QUALITY STANDARDS AND CERTIFICATION IN PALESTINE
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.

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.

1Source: Palestinian Standards Institute
Table 1. List of countries that have mutual recognition agreements with PSI.

<table>
<thead>
<tr>
<th>#</th>
<th>Country Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Jordan</td>
<td>Full recognition</td>
</tr>
<tr>
<td>2.</td>
<td>United Arab Emirates</td>
<td>Full recognition</td>
</tr>
<tr>
<td>3.</td>
<td>Algeria</td>
<td>Full recognition</td>
</tr>
<tr>
<td>4.</td>
<td>Morocco</td>
<td>Full recognition</td>
</tr>
<tr>
<td>5.</td>
<td>Sudan</td>
<td>Full recognition</td>
</tr>
<tr>
<td>6.</td>
<td>Israel</td>
<td>Under enhancement process</td>
</tr>
</tbody>
</table>

**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

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

*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
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 off-site 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 form³, 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.

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 (FDA). 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 accordance 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)
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
طلب الحصول على علامة الجودة

معلومات عامة

<table>
<thead>
<tr>
<th>الاسم المسجل للشركة:</th>
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<tr>
<td>اسم الشركة بالإنجليزية:</td>
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<tr>
<td>المواقع المسجلة للشركة:</td>
</tr>
<tr>
<td>رقم التفاكس:</td>
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<tr>
<td>أرقام الاتصال:</td>
</tr>
<tr>
<td>الموقع في الشركة:</td>
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<tr>
<td>اسم مسؤول الجودة:</td>
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<td>اسم المدير العام:</td>
</tr>
</tbody>
</table>

تفاصيل المنتجات (من علامة على المربع المناسب)

<table>
<thead>
<tr>
<th>اسم المنتج:</th>
</tr>
</thead>
<tbody>
<tr>
<td>وصف المنتج:</td>
</tr>
</tbody>
</table>

تفاصيل جميع أنواع المنتجات:

عناوين المصانع التي تنتج المنتج:

1. 
2. 

تفاصيل الأجزاء الرئيسية للمنتج والتي أنتجت من قبل شركات أخرى:

تفاصيل الوثائق المرفقة التي تصف المنتج والمصنع (لا تهم أي إجابة بهذا الطلبي إلا بعد استلام الوثائق المطلوبة):

- مخططات / رسومات / كتالوجات (إحذف غير الضروري)

ينطبق على المنتج المواصفات التالية:

هل تم السماح للشركة بوضع إنتاجها من قبل: 

- _ ✔ / إذا الإجابة نعم اذكر تفاصيل المنتجات وأرقام الشهادات
نحن الموقعين أدناه نتقدم بطلب السماح لنا بوسم إنتاجنا بعلامة الجودة / علامة السلامة ونوافق على:

1. تحقق منظومات مؤسسة المواصفات والمقاييس الفلسطينية والقوالب والشروط والإجراءات الملحقة والشروط والترتيبات التي تطلبها لجنة علامة الجودة (لجنة الترخيص).

2. السماح لعميل المؤسسة برؤية المصانع والموارد التي يتم فيها تركيب المنتج (أو أجزاءه) وتصنيعه أو تجميعه.

3. السماح لعميل المؤسسة بأخذ عينات من المنتج أو أجزاءه أو مواد الخام بدون مقابل من أجل إجراء الفحوصات.

4. عدم نشر أو إعلان بأي صورة مهما كانت طابع المنتجات أو الشركة قد (أو حتى وثائق) أصبحت تحت إشراف وقابلة المؤسسة.

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

اسم مقدم الطلب: ___________________________

الصفة الرسمية: ___________________________

التاريخ: ___________________________

التوقيع: ___________________________

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

<table>
<thead>
<tr>
<th>Client</th>
<th>Certificate type</th>
<th>status</th>
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<tbody>
<tr>
<td>Sinokrot Food company</td>
<td>ISO9001</td>
<td>Certified twice</td>
</tr>
<tr>
<td>Royal Industrial and trading</td>
<td>ISO9001</td>
<td>Certified twice</td>
</tr>
<tr>
<td>Specialized Arab Hospital</td>
<td>ISO9001</td>
<td>Renewal Due Spetember 09</td>
</tr>
<tr>
<td>Princes Basma Hospital</td>
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<td>St. joseph Hospital</td>
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<td>Arab Chamber of commerce</td>
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<td>Al Hayah ( Siniora Food industries )</td>
<td>ISO 9001 + 22000</td>
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<td>Bilal Ahmad Press</td>
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<td>HACCP</td>
<td>New Client</td>
</tr>
<tr>
<td>kofr rai press</td>
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<td>New Client</td>
</tr>
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<td>New Client</td>
</tr>
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<td>Nassar Stones</td>
<td>ISO9001</td>
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<td>New Client</td>
</tr>
<tr>
<td>Meat Land company</td>
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<td>New Client</td>
</tr>
<tr>
<td>Neiroukh metallic</td>
<td>ISO9001</td>
<td>New Client</td>
</tr>
</tbody>
</table>
ANNEX 3
ISO 9001, ISO 22000, HACCP 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

<table>
<thead>
<tr>
<th>Section A</th>
<th>basic details</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMPANY NAME:</td>
<td>MAIN CONTACT NAME:</td>
</tr>
<tr>
<td>TOTAL NO. OF EMPLOYEES:</td>
<td>POSITION IN COMPANY</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>MAIN SERVICE/ACTIVITY (e.g. Design, Stockholding Road Haulage, Manufacture)</th>
<th>ASSOCIATED PRODUCTS (e.g. Valves, Pumps, Biscuits, etc.)</th>
<th>ANY ADDITIONAL ACTIVITIES (e.g. Installation, Repair, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROPOSED SCOPE ________________________________________________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Lloyd's Register Quality Assurance is a subsidiary company of Lloyd's Register of Shipping, registered office: 71 Fenchurch Street, London EC3M 4BS
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