GHANA STANDARDS AUTHORITY

PRODUCT CERTIFICATION SCHEME

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PRODUCT CERTIFICATION SCHEME

INTRODUCTION

In today's highly competitive international market-place, customers, governments, general public, stakeholders the world over are demanding companies to adopt product certification which provide an assurance of consistent product quality, pollution prevention, waste reduction, safety and health of consumers.

The Ghana Standards Authority (GSA) empowered by the Standards Authority Act 1973 (NRCD 173) is operating Product Certification Marks scheme which provides third party mark of Certification to the companies who demonstrate that they have implemented and are maintaining an effective product certification with mark of conformity to products and operating their processes, activities and operations in accordance with the certification marks scheme. The certification Marks requires determination of conformity of products with Ghana standards through product sampling, initial testing and assessment of the factory quality management system. The product quality is continuously monitored through surveillance of the factory's quality management system, testing of samples from the factory and open market. The certification services are provided to all applicants without any discrimination

As Ghana industry and commerce becomes more involved in international trade, GSA has recognized the need to ensure equivalence in recognition of other certification marks abroad as well as recognition of GSA product certification by other trading partners. GSA Product certification is getting international accreditation so that Ghana standards mark of product certification is recognized in the world market.

Ghana Standards Authority Product Certification Marks *Quality Policy*

The Ghana Standards Authority is committed to providing high quality certification services and shall work as a partner with industry to offer Product Certification Services to all organizations without discrimination and to the highest standards.

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The GSA Product Certification Department (PCD) will act to continuously enhance satisfaction of its customers from industry, services and other organizations who utilize GSA product Certification Marks

The Certification Marks of GSA is committed to render its services in full compliance with the requirements of ISO/IEC 17065:2012 and the other relevant international guidelines as a minimum in the establishment, implementation and operation of the Product Certification.

It is the responsibility of all those concerned in the operation of Product Certification Services including certified organizations, that each task in the operation of the Product Certification Services lead to excellence and enhances the credibility and image of the organization.

The GSA is committed to identify and comply with all legal, regulatory and other requirements, particularly in respect of product certification activities.

Director General
Ghana Standards Authority

Ghana Standards Authority Product Certification Marks
Quality Objectives

The objectives of GSA Product certification are:

- To provide consistent quality in certification services to all our clients through :
  - Receipt and processing of application without discrimination,
  - Adherence to surveillance schedules,
  - Ensuring effective corrective actions on Customer Complaints,
  - Monitoring of inspectors' performance regularly,
  - Enhancement in competence of personnel engaged in the certification process
  - Ensuring timely delivery (within 60 working days) of certification services
- To make continuous efforts for the improvement of its certification schemes to obtain maximum confidence and trust of all stakeholders.

Director General
Ghana Standards Authority

HOW TO GET PRODUCT CERTIFICATION?

Application

Applicants are required to file application on prescribed format available with GSA office or can be downloaded from GSA website for the relevant certification Marks **(See Annex A).** The information on the following is provided by the applicant:

- the scope of certification & the product(s) to be certified,
- the standards for which the applicant is seeking certification;
- the general features , including its name and the address(es) of its physical location(s), main aspects of process and operations and any relevant legal obligations,
- general information concerning the applicant, such as its activities, human and technical resources including laboratories and inspection facilities, functions and relationship in a larger corporation, if any,
- information concerning all outsourced processes used by the client that will affect conformity to requirements such as out sourced testing facilities,
- the information needed in accordance with the relevant certification scheme, such as information for initial evaluation and surveillance activities, e.g. the locations where the certified product(s) are produced and contact personnel at these locations.

The process of Product Certification begins with the receipt of an application in the prescribed application form (See Fig 01) and a completed copy of the initial questionnaire covering the above aspects by the applicant organization, along with a processing fee. The guidelines for filling the application form is given in **Annex B**

Application review

After the application is received, it is reviewed to ensure that:

a) the information about the applicant and the product is sufficient for the conduct of the certification process,

