليزية:	
العنوان المسجل للشركة :	
أرقام الهواتف :	رقم الفاكس :
اسم الموقع :	الموقع في الشركة : اسم المدير العام : اسم مسؤول الجودة :

تفاصيل المنتوجات (ضع علامة على المربع المناسب)

اسم المنتوج :
وصف المنتوج :
تفاصيل جميع أنواع المنتوجات :
عناوين المصانع التي تنتج المنتوج : 1. 2.
تفاصيل الأجزاء الرئيسية للمنتوج والتي أنتجت من قبل شركات أخرى :
تفاصيل الوثائق المرفقة التي تصف المنتوج والمصنع (لن يتم أخذ أي إجراء بهذا الطلب إلا بعد استلام الوثائق المطلوبة) مخططات / رسومات / كتالوجات (احذف غير الضروري)
ينطبق على المنتوج المواصفات التالية :   ☐علامة الجودة   ☐علامة السلامة
هل تم السماح للشركة بوسم إنتاجها من قبل :   ☐نعم   ☑لا/ إذا الإجابة نعم اذكر تفاصيل المنتوجات وأرقام الشهادات

نحن الموقعين أدناه نتقدم بطلب السماح لنا بوسم إنتاجنا بعلامة الجودة / علامة السلامة ونوافق على :

1. تحقيق متطلبات مؤسسة المواصفات والمقاييس الفلسطينية والقوانين والتشريعات الملحقة والشروط والترتيبات التي تطلبها لجنة علامة الجودة (لجنة الترخيص).

2. السماح لممثلي المؤسسة بزيارة المصانع والمواقع التي يتم فيها تركيب المنتوج (أو أجزائه) وتجميعه أو تصنيعه .

3. السماح لممثلي المؤسسة بأخذ عينات من المنتوج أو أجزائه أو مواده الخام بدون مقابل من اجل إجراء الفحوصات.

4. عدم نشر أو إعلان بأي صورة مهما كانت بان المنتوجات أو الشركة قد (أو على وشك) أصبحت تحت إشراف ورقابة المؤسسة .

5. دفع جميع التكاليف المصاحبة لتقديم هذا الطلب وأي تكاليف أخرى مستقبلية .

اسم مقدم الطلب : _____   الصفة الرسمية : _____

التوقيع: _____   التاريخ : _____

ملاحظات أخرى :

_____

_____

_____

_____

_____

ANNEX 2
List of Palestinian quality certified companies (ISO9001, ISO 22000, HACCP, GMP, and Palestinian Standards)

Financial report for audits completed to LRQA Amman inside Palestine		
Client	**Certificate type**	**status**
Sinokrot Food company	ISO9001	**Certified twice**
Royal Industrial and trading	ISO9001	**Certified twice**
Specialized Arab Hopital	ISO9001	**Renewal Due Spetember 09**
Princes Basma Hospital	ISO9001	**Certified twice**
St.joseph Hospital	ISO9001	**Certified twice**
St. john Hospital	ISO9001	**Certified twice**
Makased Hospital	ISO9001	**Certified twice**
August Victoria Hospital	ISO9001	**Certified twice**
Eman Schools	ISO9001	**CR will be on October**
Birzeit pharmaceutical Company	ISO9001 and ISO14000	**Certified twice**
Pharmacare pharmaceutical	ISO9001 and ISO14000	**Certified twice**
Beitjala Pharmaceutical	ISO9001 and ISO14000	**Certified twice**
Jerusalem Pharmaceutical company	ISO9001 and ISO14000	**Certified twice**
Beithlahem Chamber of commerce	ISO9001	**Certified twice**
Arab Chamber of commerce	ISO9001	**Certified twice**
Super Nimer company	ISO9001	**New Client**
Al Hayah (Siniora Food inductries)	ISO 9001 + 22000	**Certified twice**
Salwa food inductries	ISO22000	**Certified twice**
Bilal Ahmad Press	HACCP	**New Client**
Tell presser	HACCP	**New Client**
Salfeet press	HACCP	**New Client**
Nabeel Hamdan Press	HACCP	**New Client**

