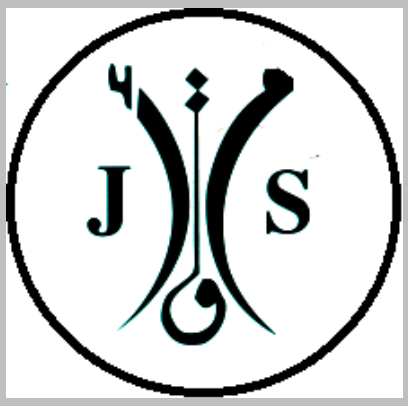
The Hashemite Kingdom of Jordan
Jordan Institution for Standards & Metrology

Jordanian Quality Mark



Amman in February, 1997

Abstract

Article (18) of the Law of Standards & Metrology; law no. (15) for the year 1994 states that the **J**ordan **I**nstitution for **S**tandards & **M**etrology (**JISM**) is empowered to lay down regulations for granting the Jordanian quality mark concerning compliance with national standards, and the instructions for licensing the use of such mark, which is optional. Therefore by virtue of this article, **JISM** has updated its former quality mark system and prepared the attached regulations.

This booklet consists of three parts. Part one deals with the regulations defining the quality mark from a legal point of view. Part two deals with the instructions for licensing the use of the quality mark, relating to national products conforming to Jordanian standards and a quality system complying with ISO9002:1994 international standard. Part three deals with the Annexes to these instructions.

The need for updating the former quality mark system becomes now a necessity because certificates of conformity are becoming more and more a prerequisite to international trade as they provide confidence in the ability of the industrial facilities to deliver products conforming to the specified requirements. The quality mark is of benefit to the manufacturer, since when the manufacturer's products are granted the quality mark, they will not only acquire confidence but also will compete with similar products which have no evidence of conformity to standards. This will lead to more sales, more profits, less inventory, and less cost. Having a product stamped with the quality mark also serves the consumer by offering him a practical and reliable means, approved by a neutral part, that guides him to choose a reliable and quality product. However, demand for certificates of conformity is not limited to product certification only, companies around the world are showing big interest in certification of their quality system as fulfilling the requirements of ISO 9000 series of standards, as a process which is referred to as registration of quality system.

The current quality mark system corresponds to what is internationally known as system no.5, which incorporates type testing and evaluation of the quality system followed by subsequent testing of samples taken from the market place and the factory and the quality system audits.

The introduced quality mark system by **JISM** aims at evaluating the facility's quality system according to the requirements of ISO 9002 standard which includes evaluating elements such as : management responsibility, personnel, quality of incoming materials, in-process control, final product verification, control of measuring and testing equipment, corrective actions, control of non conforming products, documentation, suitability of in-house laboratories for in-process quality control, training and vendor relation/ quality in procurement. As a result the quality mark could be considered as a starting point for companies wanting to obtain registration of their quality system according to the ISO 9000 series of standards.

Regulation No.(49) of the year 1996
Quality Mark Regulation
issued pursuant to article (18)
of Standards & Metrology Law no. (15)
for the year 1994

Article 1 :

This regulation shall be designated (The Quality Mark Regulation for the year 1996) and shall be effective from the date of its promulgation in the Official Gazette.

Article 2 :

The mark incorporated in this regulation shall be considered a - Quality Mark -, and shall compromise a part thereto. The mark shall include the letters - م، ق، أ - in Arabic and (JS) in English which mean a Jordanian Standard .

Article 3 :

The Board of Directors shall issue the instructions for granting the Quality Mark, including specifying the fees and expenses charged for verification of compliance with the Quality Mark's requirements .

Article 4 :

This regulation cancels the quality qark regulation No.(75) for the year 1980, however work shall be continued according to the instructions and orders issued pursuant thereto, deemed as being issued pursuant to this new regulation, not more than one year from the date of promulgation of this new regulation in the Official Gazette.

Promulgated in the Official Gazette no. 3298 dated 7/9/1996.

Instructions No. (7) for the year 1997
Instructions for Licensing the use of the Jordanian Quality Mark
Issued Pursuant to The Quality Mark Regulation No. (49) for the Year 1996 and the Article No. (15) of the Law of Standards & Metrology No. (15) for the Year 1994

Article 1 :

These instructions shall be designated (The Instructions for Licensing The Use of The Jordanian Quality Mark) No. (7) for the year 1997, and shall be effective from the date of their promulgation in the official gazette.

Article 2 : Definitions

The following terms and phrases, whenever they occur in these instructions, shall have the meanings specified thereunder unless the context indicated otherwise :

- Institution : Jordan Institution for Standards & Metrology .
- General Director : The General Director of the institution .
- The Mark : The Jordanian Quality Mark .
- The Product : The product to which granting the quality mark is sought .
- The Standard : The Jordanian standard relevant to the product .
- The Industrial Facility : The legally authorized industrial facility seeking the license to use the mark on its product, thereafter is referred to as the facility.
- The License : The license granted to use the mark .
- Quality System : The organizational structure, procedures, and processes required to implement any activities related to quality .
- Corrective Action Period : The time period, approved by the institution, during which the facility is committed to finish the corrective actions .

Article 3 : Conditions to Obtain the License

The facility is licensed to use the mark for its product if it fulfilled the requirements of these instructions along with the following conditions :

a . That the product has a relevant standard .

Two. That the product conforms with the standard and its amendments .

Three. That the facility has a quality system .

Four. That appropriate testing equipment is available at the facility's premises to guarantee ongoing control over the product quality, or that subcontracting with laboratories recognized by the institution is possible.

Five. That the facility will be committed to provide the institution with all required information and will facilitate the audit process .

Six. That the facility will pay charges for the use of the mark .

Seven. That all information provided by the facility is accurate and up-to-date .

Eight. That the facility will fill the application forms designated by the institution for granting the license. Each product has a separate application .