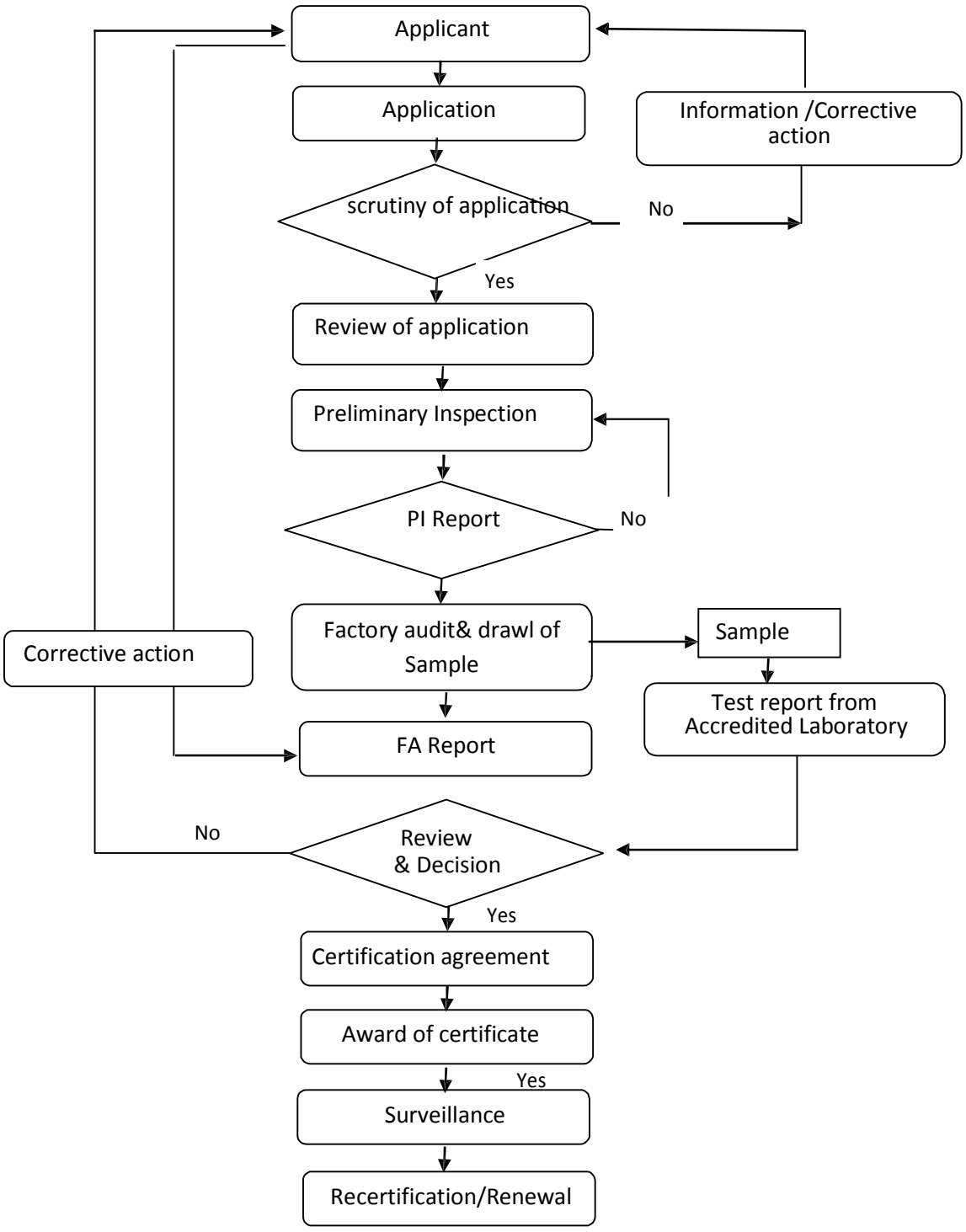
b) any known difference in understanding between GSA PCM and the applicant is resolved including agreement regarding standard or normative document,

c) the scope of certification sought is defined,

d) the means to perform all evaluation activities are available,

e) the competence and capability to perform the certification activity, internally or through suitable external (outsourced resources).

Fig. 1 Operation of Product Certification System



GSA PCM makes an assessment of pool of technical inspectors and technical experts available with it to identify the necessary competence and capability to perform the evaluation in respect of the certification Marks and the scope of certification asked for constituting the evaluation team in that technology area.

Factory Evaluation

A team of technical inspectors is constituted to perform evaluation task at the applicant's premises. The team is normally consists of a team leader and technical auditor. A preliminary visit by a technical auditor may be organized before final evaluation to validate the information contained in the application and applicant's preparedness for factory evaluation.

The team carries out the evaluation activities in accordance with the evaluation plan provided to the applicant. The team evaluates the products against the requirements covered by the scope defined in its application including the following:

a) initial testing and examination of the product as specified in the product requirements,
b) assessing the production process; and
c) auditing the applicant's management system which is identified as critical to ongoing product conformity.

A representative sample is drawn by the inspection team during the evaluation and sent for independent test in an approved laboratory. The testing facilities available with the applicant is examined together with competence of testing personnel.

The production process is inspected to demonstrate:

a) the applicant has the necessary facilities, equipment , personnel and procedure for producing the product in accordance with the product requirements,

b) the applicants's capability and competence to monitor, measure and test the product during and after production to assure conformity with the specific product requirements,

c) quality control of the product through the production process from the receipt of inputs, through all transformation processes, through to dispatch of the completed products in accordance with the Scheme of Testing and Inspection (STI) and

d) the ability of the applicant to identify and separate nonconforming product and to maintain product traceability.

