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

Regulation No.(49) of the year 1996
Quality Mark Regulation

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 :

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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.

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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 .

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 th

Annex (1)

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

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 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

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

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

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

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 procedures for corrective action shall include the effective handling of customer complaints and reports of product non conformities
the procedures for corrective action 3tT.1677T2proceshall incl(h)-investiga14.4915.dure7
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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

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	

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

Annex (3)

Form of the Jordanian Quality Mark