Article 4 : Conformance of the Product with the Standard

One. Representative samples are taken by the institution from the facility's production lines to test their conformance with the standard. The samples may be taken more once, as appropriate .

Two. The samples are approved if their test results showed their conformance with the requirements of the standard . The facility is informed thereof within (21) days .

Three. If non-conformities with the requirements of the standard were found in the samples, the institution informs the facility thereof and the following actions are taken :

1- The facility shall inform the institution of the corrective action period within a week from the date in which it was informed of the non-conformities .
2- Additional test samples of the product are then taken by the institution - according to clause (a) in this article - as soon as the corrective action period ends .
3- The additional samples are approved if their test results showed their conformance with all the requirements of the standard . The facility is informed thereof within (21) days .

Four. The application for the license to use the mark is rejected in either of the following cases :

1- If the facility did not inform the institution of the corrective action period within one week from the date in which it was informed of the non-conformities .
2- If the corrective actions were not completed within the corrective action period .
3- If the additional test samples were not in conformance with the requirements of the standard .

The facility is informed of the rejection of the application and the reasons thereof within (21) days.

Article 5 : The Technical Committee

The General Director forms a technical committee compromised of 3 to 5 members. This committee is responsible for reviewing the application form(s) and auditing the quality system of the facility to verify its capability of complying with the required conditions to obtain the mark . All members of the committee shall be specialized, experienced and well informed in the industrial fields and quality auditing .

Article 6 : Auditing the Quality Manual

One. The facility shall provide the institution with a copy of the latest issue of the quality manual within (21) days from the date of approving the application, see Annex (1) .

Two. The Technical Committee audits the quality manual according to the requirements of Annex (2), within a time period not exceeding (30) days .

Three. The quality manual is approved if it complies with the requirements of Annex (2). The facility is informed thereof within (21) days .

Four. If non-conformities with the requirements of Annex (2) were found during the audit of the manual, the institution informs the facility thereof and the following actions are taken :

1- The facility shall inform the institution of the corrective action period within a week from the date in which it was informed of the non-conformities in the quality manual .
2- The facility shall submit the amended issue of the quality manual, when the corrective action period ends .
3- If the amended issue of the quality manual was in compliance with the requirements of Annex (2), the facility is informed of approving the quality manual within (21) days .

Five. The application for the license to use the mark is rejected in either of the following cases :

1- If the quality manual was not provided to the institution within the time period specified in clause (a) of this article .
2- If the amended issue of the quality manual was not submitted to the institution within the corrective action period .
3- If non-conformities with the requirements of Annex (2) are still existing in the amended issue of the quality manual .

The facility is informed of rejecting the application and the reasons thereof within (21) days .

Article 7 : Auditing the Quality System

One. The Technical Committee audits the facility’s quality system according to the requirements of Annex (2), and prepares a report of the audit results within (21) days .

Two. If the technical committee reported that the quality system is in compliance with the requirements of Annex (2), the quality system is approved .

Three. If the technical committee reported non-conformities in the quality system with the requirements of Annex (2), the institution informs the facility thereof, and the following actions are taken :

1- The facility shall inform the institution of the corrective actions and the corrective actions period within a week from the date in which it was informed of the non-conformities in the quality system.
2- After the corrective actions are taken, a date for reauditing the quality system by the technical committee is scheduled .
3- The quality system is approved if the technical committee finds that it complies with the requirements of Annex (2) .

Four. The application for license to use the mark is rejected in either of the following cases :

1- If the facility did not inform the institution of the corrective actions that it intends to take within one week from the date in which the non-conformities in the quality system were reported .
2- If the corrective actions were not completed and reported within the corrective action period .
3- If non-conformities were found in the quality system after reauditing it .

The facility is informed of rejecting the application and the reasons thereof within (21) days .

Article 8 :Granting the license

One. After verifying the fulfillment of all requirements and conditions to obtain the mark, it is granted by the General Director upon the recommendations of the technical committee

Two. Granting the license is promulgated in the official gazette .

Three. The license is granted for one year from the date of its promulgation in the official gazette .

Four. The institution charges the facility a fee of (JD 500) for the license .

Article 9 : Surveillance

a. The institution has the right to conduct regular and sudden visits to the facility to audit its quality system to verify its compliance with Annex (2) requirements, and to collect test samples to verify their conformance with the standard .
b. If non-conformities were found the facility is informed thereof, and the following actions are taken:
    1- The facility shall inform the institution of the corrective actions and the corrective actions period within a week from the date in which it was informed of either type of nonconformities.
    2- When the corrective actions period ends, additional test samples of the product are taken and the quality system is reaudited.
    3- The non-conformities are closed if the samples test results were not in conformance with the standard, and the quality system was compliant with Annex (2) requirements . The facility is informed thereof.

Article 10 : Suspension of the License

One. The General Director has the authority to suspend the license temporarily in either of the following cases :

1- If the institution was not informed of the corrective actions and the corrective actions period within one week from the date of informing the facility of the non-conformities .
2- If the corrective actions were not completed and reported as soon as the corrective actions period ends .
3- If non-conformities were found in the additional samples or in the quality system .

Two. The facility is informed of suspending the license and the reasons thereof within (21) days, regarded that the period of suspension is (60) days from the date of this informing .

Three. The GD is authorized to cancel the license if the (60) days suspension period ends and no corrective actions were taken . The cancellation decision is promulgated in the official gazette .

Article 11 : The Monthly Report

The facility shall submit a monthly report containing the results of the tests carried out on the product, that will verify its ongoing conformance with the requirements of the standard .

Article 12 : Testing and Calibration laboratories

One. The institution approves only the test results of its laboratories and those of the laboratories recognized by the institution .

Two. The license shall not be granted unless all relevant charges of testing, calibration and samples handling are paid by the facility .

Article 13 : Secrecy

All documents provided by the facility relevant to quality, or tests and calibration results, or audit reports shall be handled with complete secrecy, and shall be accessible only for the relevant staff in the institution .