The management system audit critical for product conformity include reviewing:

a) procedures covering the production processes, including quality control, production resources and personnel competence that can affect product conformity,
b) documents and records control in relation to production processes and product conformity,
c) existing management system certifications and associated audit reports,
d) internal audits and management reviews,

e) procedures and records associated with product nonconformity, corrective and preventive actions and
f) the identification, marking, and marketing of conforming products in accordance with certification requirements and license agreements;

Evaluation report

A report of the evaluation is prepared and a brief provided to the applicant identifying all nonconformities following the initial product evaluation, inspection of production process and audit of the elements of the management system and an action plan indicating time within which corrective action on nonconformities would be completed. The report is considered as part of the total package of evidence to demonstrate compliance with the certification requirements for making the certification decision.

Review of evaluation report and related information

When the results of initial product evaluation and the on-site inspection and laboratory testing results are available to provide the necessary evidence that the product and the system for managing product quality fulfill the specified requirements, a review is carried out by a competent officer(s) who has not been involved in the determination activities. If the evidence is sufficient, a recommendation for certification is made.

Certification decision

The GSA PCM is responsible for and shall retain authority for its decisions relating to certification. It appoints competent persons who make the certification decision based on all information related to the evaluation, review, and any other relevant information. In order to ensure objectivity, GSA PCM ensures that decision makers are not involved in the evaluation process.

Following the decision to grant certification, a statement of conformity in the form of a license on the GSA PCD Prescribed format (See ANNEX C) is prepared after Certification Agreement has been signed. After the license has been granted, the certified client may place the PCM scheme's certification mark on the product subject to conformity of the product to the requirements. GSA PCD provides the standard mark together with the license with procedure and mode of application of the standard mark on the product. The licence is valid for a year.

The GSA PCM shall notify the applicant, if decision is taken not to grant certification, giving the reasons for the decision.

Surveillance

When continuing use of a certification mark is authorized for placement on a product (or its packaging, or information accompanying it) of a type which has been certified, GSA PCM conducts surveillance at least once in six months of marked products to assure ongoing validity of the demonstration of fulfilment of product requirements

Surveillance activities cover the following:

a) Inspection of product samples taken either from the point of production, or from the market, or from both for conformity with the certified type,

b) Testing of product samples taken either from the point of production, or from the market, or from both to check that they fulfil the specified requirements and

c) Inspection of the production process and auditing of the management system, including examination of the client's quality records relating to the production process.

It may not be necessary to repeat all of the elements of the initial product evaluation.

Termination, reduction, suspension or withdrawal of certification

GSA PCM shall consider and decide on reduction, suspension and/or withdrawal of certification upon substantiating nonconformity with any certification requirement. Review and decisions to continue, reduce the scope, suspend or withdraw certification based on substantiated nonconformities with product requirements on the basis of all information available regarding the substantiated nonconformity.

If certification is terminated (by request of the client), suspended or withdrawn, GSA PCM shall take actions specified by the certification Marks and shall make all needed modifications to formal certification documents, public information, authorizations for use of marks, etc. to ensure it provides no indication that the product continues to be certified.

Complaints and Appeals

The client has a right to complain to GSA PCD about aspects of the service provided. The client may also appeal to GSA PCD against its decisions on issuing, maintaining, extending, suspending, withdrawing or terminating certification. In all of these cases, GSA PCD deals them in accordance with procedures for complaints and appeals process.

OBLIGATION OF LICENSEES

1. Nominate responsible person(s) to deal with all matters concerning GSA Product Certification.
2. Inform GSA immediately if there are any changes in the name of your organization, status, factory premises, management, process, design and brand names on which Standard mark is applied and await verification / permission from GSA.
3. Apply for renewal (along with the license and fees) three month in advance of the expiry date of the validity period of the license.
4. Comply with all instructions especially when a license is under stop marking or is cancelled /deferred/expired; otherwise you will attract legal action(s) as per the Ghana Standards Authority Act.
5. Get prior approval from GSA of the design, proportions and manner of applying the Standard Mark. Seek assistance of GSA as and when necessary. Inform GSA when initiating marking for the First time.
6. Inform GSA when you stop production, and stop/resume marking. Indicate stock of GSA Standard marked goods at the time of stopping production/marking.
7. Apply Standard mark only on those varieties and batches/lots of production which conform to the relevant Ghana Standard and for which you hold a valid license.