Anien Press	HACCP	**New Client**
agriculture cooperative press in salfeet	HACCP	**New Client**
kofr rai press	HACCP	**New Client**
Islamic company for development	ISO22000	**Certified twice**
Alreef company	ISO22000	**New Client**
Al Ard agri-product company	ISO22000	**New Client**
	SA8000	**New Client**
Al Arz Ice Cream	HACCP	**New Client**
Nassar Stones	ISO9001	**Certified twice**
Al Marah company	ISO9001	**New Client**
Arab brothers	ISO9001	**New Client**
Meat Land company	ISO22000	**New Client**
Neiroukh metalic	ISO9001	**New Client**

ANNEX 3
ISO 9001, ISO 22000, HACCP application form

Lloyd's Register Quality Assurance   # Application Form

To enable us to prepare and submit a quotation for your consideration, please complete and return to your local contact or:

Lloyd's Register Quality Assurance Ltd.
P.O. Box 850936
Amman 11185
Jordan
Tel. +962-6-5865740
Fax +962-6-5864286
Email: amman@lr.org

Section A
basic details

COMPANY NAME:

_____

_____   MAIN CONTACT NAME: _____

TOTAL NO. OF EMPLOYEES: _____   POSITION IN COMPANY _____

Main Site

Site address:

_____

_____

PO Box: _____   Local contact name: _____

Postal code: _____   No. of employees at location: _____

City / Country: _____   Tel. No.: _____

Email Address: _____   Fax No.: _____

Site 2

Site address:

_____

_____

PO Box: _____   Local contact name: _____

Postal code: _____   No. of employees at location: _____

City / Country: _____   Tel. No.: _____

Site activity: _____   Fax No.: _____

Site 3

Site address:

_____

_____

PO Box: _____   Local contact name: _____

Postal code: _____   No. of employees at location: _____

City / Country: _____   Tel. No.: _____

Site activity: _____   Fax No.: _____

Site 4

Site address:

_____

_____

PO Box: _____   Local contact name: _____

Postal code: _____   No. of employees at location: _____

City / Country: _____   Tel. No.: _____

Site activity: _____   Fax No.: _____

If you have more than four locations please attach the relevant information on a separate sheet

Section B
Assessment requirements

ASSESSMENT STANDARD

Tick as appropriate [ ] ISO 9001:2000 [ ] OTHER: _____

SCOPE OF APPROVAL

The scope of your approval determines the specific nature of your business and the activities controlled by your management system. The following formula may be used as a guide for writing your approval scope.

MAIN SERVICE/ACTIVITY		ASSOCIATED PRODUCTS		ANY ADDITIONAL ACTIVITIES
(e.g. Design, Stockholding Road Haulage, Manufacture)	+	(e.g. Valves, Pumps, Biscuits, etc.)	+	(e.g. Installation, Repair, etc.)

PROPOSED SCOPE _____

_____

_____

_____

Section C
additional information

1. Is your company part of a group?
Please give details: _____

2. Is any associated company already approved to ISO 9000?
Please give details: _____

3. If you have employed a consultant to assist in the preparation of your quality system, please give
details: _____

4. Are any of the activities for which you require approval not undertaken at your office premises?
Please give details: _____

5. Does your company undertake any activities outside normal working hours?
Please give details: _____

6. How many employees work in the design department? _____ (Enter No.)
(IF APPLICABLE)

7. Do you operate a shift system? [ ] Yes [ ] No

a) What proportion of the workforce is on shifts? _____

b) What shift system is in operation? _____

8. Has your quality system been issued internally? [ ] Yes [ ] No

9. From which location is your quality system controlled? _____

10. When do you anticipate being ready for assessment?

[ ] Now   [ ] Approx. 6 months   [ ] A year or more

SIGNED: _____ FULL NAME: _____

TITLE : _____ DATE: _____

Thank you for completing this form