Article 14 : The Form & Position of the Mark

One. The form of the mark shall be in accordance with the design shown in Annex (3) .

Two. The form and position of the mark on the product shall be subject to agreement with the institution.

Three. The form shall include the standard name and its number.

Four. Once the license is granted, the facility can use the mark to distinguish its product for advertisement purposes in the media .

Article 15 : License Renewal

One. The validity of the license may be renewed annually. The renewal application shall be submitted (60) days ahead of the expire date . If the renewal application was not submitted in that period, the general director cancels the license .

Two. If the facility submitted a renewal application, the institution conducts an audit on the facility's quality system to verify its compliance with these instructions, provided that the facility continues submitting the monthly report referred to in article 11 .

Three. A fee of JD 250 is charged for the license renewal .

Article 16 : Complaints

One. The facility whose application was rejected or whose certification was canceled may appeal to the institution within (30) days from the date of rejection or cancellation .

Two. The institution informs the facility of the decision made concerning its complaint within (21) days and this decision is deemed final .

Three. Any member in the technical committee, whom the complaint was raised against, shall not take part in studying the complaint or take a decision in its concern .

Four. The institution may seek the technical assistance of persons other than its own staff to study the complaint, provided that they have the necessary experience, competence and impartiality, and that the facility shall bear any expenses thereof .

Article 17 : Amendments to the Standard

One. In cases where amendments to the standard were promulgated in the official gazette, the facility shall refer to the institution within one week to define the time it needs to re-conform its product with the amended standard .

Two. The institution verifies whether the product conformance with the amended standard, when the time period defined in subclause (a) ends .

Three. The general director cancels the license in either of the following cases :

1- If the facility did not refer to the institution within one week from the date of the promulgation date of the amended standard .
2- If the facility did not conform its product with the amended standard within the time period defined in subclause (a) .
3- If the standard was canceled, the license is deemed canceled from the date in which the cancellation was promulgated .

Article 18 : Changes in the Facility

One. The facility shall notify the institution of any intended changes, relevant to :

1- Organizational structure .
2- Personnel performing activities that have direct or indirect effect on quality .
3- Product .
4- Quality system .
5- Quality manual .
6- The form and position of the mark that was agreed upon .
7- Production lines .
8- Any other changes that have direct or indirect effect on the quality of the product .

Two. The institution assesses the effect of such changes on the facility's compliance with these instructions through surveillance visits .

Article 19 : Termination of Use of the Mark

If the facility decided to terminate its license, it shall notify the institution (15) days ahead of the date, in which it intends to inforce this decision. The license is deemed canceled starting from this date, and the cancellation decision is promulgated in the official gazette .

Article 20 : Application Renewal

One. In cases where the application to obtain the license was rejected, the facility is not entitled to submit another application within a year from this rejection. Nevertheless this rule does not apply if the rejection was because of the non-existence of a relevant standard of the product, or in the case when the quality manual was not submitted within the period specified in article 6 / a .

Two. If the license was canceled, a new application to obtain the license shall not be submitted before one year has passed from the date of promulgating the cancellation in the official gazette .

Article 21 : ISO 9000 and the Quality Mark

If the facility has obtained an international conformity certificate according to the ISO 9000 series of standards (equivalent to Jordan Standard no. 901, or Jordan Standard no. 902), the institution will grant the license or renew it without conducting audits on either the facility's quality system or the quality manual, provided that :

1- The product conforms with the requirements of the standard.
2- The body that granted the certificate of conformity to the facility is accredited by a recognized accreditation body in its country .
3- The certificate of conformity is valid during the validity of the license .

Article 22 : Violations

If any violation to these instructions was committed, the general director takes all measurements and penalties provided in the law of standards and metrology no (15) for the year 1994, including taking violating products in custody, or confiscate, or destroy them. The violator is deprived from claiming indemnity .

Article 23 : General Rules

If any case not tackled in these instructions, or any conflict regarding their execution arose, it shall be referred to the general director and the general director takes the appropriate decision .

Article 24 : Cancellations

These instructions replace all contradicting instructions including the instructions for implementing the quality mark regulation no. (75) for the year 1980.

Promulgated in the Official Gazette no. 4181 dated 1/2/1997.

Annex (1)

to the Instructions No. (7) for the year 1997
issued for implementing
the Quality Mark Regulation No. (49)
for the Year 1996

Quality Manual Requirements

The Quality manual shall contain the followings as minimum requirements:

1- The title of the manual.
2- The name of the facility.
3- The address of the facility.
4- Description of how the manual is controlled, issued, and distributed; such that those who are responsible for preparing, issuing and amending it are clearly identified.
   A distribution list defining the number of copies distributed and to whom they were distributed shall be prepared.
5- Issue number of the manual (e.g. 1st issue, 2nd issue, etc. .)
6- Issue date of the manual.
7- Copy number (e.g. copy no.1 of the 1st issue etc. .)
8- Table of contents of the manual.
9- Scope of application of the manual.
10- General briefing about the facility.
11- Quality policy and objectives.
12- Organizational structure of the facility.
13- The responsibilities and authorities of the different departments & divisions within the facility.
14- Description of the elements of the facility's quality system defined in Annex (2).
15- The manual may contain the documented procedures required according to Annex (2) requirements, or they may only be referred to in the manual without enclosing them thereto.
16- Description of the documentation system adopted in the facility.
17- The quality manual shall be signed by the personnel occupying the highest executive position in the facility.

Annex (2)
to the Instructions No. (7) for the year 1997
issued for implementing
the Quality Mark Regulation No. (49)
for the Year 1996

Quality System Requirements

Introduction :

The aim of these requirements is to insure that the facility seeking to acquire the Jordanian quality mark is implementing and operating a quality system capable of producing and maintaining products which conform with the relevant Jordanian standards.