8. Do not use the licence in any manner to which the GSA may object and shall not make any statement concerning the authority of the licensee's use of the licence which in the opinion of the GSA may be misleading;
9. Do not apply Standard Mark on products produced on behalf of other agencies, unless prior permission has been obtained from GSA PCM. Also do not apply Standard Mark on products produced on your behalf by other agencies.
10. Do not apply Standard Mark on material produced prior to grant of license.
11. Maintain records of inspection and testing indicated in the Scheme of Testing and Inspection (STI) attached to your license.
12. Extend all possible co-operation to the Accreditation body assessment team in checking your production line and records, testing in your factory premises and drawl of samples for independent testing.
13. Arrange the presence of concerned personnel and keys of laboratory, go down, etc soon after the arrival of the GSA Technical Auditor.
14. Get test equipment declaration about all the changes in your Quality Control Department. Seek assistance of GSA in training your testing personnel if necessary.
15. Do not test the counter sample sealed by the GSA Technical Auditor without prior permission
16. Note that action may be taken against you in case GSA Technical Auditor is not able to carry out inspection at the time of his normal visit.
17. Copy of the STI in force should be available in the laboratory.

PRIVILEGES OF LICENSEE

Original Certification license which can be shown by the licensees to anyone concerned. If need be, it can be photocopied and displayed at various locations.

Use of Certification Mark on letter-heads, in advertisements, brochures, complimentary and for other promotional purposes.

Each license shall be listed in the register of licences maintained by GSA.

SCHEDULE OF FEES

Initial / Renewal Certification Fees

There are three (3) components of the Initial/Renewal Certification Fee, namely, the Processing Fee, Testing Fee and Licence Fee. Fees charged are periodically reviewed and approved by the Ministry of Trade and Industry. Rates charged in the year 2016 are as follows: The Processing Fee is GH¢450.00 and the Licence Fee is GH¢150.00 per product. The Testing Fee varies from product to product. Clients may contact the Product Certification Department of the Ghana Standards Authority for the testing fees of their products. The licence is valid for a year.

Surveillance Audits

A fixed amount shall be charged per auditor/ inspector per day plus expenses for travel/stay of auditors/inspectors for the surveillance audit.

Special Visit Fees

Any other audit or special visit will be charged at a fixed rate per auditor per day plus expenses for travel/stay of auditors. The client will be liable for any charges with respect to other visits covering additional requirements which could not be assessed during the routine visits.

ANNEX A

GHANA STANDARDS AUTHORITY

THE GHANA STANDARDS (CERTIFICATION MARK) RULES, 1970

APPLICATION FOR LICENCE TO USE THE CERTIFICATION MARK

(RULE 2)

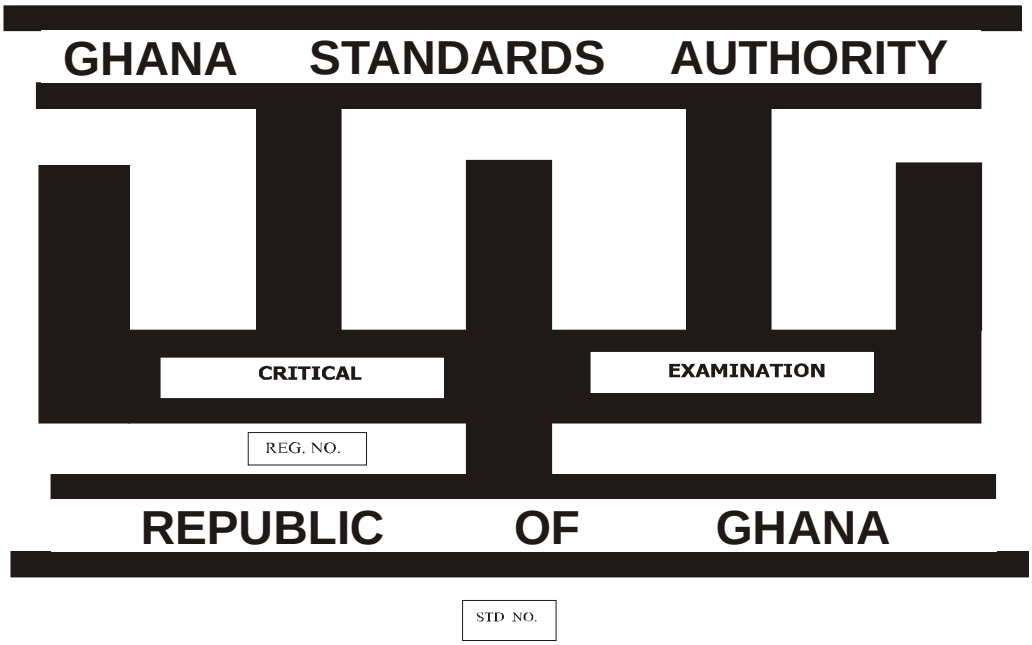


Figure 2 - An Illustration of the Layout of Information for Company Registration Number (REG. NO.) And Ghana Standard Number (STD. No.) on Mark of Conformity