The following requirements are equivalent to the requirements of ISO9002:1994 Standard (JS902:1995), but were rephrased in a way that is more appropriate for the quality mark concept of which the main concern is to verify the extent of products conformance with the relevant Jordanian standards.

1 Management responsibility

1.1 Quality policy

the facility's management with executive responsibility shall define & document its policy for quality

the facility's management with executive responsibility shall define & document its objectives for quality, these objectives shall include the conformance of products with the relevant standards

the facility's management with executive responsibility shall define & document its commitment for quality

the quality policy shall be relevant the facility's organizational goals

the quality policy shall be relevant to the expectations and needs of customers

the facility shall ensure that this policy is understood at all levels of the organization

the facility shall ensure that this policy is implemented at all levels of the organization

the facility shall ensure that this policy is maintained at all levels of the organization

1.2 Organization

1.2.1 Responsibility & authority

the responsibility of personnel who manage work affecting quality shall be defined & documented

the authority of personnel who manage work affecting quality shall be defined & documented

the interrelation of personnel who manage work affecting quality shall be defined & documented

the responsibility of personnel who perform work affecting quality shall be defined & documented

the authority of personnel who perform work affecting quality shall be defined & documented

the interrelation of personnel who perform work affecting quality shall be defined & documented

the responsibility of personnel who verify work affecting quality shall be defined & documented

the authority of personnel who verify work affecting quality shall be defined & documented

the interrelation of personnel who verify work affecting quality shall be defined & documented

The requirements of this sub-clause are especially applicable for :
a. personnel who need the organizational freedom and authority to initiate action to prevent the occurrence of any nonconformities relating to the product, to the process, or to the quality system.
b. personnel who need the organizational freedom and authority to identify and record any problems relating to the product, to the process, or to the quality system.
c. personnel who need the organizational freedom and authority to initiate solutions or recommend them through designated channels
d. personnel who need the organizational freedom and authority to verify the implementation of solutions

e. personnel who need the organizational freedom and authority to control further processing, delivery or installation of non conforming product until the deficiency or unsatisfactory condition has been corrected shall be defined & documented

1.2.2 Resources

the facility shall identify resource requirements for management

the facility shall identify resource requirements for performance of work

the facility shall identify resource requirements for verification activities, which includes internal quality audits

the facility shall provide adequate resources for management, including the assignment of trained personnel (see 17)
the facility shall provide adequate resources for performance of work, including the assignment of trained personnel (see 17)
the facility shall provide adequate resources for verification activities, including the assignment of trained personnel (see 17). verification activities include internal quality audits.

1.2.3 Management representative

the facility's management with executive responsibility shall appoint a member of the facility's own management who, irrespective of other responsibilities, shall have defined authority for ensuring that a quality system is established, implemented and maintained in accordance with the requirements of this Annex
the facility's management with executive responsibility shall appoint a member of the facility's own management who, irrespective of other responsibilities, shall have defined authority for reporting on the performance of the quality system to the facility's management for review and as a basis for improvement of the quality system

1.3 Management review

the facility's management with executive responsibility shall review the quality system at defined intervals sufficient to ensure its continuing suitability and effectiveness in satisfying the requirements of this Annex
the facility's management with executive responsibility shall review the quality system at defined intervals sufficient to ensure its continuing suitability and effectiveness in satisfying the facility's stated quality policy
the facility's management with executive responsibility shall review the quality system at defined intervals sufficient to ensure its continuing suitability and effectiveness in satisfying the facility's stated quality objectives
Records of such reviews shall be maintained (see 15)

2 Quality system

2.1 General

the facility shall establish a quality system as a means of ensuring that product conforms to the standard

the facility shall document a quality system as a means of ensuring that product conforms to the standard

the facility shall maintain a quality system as a means of ensuring that product conforms to the standard

the facility shall prepare a quality manual (see Annex (1) of these instructions) covering the requirements of this Annex

2.2 Quality system procedures

the facility shall prepare documented procedures consistent with the requirements of this Annex

the facility shall prepare documented procedures consistent with the facility's stated quality policy

the facility shall effectively implement the quality system

the facility shall effectively implement the quality system documented procedures

the range & detail of the procedures that form part of the quality system shall be dependent upon the complexity of the work, the methods used, the skills and training needed by personnel involved in carrying out the activity

2.3 Quality planning

the facility shall define how the requirements for quality and for the standard will be met

the facility shall document how the requirements for quality and for the standard will be met

quality planning shall be consistent with all other requirements of a facility's quality system

quality planning shall be documented in a format to suit the facility's method of operation

the facility shall give consideration, as appropriate, in meeting the standard’s requirements for products, projects or contracts to the followings :

a. preparation of quality plans

b. identification and acquisition of any controls, equipment (including inspection and test equipment), fixtures, resources and skills that may be needed to achieve the required quality

c. ensuring the compatibility of the design, the production process, installation, servicing, inspection and test procedures and the applicable documentation

d. the updating, as necessary, of quality control, inspection and testing techniques, including the development of new instrumentation

e. the identification of any measurement requirement involving capability that exceeds the known state of the art, in sufficient time for the needed capability to be developed

f. the identification of suitable verification at appropriate stages in the realization of product

g. the clarification of standards of acceptability for all features and requirements, including those which contain a subjective element

ght. the identification and preparation of quality records (see 15)

3 Contract review

3.1 General

the facility shall establish documented procedures for contract review

the facility shall maintain the documented procedures established for contract review

the facility shall establish documented procedures for the coordination of contract review activities

the facility shall maintain the documented procedures established for the coordination of contract review activities

3.2 Review

before the submission of a tender, or the acceptance of a contract or order (statement of requirement), the tender, contract or order shall be reviewed by the facility to ensure that :
a. the requirements are adequately defined and documented

b. any differences between contract or order requirements and those with the tender are resolved

c. the facility has the capability to meet the contract or order requirements

3.3 Amendment to a contract

the facility shall identify how an amendment to a contract is made

the facility shall identify how an amendment to a contract is correctly transferred to the functions concerned within the facility's organization

3.4 Records

Records of contract reviews shall be maintained (see 15)

4 Document & data control

4.1 General

the facility shall establish documented procedures to control all documents that relate to the requirements of this Annex, including, to the extent applicable, documents of external origin such as standards and customer drawings
the facility shall establish documented procedures to control all data that relate to the requirements of this Annex

the facility shall maintain the documented procedures established to control all documents that relate to the requirements of this Annex
the facility shall maintain the documented procedures established to control all data that relate to the requirements of this Annex

4.2 Document & data approval & issue

documents and data shall be reviewed for adequacy by authorized personnel prior to issue

documents and data shall be approved for adequacy by authorized personnel prior to issue

a master list or equivalent document control procedure identifying the current revision status of documents shall be established
a master list or equivalent document control procedure identifying the current revision status of documents shall be readily available to preclude the use of invalid documents
The master list or equivalent document control procedure established to identify the current revision status of documents shall be readily available to preclude the use of obsolete documents

the pertinent issues of appropriate documents shall be available at all locations where operations essential to the effective functioning of the quality system are performed
invalid and obsolete documents shall be promptly removed from all points of issue or use, or otherwise assured against unintended use
any obsolete documents retained for legal purposes or for knowledge-preservation purposes shall be suitably identified

4.3 Document & data changes

changes to documents and data shall be reviewed by the same functions/organizations that performed the original review, unless specifically designated otherwise
changes to documents and data shall be approved by the same functions/organizations that performed the original approval, unless specifically designated otherwise
the designated functions/organizations shall have access to pertinent background information upon which to base their review and approval
where practicable, the nature of the change shall be identified in the document or the appropriate attachments

5 Purchasing

5.1 General

the facility shall establish documented procedures to ensure that purchased product conforms to specified requirements
the facility shall maintain the documented procedures established to ensure that purchased product conforms to specified requirements

5.2 Evaluation of subcontractors

the facility shall evaluate and select subcontractors on the basis of their ability to meet subcontract requirements including the quality system and any other specific quality assurance requirements
the facility shall define the type and extent of control exercised over subcontractors.

the facility shall establish and maintain quality records of acceptable subcontractors (see 15)

5.3 Purchasing data

purchasing data shall contain data clearly describing the product ordered.

the facility shall review purchasing documents for adequacy of the specified requirements prior to release

the facility shall approve purchasing documents for adequacy of the specified requirements prior to release

5.4 Verification of purchased product

5.4.1 Facility verification at subcontractor's premises

where the facility proposes to verify purchased product at the subcontractor's premises, the facility shall specify verification arrangements and the method of product release in the purchasing document

5.4.2 Verification of subcontracted product

the institution shall be afforded the right to verify at the subcontractor's premises or at the facility's premises that subcontracted product conforms to specified requirements.
verification by the customer or his representative shall not be used by the facility as evidence of effective control of quality by the subcontractor
verification by the customer shall not absolve the facility of the responsibility to provide products which conform to the relevant standards
verification by the customer shall not preclude subsequent rejection by the customer

6 Control of customer-supplied product

the facility shall establish documented procedures for the control of customer-supplied product provided for incorporation into the supplies or for related activities
the facility shall maintain the documented procedures established for the control of customer-supplied product

the facility shall establish documented procedures for the control of verification of customer-supplied product provided for incorporation into the supplies or for related activities
the facility shall establish documented procedures for the control of storage of customer-supplied product provided for incorporation into the supplies or for related activities
the facility shall establish documented procedures for the control of maintenance of customer-supplied product provided for incorporation into the supplies or for related activities
the facility shall maintain the documented procedures established for the control of verification of customer-supplied product
the facility shall maintain the documented procedures established for the control of storage of customer-supplied product
the facility shall maintain the documented procedures established for the control of maintenance of customer-supplied product
any such product that is lost, damaged or is otherwise unsuitable for use shall be reported to the customer

any such product that is lost, damaged or is otherwise unsuitable for use shall be recorded (see 15)

verification by the facility does not absolve the customer of the responsibility to provide products which conform to the relevant standards

7 Product identification & traceability

where appropriate, the facility shall establish documented procedures for identifying the product by suitable means from receipt and during all stages of production, delivery and installation
the facility shall maintain the documented procedures established for identifying the product from receipt and during all stages of production, delivery and installation
where and to the extent that traceability is a requirement to achieve the quality mark, the facility shall establish documented procedures for unique identification of individual product or batches
the facility shall maintain the documented procedures established for the unique identification of individual product or batches
the identification and traceability shall be recorded (see 15)

8 Process control

the facility shall identify the production processes which directly affect quality

the facility shall plan the production processes which directly affect quality

the facility shall identify the installation processes which directly affect quality

the facility shall plan the installation processes which directly affect quality

the facility shall identify the servicing processes which directly affect quality

the facility shall plan the servicing processes which directly affect quality

the facility shall ensure that the production, installation and servicing processes are carried out under controlled conditions which shall include :
a. documented procedures defining the manner of production, installation and servicing where the absence of such procedures could adversely affect quality
b. the use of suitable production, installation and servicing equipment

c. a suitable working environment

d. compliance with reference standards/codes, quality plans and/or documented procedures

e. monitoring and control of suitable process parameters and product characteristics

f. the approval of processes and equipment, as appropriate

g. criteria for workmanship, which shall be stipulated in the clearest practical manner (e.g. written standards, representative samples or illustrations)
h. suitable maintenance of equipment to ensure continuing process capability

where the results of processes cannot be fully verified by subsequent inspection and testing of the product and where, for example, processing deficiencies may become apparent only after the product is in use, the processes shall be carried out by qualified operators and/or shall require continuous monitoring and control of process parameters to ensure that the specified requirements are met
the requirements of any qualification of process operations, including associated equipment and personnel (see17), shall be specified
records shall be maintained for qualified processes, for qualified equipment and for qualified personnel as appropriate (see 15)