APPLICATION FOR LICENCE TO USE THE STANDARD MARK

(RULE 2)

(Particulars to be submitted by applicant)

Note: Extra relevant information can be provided on supplementary sheets

1. Name of Company:
……...
……
2. Postal Address……
……
E-mail ……
Tel: ..... Fax: .....
3. Location of the Factory (State exact Location, District and Region)
……
……
……
……

4a. Goods in respect of which Licence is being applied for:

S/N	Product Name (Technological Name and Brand Name)	Starting Raw Materials and Source Supply	Certified Management System (Quality/Safety) Available (Yes/No)

4b. Number of HACCP Studies Applicable:……

5. **Manufacturing Process employed in the manufacture of goods:**
……
……
……
……
……
……
……
……

a. Are there any Quality Control units incorporated in your Process? Yes/No

b. If Yes, mention grades of officers in charge of the Quality Control Stages

i. ……
……
……
……

ii. Attach the following documents: - (Tick Yes or No as appropriate)

1. Copy of Business Registration Licence (certificate of registration, certificate of incorporation, the mandate of the applicant's business and the particulars of the directors) attached: Yes ☐ No ☐

2. Copy of Product Quality Manual(s)/Quality Plan(s) in the GSA PCM format attached: Yes ☐ No ☐

c. If No, in response to 5a explain the absence of Quality Control units in your process

……
……

6. **Standards to which goods conform:**

Product	**Ghana Standard No.**	**Standard Title**

7. **Production Figures for the said Goods and Staff Strength**

a. Production Figures

Year	Production	Unit
Current year from January to December (as estimated)		

b. Staff Strength

Area	Staff Strength
Production	
Quality Control/or Equivalent	
Other	
Total	

8. I/We the undersigned hereby give the following undertaking:-

i. Should it be necessary, in order to ensure conformity of the said goods to the relevant Standards I/We undertake to modify, amend or alter my/our Scheme of Quality Control to bring in line with that which may be specified by the Authority from time to time. Further, I/We undertake to put in operation any such Scheme as recommended by the Board.

ii. I/We undertake to co-operate fully with the Authority in the exercise of Inspection and Testing of the said goods and I/We also agree to pay all expenses in respect of the said exercise, including charges for testing of the said goods, as well as, charges for testing by other independent testing authorities as and when required by the Authority.

iii. Should the License be granted and as long as it remains operative, I/We undertake to abide by all the terms and conditions of the Licence and the prescribed rules in respect of Certification and Marking. In the event of the Licence being cancelled or suspended, I/We also undertake to cease with immediate effect to use the Standard Mark on any article covered by the Licence and to withdraw all relevant advertising matters and take such steps as may be necessary to fulfill the provisions of the Certification Mark Rules.

iv. Particulars of all Directors/Partners:

……..……

……

……

……

……

……

……

……

…….

(Signature of Applicant)

……

(Name of Applicant)

…….

(Designation)

For and on Behalf

of……

(Name of Firm)

DECLARATION

I declare that, to the best of my knowledge, all the information supplied above is correct and I understand that any false declaration renders this application invalid.

****(The attention of all applicants is drawn to sections 8 and 9 of the Ghana Standards (Certification Mark) Rules, 1970 (L.I 662) which impose penalties for false declarations).***

Signature of Applicant: ……..

Date this ……..Day of ……20……

ANNEX B

GUIDANCE FOR COMPLETION OF APPLICATION FORM
(Guideline for filling the application form)

1 Name of Company:……

1.1 Office

Give the name of your company as indicated on the Certificate of Registration or Incorporation from the Registrar-General's Department.

1.1.2 Postal Address**:……..**

Give the postal address of your company. If you do not have any, make sure you subscribe for one or use a "care of", i.e., "$^{c}/_{o}$".

1.1.3 Email Address

Give the email address of the company. If you do not have any, make sure you register for one.

1.1.4 Tel:……Fax:…….

Give only telephone or mobile numbers by which you can be easily reached.
Give your fax number if you have any. You are also to add a valid email address.

1.2 Factory

Give the name of your company as indicated on the Certificate of Registration or Incorporation from the Registrar-General's Department.

1.2.2 Postal Address**:……..**

Give the postal address of your company. If you do not have any, make sure you subscribe for one or use a "care of", i.e., "$^{c}/_{o}$".

1.2.3 Email Address

Give the email address of the company. If you do not have any, make sure you register for one.

1.2.4 Tel:……Fax:…….

Give only telephone or mobile numbers by which you can be easily reached.
Give your fax number if you have any. You are also to add a valid email address.

1.2.5 Location of the Factory (State exact Location, District and Region):

…….

Give the precise description of the location of your factory, stating landmarks which can help in finding it.

2. Management

2.1 Give the names and position of management personnel in the company.

3. Contact/Authorized Person

3.1 Name

Give the name of the person authorized by management to deal with matters regarding the certification of the product(s).

3.2 Tel:…….....

Give only telephone or mobile numbers by which you can be easily reached.

1.2.3 Email Address

Give the email address of the company. If you do not have any, make sure you register for one.

4 Products in respect of which Licence is being applied for:

Products

…….

The terms “Products” refer to the product(s) you intend to manufacture. It is better to use the standard names of the product(s) whenever it / they is / are known.

Stating Raw Materials and Source of Supply

……

List the raw materials you use for manufacturing the product(s) together with its / their source(s) of supply. If purchased from the open market, state that.

5 Manufacturing Process employed in the manufacture of goods:

…….

Simply show the manufacturing or production process using arrows or provide a flow diagram to show it.

a) Are there Quality Control units incorporated in your Process? Yes / No

If you have established Quality Control units at specific stages in your process, then tick "Yes", else tick "No".

b) If Yes, mention grades of officers in charge of the Quality Control stages

i. **……..**

If you assigned specific officers to the various Quality Control stages in your process, then give their grades, i.e., their qualifications.

ii. Attach the following documents: - (Tick Yes or No as appropriate)

- The Quality Manual Yes No

  You have to provide a Quality Manual which incorporates the production flow chart of the products and details of Quality Control.

- The Scheme of Inspection and Test of the said goods to ensure conformity with the relevant Ghana Standards. Yes No

  You have to provide a Scheme of Inspection and Test which incorporates the production flow chart of the products and details of Quality Control activities and Quality Control Sheets which include tables designed for recording test results and observations.

- Records of Routine Inspection and Test in respect of goods according to scheme (i) during pilot phase of operation. Yes No

  If you have records of inspection and test carried out during the period of setting up the facility and during trial and test runs, then tick "Yes", else tick "No".

6. Standards to which products conform:

Product

…….

Give the name of the product(s) you wish to have certified.

No.

……...

This is the standard number which normally starts with **GS** or **GS ISO** followed by a number and the year of publication or revision.

Title

This is the title of the standard written on the front cover of the standard.

7. Production Figures for the said Goods:

Year	Production	Unit
Current year from January to December (as estimated)		

You are to estimate the number of products you would produce in a year, using the current year as indicated. This is to give a projection of what you would produce in a year. You simply estimate this by setting values for the number of products you would manufacture in a day, the number of days in a week you would produce. Consider a unit as each unit of production in a bulk package such as a box, can, bag, stating the number of the products in each box, can, bag, container.

Number of Products Manufactured in a Year	=	Number of Bulk Packages Manufactured in a Day	x	Number of Products in a Bulk Package	x	Number of Days You Produce in a Week	x	52

You would get a figure. You can round this figure up or use this figure to choose a figure which is more appropriate for your facility.

8 Particulars of all Directors / Partners:

…….

If you have directors or partners in your organization, you can list them here.

……..

(Signature of Applicant)

The officer applying for the company should sign here. It need not be the Managing Director or the Chief Executive Officer of the company.

…….

(Name of Applicant)

The applicant writes his / her name here.

……..

(Designation)

This is the designation of the officer, e.g., Managing Director, Director, General Manager, Manager.

For and on Behalf of…….

(Name of Firm)

Write the registered name of the company here.

DECLARATION

Signature of Applicant:……..…….

The officer applying for the company should sign here. It need not be the Managing Director or the Chief Executive Officer of the company.

Dated this…….Day of……20……..

You can, for instance, write that "Dated this 15th Day of February 2010", if you want to use 15th February 2010 as the date of the application.

ANNEX B1

INITIAL QUESTIONAIRE FOR FACTORY ASSESSMENT

(Annex to Form CM 1)

- This questionnaire should be completed and returned together with the completed form CM 1. It is intended to provide preliminary information relevant to the applicant and his capability to control the quality and continuous conformance of his product to the requirements of the relevant standard

- This document will be used by the Certification body's inspection staff during preliminary visit to the factory as part of the initial inspection.

- Supplements may be included when it is necessary to expand any statement. A separate document should be completed for each factory involved, or variation between factories clearly indicated.

- The statements should relate to the facilities available at the date of completion of this form

- The information given in this document will be treated in the strictest confidence.

Please answer every question. A response 'Yes' or 'No' is accepted for most of the sections Negative responses do not disqualify the client's application. If the question is not applicable mark N/A

Whenever supplements are attached mark in the appropriate circle and mark the appendix number in the square box as shown in the example below.

A PRELIMINARY INFORMATION ON APPLICATION

Information on the following subjects will furthermore facilitate the treatment of the application. Tick the appropriate response where the question so permits.