9 Inspection and testing

9.1 General

the facility shall establish documented procedures for inspection and testing activities in order to verify that the specified requirements for the product are met
the facility shall maintain the documented procedures established for inspection and testing activities

the required inspection and testing and the records to be established shall be detailed in the quality plan or documented procedures

9.2 Receiving inspection and testing

9.2.1

the facility shall ensure that incoming product is not used or processed (except in the circumstances described in 9.2.3) until it has been inspected or otherwise verified as conforming to specified requirements
verification of conformance to the specified requirements shall be in accordance with the quality plan and/or documented procedures

9.2.2

in determining the amount and nature of receiving inspection, consideration shall be given to the amount of control exercised at the subcontractor's premises
in determining the amount and nature of receiving inspection, consideration shall be given to the recorded evidence of conformance provided by the subcontractor

9.2.3

where incoming product is released for urgent production purposes prior to verification, it shall be positively identified in order to permit immediate recall and replacement in the event of nonconformity to specified requirements
where incoming product is released for urgent production purposes prior to verification, it shall be positively recorded (see 15)

9.3 In-process inspection and testing

the facility shall inspect and test the product as required by the quality plan and/or documented procedures

the facility shall hold the product until the required inspection and test have been completed or necessary reports have been received and verified, except when product is released under positive-recall procedures (see 9.2.3).

release under positive recall procedures shall not preclude inspecting and testing of the product as required by the quality plan or the documented procedures

9.4 Final inspection and testing

the facility shall carry out all final inspection and testing in accordance with the quality plan and/or procedures to complete the evidence of conformance of the finished product to the specified requirements
the quality plan and/or procedures for final inspection and testing shall require that all specified inspection and tests, including those specified either on receipt of product or in-process, have been carried out
the quality plan and/or procedures for final inspection and testing shall require that the results of all specified inspection and tests, including those specified either on receipt of product or in-process, meet specified requirements
no product shall be dispatched until all the activities in the quality plan and/or documented procedures have been satisfactorily completed
no product shall be dispatched until all data and documentation associated with the activities in the quality plan and/or documented procedures have are available and authorized

9.5 Inspection and test records

the facility shall establish and maintain records which provide evidence that the product has been inspected and/or tested
these records shall show clearly whether the product has passed or failed the inspections and/or tests according to defined acceptable criteria
where the product fails to pass any inspection and/or test, the procedures for control of non conforming product shall apply (see 12)
records shall identify the inspection authority responsible for the release of product (see 15)

10 Control of inspection, measuring and test equipment

10.1 General

the facility shall establish procedures to control inspection, measuring and test equipment (including test software) used by the facility to demonstrate the conformance of product to the specified requirements
the facility shall maintain the documented procedures established to control inspection, measuring and test equipment (including test software) used by the facility to demonstrate the conformance of product to the specified requirements
the facility shall establish documented procedures to calibrate inspection, measuring and test equipment (including test software) used by the facility to demonstrate the conformance of product to the specified requirements
the facility shall maintain the documented procedures established to calibrate inspection, measuring and test equipment (including test software) used by the facility to demonstrate the conformance of product to the specified requirements
the facility shall establish documented procedures to maintain inspection, measuring and test equipment (including test software) used by the facility to demonstrate the conformance of product to the specified requirements
the facility shall maintain the documented procedures established to maintain inspection, measuring and test equipment (including test software) used by the facility to demonstrate the conformance of product to the specified requirements
inspection, measuring and test equipment shall be used in a manner which ensures that the measurement uncertainty is known and is consistent with the required measurement capability
where test software or comparative references such as test hardware are used as suitable forms of inspection, they shall be checked to prove that they are capable of verifying the acceptability of product, prior to release for use during production, installation and servicing
where test software or comparative references such as test hardware are used as suitable forms of inspection, they shall be checked to prove that they are capable of verifying the acceptability of product, prior to release for use during installation
where test software or comparative references such as test hardware are used as suitable forms of inspection, they shall be checked to prove that they are capable of verifying the acceptability of product, prior to release for use during servicing

test software or comparative references such as test hardware that are used as suitable forms of inspection shall be rechecked at prescribed intervals
the facility shall establish the extent and frequency of such checks

the facility shall maintain records of checks as evidence of control (see 15)

where the suitability of technical data pertaining to the inspection, measuring and test equipment is a specified requirement, such data shall be made available, when required by the institution, for verification that the inspection, measuring and test equipment is functionally adequate

10.2 Control procedure

the facility shall determine the measurements to be made and the accuracy required and shall select the appropriate inspection, measuring and test equipment that is capable of the necessary accuracy and precision
the facility shall identify all inspection, measuring and test equipment that can affect product quality

the facility shall calibrate and adjust all identified inspection, measuring and test equipment that can affect product quality at prescribed intervals, or prior to use, against certified equipment having a known valid relationship to internationally or nationally recognized standards
where no recognized international or national standards exist, the basis used for calibration shall be documented

the facility shall define the process employed for the calibration of inspection, measuring and test equipment, including details of equipment type, unique identification, location, frequency of checks, check method, acceptance criteria and the action to be taken when results are unsatisfactory
the facility shall identify inspection, measuring and test equipment with a suitable indicator or approved identification record to show the status
the facility shall maintain calibration records for inspection, measuring and test equipment (see 15)

the facility shall assess and document the validity of previous inspection and test results when inspection, measuring and test equipment is found to be out of calibration
the facility shall ensure the environmental conditions are suitable for the calibrations, inspections, measurements and tests being carried out
the facility shall ensure that the handling, precision and storage of inspection, measuring and test equipment such that the accuracy and fitness for use are maintained
the facility shall safeguard inspection, measuring and test facilit, including both test hardware and test software, from adjustment which would invalidate the calibration status