Date sample is available for evaluation ……..
Type of sample a) Production ☐ b) Prototype ☐
If prototype, when is production schedule? ….....

Has product been tested to the standard? a) Yes ☐ b) No ☐
If Yes, Please attach report
Urgency of application: a) Normal ☐ b) Urgent ☐

B INFORMATION ON BASIC SYSTEM

INDEX

SECTION 1: FACTORY ORGANISATION

1.1 Production/Pre-production Paperwork

Please give the following information on basic system

1.1.1 Do you produce against order or for stock? a) Order ☐ b) Stock ☐
1.1.2 Do you use a Works Order or Equivalent? a) Yes ☐ b) No ☐
1.1.3 If yes, does this identify a batch as a separate entity?
1.1.4 Do product and/ or container carry works order identification in manufacture? a) Yes ☐ b) No ☐

1.1.5 If No. How does system allow for product to be isolated in cases of doubtful quality?
1.1.6 Please give any other relevant information on basic system

1.2 Quality Control / Inspection Staff

Please give the following information on factory quality control structure of the Organization

1.2.1	Head of Quality Assurance 9designation)
1.2.2	Reporting to?
1.2.3	Is there a separate Quality Control and/or Inspection Department?
	a) Yes ☐ b) No ☐
1.2.4	If Yes indicate:
1.2.4.1	Chief Inspector (Head) if different from 1.2.1
1.2.4.2	Is inspection staff aware of the tests in the relevant standard(s)?Yes ☐
1.2.5.1	Are store men or production operators responsible for inspection and test on:
1.2.5.1	Materials? a) Yes ☐ b) No ☐
1.2.5.2	In-process operations? a) Yes b) No ☐
1.2.5.3	Final product? a) Yes b) No ☐
1.2.6	If yes to any of the above, are these inspectors monitored by Quality Control staff?
a) Yes ☐	b) No ☐
1.2.7	Are quality audit checks carried out? Yes ☐ No ☐
	If Yes, by whom? …….
1.2.8	Please give any other information on Quality Control Staff organization.

2.1 Purchase specifications and materials quality assurance

Please give :

- Detail main materials purchased
- Specifications and
- Major suppliers involved.
- Quality checks/test conducted

Please give quality assurance methods adopted on receipt of materials, components including actions taken on rejects.

SECTION 3: MANUFACTURE

3.1 SYSTEM

Please give details of the various steps in manufacture. (A production processes and / or supplement in chart form showing stages may be advantageous.

3.2 EQUIPMENT MAINTENANCE SYSTEM

Describe the maintenance system in operation?

SECTION 4: QUALITY CONTROL AND TESTING

4.1 QUALITY CONTROL SYSTEM

Please give details of the Quality Control System, including sampling plan followed, with particular reference to test in the relevant standard. (A quality control schedule or any supplement cross-reference in 3.1 in advantageous)

4.2 LIST: TEST EQUIPMENT / INSTRUMENT, GAUGES AND TOOLS FOR QUALITY CONTROL.

TEST EQUIPMENT	MAKER	SYSTEM	FREQUENCY	CALIBRATION CERT.

SECTION 5: QUALITY RECORDS AND DOCUMENTATION

5.1 GENERAL

5.1.1 Please indicate the form of master specification in use (i.e drawing, product or part schedule,
or a reference sample etc.)
Please do also indicate the general records available.

○ □

5.1.1.1 Please indicate the system used to amend design or specification

5.2 COMPLIANCE WITH SPECIFICATION

5.2.1 Please indicate the level of defectives found in the last three batches of production. If test in accordance with relevant standards have already been carried out, attach copies of summary of test result if available.

5.2.2 Please indicate the level of claims or complaints made under warranty and/or otherwise. Give this as a percentage of total output.

5.2.3 Have independent test been made on the product against the standard?

a) Yes □ b) No □

5.2.4 If yes, by whom ? …….

Please attach copies of test reports if available

ANNEX B2

GUIDANCE FOR THE COMPLETION OF THE INITIAL QUESTIONNAIRE FOR FACTORY ASSESSMENT

GUIDELINES

A PRELIMINARY INFORMATION ON APPLICATION

"Date sample is available for evaluation"

You have to choose a date at or after which there will be samples to be collected for tests when your facility is visited.

"Type of sample a) Production b) Prototype"

We have here two types of sample. The production sample is the product obtained when production has fully started. The prototype is the product resulting from trial / test runs in the pilot phase of the development of the product or the setting of the production facility.

"If prototype, when is production scheduled?"

This means that if you are still in the developmental phase, you have to give the date when full production will start.

"Has product been tested to the standard? a) Yes b) No"

If the product has been tested in any of the Ghana Standards Authority laboratories or in any other reputable laboratory, tick "Yes", else tick. "No".