11 Inspection and test status

the inspection and test status of product shall be identified by suitable means, which indicate the conformance or nonconformance of product with regard to inspection and test performed
the identification of inspection and test status shall be maintained, as defined in the quality plan and/or documented procedures throughout production of the product to ensure that only product that has passed the required inspections and tests (or released under an authorized concession (see 13.2)) is dispatched, used or installed
the identification of inspection and test status shall be maintained, as defined in the quality plan and/or documented procedures throughout installation of the product to ensure that only product that has passed the required inspections and tests (or released under an authorized concession (see 13.2)) is dispatched, used or installed
the identification of inspection and test status shall be maintained, as defined in the quality plan and/or documented procedures throughout servicing of the product to ensure that only product that has passed the required inspections and tests (or released under an authorized concession (see 13.2)) is dispatched, used or installed

12 Control of non conforming products

12.1 General

the facility shall establish documented procedures to ensure that product does not conform to specified requirements is prevented form unintended use or installation

the facility shall maintain the documented procedures established to ensure that product which does not conform to specified requirements is prevented form unintended use or installation
control shall provide for identification of non conforming product

control shall provide for documentation of non conforming product

control shall provide for evaluation of non conforming product

control shall provide for segregation (when practical) of non conforming product

control shall provide for disposition of non conforming product

control shall provide for notification to the functions concerned

12.2 Review and disposition of non conforming product

the responsibility for review of non conforming product shall be defined

the authority for the disposition of non conforming product shall be defined

non conforming product shall be reviewed in accordance with documented procedures, it may be :
a) reworked to meet the specified requirements
b) accepted with or without repair by concession, provided that the quality mark shall not be placed thereon
c) regarded for alternative applications
d) rejected or scrapped
where applicable by the contract, the proposed use or repair of product (see 12.2b) which does not conform to specified requirements shall be reported for concession by the customer or customer's representative
the description of the nonconformity that has been accepted, and of repairs, shall be recorded to denote the actual condition (see 15)
repair and/or reworked product shall be re-inspected in accordance with the quality plan and/or documented procedures

13 Corrective and preventive action

13.1 General

the facility shall establish documented procedures for implementing corrective action

the facility shall maintain the documented procedures established for implementing corrective action

the facility shall establish documented procedures for implementing preventive action

the facility shall maintain the documented procedures established for implementing preventive action

any corrective action taken to eliminate the causes of actual or potential non conformities shall be to a degree appropriate to the magnitude of problems and commensurate with the risks encountered
any preventive action taken to eliminate the causes of actual or potential non conformities shall be to a degree appropriate to the magnitude of problems and commensurate with the risks encountered
the facility shall implement any changes to the documented procedures resulting from corrective action

the facility shall record any changes to the documented procedures resulting from corrective action

the facility shall implement any changes to the documented procedures resulting from preventive action

the facility shall record any changes to the documented procedures resulting from preventive action

13.2 Corrective action

the procedures for corrective action shall include the effective handling of customer complaints and reports of product non conformities
the procedures for corrective action shall include investigation of the cause of non conformities relating to product, to process and to quality system and recording the results of the investigation (see 15)
the procedures for corrective action shall include the determination of the corrective action needed to eliminate the causes of non conformities
the procedures for corrective action shall include the application of controls to ensure that corrective action is taken
the procedures for corrective action shall include the application of controls to ensure that the corrective action taken is effective

13.3 Preventive action

the procedures for preventive action shall include the use of appropriate sources of information such as processes and work operations which affect product quality, concessions, audit results, quality records, service reports and customer complaints to detect, analyse and eliminate potential causes of non conformities
the procedures for preventive action shall include the determination of the steps needed to deal with any problems requiring preventive action
the procedures for preventive action shall include the initiation of preventive action

the procedures for preventive action shall include the application of controls to ensure that preventive action taken is effective
the procedures for preventive action shall include ensuring that the relevant information on actions taken is submitted for management review (see 1.3)

14 Handling, storage, packaging, preservation and delivery

14.1 General

the facility shall establish documented procedures for handling of product

thefacility shall maintain the documented procedures established for handling of product

the facility shall establish documented procedures for storage of product

the facility shall maintain the documented procedures established for storage of product

the facility shall establish documented procedures for packaging of product

the facility shall maintain the documented procedures established for packaging of product

the facility shall establish documented procedures for preservation of product

the facility shall maintain the documented procedures established for preservation of product

the facility shall establish documented procedures for delivery of product

the facility shall maintain the documented procedures established for delivery of product

14.2 Handling

the facility shall provide methods of handling product that prevent damage or deterioration

14.3 Storage

the facility shall use designated storage areas or stock rooms to prevent damage or deterioration of product pending use or delivery
appropriate methods for authorizing receipt to the designated storage areas shall be stipulated

appropriate methods for authorizing dispatch from the designated storage areas shall be stipulated

in order to detect deterioration, the condition of product in stock shall be assessed at appropriate intervals

14.4 packaging

the facility shall control packing to the extent necessary to ensure conformance to requirements of achieving the quality mark
the facility shall control marking processes (including material used, the position of the label and other illustative data) to the extent necessary to ensure conformance to requirements of achieving the quality mark

14.5 Preservation

the facility shall apply appropriate methods for preservation of product when the product is under the facility's control
the facility shall apply appropriate methods for segregation of product when the product is under the facility's control

14.6 Delivery

the facility shall arrange for the protection of the quality of product after final inspection and test.

where contractually specified, the protection of the quality of product shall be expanded to include delivery to destination

15 Control of quality records

the facility shall establish documented procedures for identification of quality records

the facility shall maintain the documented procedures established for identification of quality records

the facility shall establish documented procedures for collection of quality records

the facility shall maintain the documented procedures established for collection of quality records

the facility shall establish documented procedures for indexing of quality records

the facility shall maintain the documented procedures established for indexing of quality records

the facility shall establish documented procedures for access of quality records

the facility shall maintain the documented procedures established for access of quality records

the facility shall establish documented procedures for filing of quality records

the facility shall maintain the documented procedures established for filing of quality records

the facility shall establish documented procedures for storage of quality records

the facility shall maintain the documented procedures established for storage of quality records

the facility shall establish documented procedures for maintenance of quality records

the facility shall maintain the documented procedures established for maintenance of quality records

the facility shall establish documented procedures for disposition of quality records

the facility shall maintain the documented procedures established for disposition of quality records

quality records shall be maintained to demonstrate conformance to specified requirements

quality records shall be maintained to demonstrate the effective operation of the quality system

pertinent quality records from the subcontractor shall be an element of these data

all quality records shall be legible

all quality records shall be stored in such a way that they are readily retrievable in facilities that provide a suitable environment to prevent damage or deterioration and to prevent loss
retention times of quality records shall be established

retention times of quality records shall be recorded

quality records shall be made available for evaluation by the institution at any time in order to verify the conformance with these requirements

16 Internal quality audits

the facility shall establish documented procedures for planning internal quality audits

the facility shall maintain the documented procedures established for planning internal quality audits

the facility shall establish documented procedures implementing internal quality audits

the facility shall maintain the documented procedures established for implementing internal quality audits

internal quality audits shall be scheduled on the basis of status and importance of activity

internal quality audits shall be carried out by personnel independent of those having direct responsibility for the activity being audited
the results of the audits shall be recorded (see 15)

the results of audits shall be brought to the attention of those having responsibility in the area audited

the management personnel responsible for the area audited shall take timely corrective action on deficiencies found during the audit
follow-up activities shall verify the implementation of the corrective action taken

follow-up activities shall verify the effectiveness of the corrective action taken

follow-up activities shall record the implementation of the corrective action taken (see 15)

follow-up activities shall record the effectiveness of the corrective action taken (see 15)

17 Training

the facility shall establish documented procedures for identifying training needs for all personnel performing activities affecting quality
the facility shall maintain the documented procedures established for identifying training needs for all personnel performing work which affects quality
the facility shall establish documented procedures for providing training for all personnel performing activities affecting quality
the facility shall maintain the documented procedures established for providing training for all personnel performing activities affecting quality
personnel performing specific assigned tasks shall be qualified on the basis of appropriate education, training and/or experience, as required

appropriate records of training shall be maintained (see 15)

18 Servicing

where servicing is a requirement of the standard, the facility shall establish documented procedures for performing the specified service
where servicing is a requirement of the standard, the facility shall maintain the documented procedures established for performing the specified service
where servicing is a requirement of the standard, the facility shall establish documented procedures for verifying that servicing meets the requirements
where servicing is a requirement of the standard, the facility shall maintain the documented procedures established for verifying that servicing meets the requirements
where servicing is a requirement of the standard, the facility shall establish documented procedures for reporting that servicing meets the requirements
where servicing is a requirement of the standard, the facility shall the maintain documented procedures established for reporting that servicing meets the requirements

19 Statistical techniques

19.1 Identification of need

the facility shall identify the need for statistical techniques required for establishing process capability

the facility shall identify the need for statistical techniques required for controlling process capability

the facility shall identify the need for statistical techniques required for verifying process capability

the facility shall identify the need for statistical techniques required for establishing product characteristics

the facility shall identify the need for statistical techniques required for controlling product characteristics

the facility shall identify the need for statistical techniques required for verifying product characteristics

19.2 Procedures

the facility shall establish documented procedures to implement the application of statistical techniques identified in 19.1
the facility shall maintain the documented procedures established to implement the application of statistical techniques identified in 19.1
the facility shall establish documented procedures to control the application of statistical techniques identified in 19.1
the facility shall maintain the documented procedures established to control the application of statistical techniques identified in 19.1

Table (1) - Mandatory Documented Procedures

#	The Procedure	Requirement No.
1	Contract Review	3
2	Data & Documents Control	4
3	Purchasing	5
4	Inspection & Testing	9
5	Control of Inspection, Measuring, and Test Equipment	10
6	Control of Non conforming Products	12
7	Corrective & Preventive Action	13
8	Handling, Storage, Packaging, Preservation and Delivery	14
9	Control of Quality Records	15
10	Internal Quality Audits	16
11	Training	17

Table (2) - Conditional Documented Procedures

#	The Procedure	Requirement No.
1	Control of Customer-Supplied Products	6
2	Product Identification & Traceability	7
3	Process Control	8
4	Servicing	18
5	Statistical Techniques	19

Table (3) - Quality Records

#	The Record	Requirement No.
1	Management Review	1.3
2	Contract Review	3
3	Acceptable Subcontractors	5.2
4	Any Customer-Supplied Products that are either lost, damaged or otherwise unsuitable for use	6
5	Product Identification Methods	7
6	Qualified Processes, Equipment, and Personnel	8
7	Incoming Products that were released for Urgent Production Purposes Prior to Verification	9.2.3
8	Defined Inspection Authority Responsible for Release of Products	9.5

Table (3) - Quality Records (*continued …*)

#	The Record	Requirement No.
9	Evidences (Test Hardware, Software or Reference Materials) that Proves Conducting Checks on the Validity of Inspection, Measuring & Inspection Equipment	10
10	Calibration of Inspection, Measuring, and Testing Equipment	10.2
11	Description of Non conformities Relating to the Products, the Process and Quality System	12.2
12	Results of the Investigation in the Causes of Non conformities Relating to the Products, the Process and Quality System	13.2
13	Results of the Internal Audits	16
14	Verification of Implementing the Corrective Actions Proposed According to the Results of the Internal Audits and its Effectiveness	16
15	Training	17

Annex (3)

Form of the Jordanian Quality Mark