"If Yes, please attach report"

Tick the circle to show that the report has been attached.

"Urgency of application a) Normal b) Urgent"

Tick "Urgent" if you want to pay extra money for express work to be done on your product together with the inspection of your facility, else tick "Normal".

B INFORMATION ON BASIC SYSTEM

"1.1.1 Do you produce against order or for stock? a) Order b) Stock"

If you wait for orders before you produce, then tick "Order". If you produce and stock the products, then tick "Stock".

"1.1.2 Do you use a Works Order or Equivalent? a) Yes b) No"

Some organizations use the order details for orders given to workers to produce certain lots or batches of products for stock or for a client. If you use such a system, then tick "Yes", else tick "No".

"1.1.3 If Yes, does this identify a batch as a separate entity?"

If the Works Order is considered as a lot or batch in your company, then tick "Yes", else tick "No".

"1.1.4 Does product and/or container carry a works order identification in manufacture?------
a) Yes b) No"

If Yes, tick "Yes", else tick "No".

"1.1.5 If No. How does the system allow the product to be in cases of doubtful quality?"

Batch numbers or codes are normally used for traceability purposes. So, where no other traceability system is in place, batch numbers or codes can be used. The batch number or code should be recorded together with the date of manufacture and other relevant production or manufacturing details to facilitate traceabilility.

"1.1.6 Please give any other relevant information on basic system."

If you have any relevant information of the basic system you are operating, give it, i.e., a Single Shift System, a Two (2) Shift System or a Three (3) Shift System.

1.2 Quality Control / Inspection Staff
Please give the following on factory quality control structure of the Organization

"1.2.1 Head of Quality Assurance (Designation)"

Give the grade or title of the officer responsible in your setup, if you have any such person.

"1.2.2 Reporting to?"

Give the grade or title of the officer the Head of Quality Assurance reports to.

"1.2.3 Is there a separate Quality Control and / or Inspection Department?

a) Yes b) No"

If you have a separate well-established Quality Control and / or Inspection Department, tick "Yes", else tick "No".

1.2.4 If Yes Indicate:

"1.2.4.1 Chief Inspector (Head) if different from 1.2.1"

Give the grade or title of the officer responsible for quality assurance if different from the one mentioned in 1.2.1.

"1.2.4.2 Is inspection staff aware of the tests in the relevant standard(s)?

a) Yes b) No"

If you have inspection staff and they are aware of the tests in the relevant standard(s), then tick "Yes", else tick "No".

"1.2.5 Are store men or production operators responsible for inspection and test on:"

"1.2.5.1 Materials? a) Yes b) No"

If your store men or production operators inspect and test materials, then tick "Yes", else tick "No".

“1.2.5.2 In-process operations? a) Yes b) No”

If your store men or production operators monitor and control in-process operations, then tick “Yes”, else tick “No”.

“1.2.5.3 Final product? a) Yes b) No”

If your store men or production operators inspect and test final product, then tick “Yes”, else tick “No”.

“1.2.6 If yes to any of the above, are these inspectors monitored by Quality Control staff? a) Yes b) No”

If you have inspectors carrying out any of these activities and they are monitored by Quality Control staff, then tick “Yes”, else tick “No”.

“1.2.7 Are quality audit checks carried out? a) Yes b) No”

If you have quality auditors who conduct quality audit checks, then tick “Yes”, else tick “No”.

“If Yes, by whom?

Give the grade or title of officers carrying out quality audit checks.

“1.2.8 Please give any other information on Quality Control Staff organization

Give any other relevant information on your quality control staff, if available.

SECTION 2 MATERIAL COMPONENTS AND SERVICES

2.1 Purchase specifications and materials quality assurance

Please give:

- **“detail main material purchased.”**

List the materials you use for manufacturing your product(s).

- **“specification and**

Give the specifications of the materials you use, if you have your own specifications.

- **“major suppliers involved.”**

List the main suppliers of the materials you use. If you do not have specific suppliers but you buy from any vendor on the open market, state that.

- **“Quality checks / test conducted”**

Describe the quality checks / tests you carry out on the materials. Physical or visual examination of the materials can also be used for quality checks if no specific equipment or test devices are available.

"Please give quality assurance methods adopted on receipt of materials, components including actions taken on rejects."

Describe briefly what you do to ascertain whether the materials and components you receive are of the right quality.

SECTION 3 MANUFACTURE

3.1 SYSTEM

Please give details of the various steps in manufacture. (A production processes and / or supplement in chart form showing stages may be advantages.)

You can prepare a production flow chart of your manufacturing process, attach it to the form and tick the circle. If you include it as an appendix, then write the appendix number in the square.

3.2 EQUIPMENT MAINTENANCE SYSTEM

"**Describe the maintenance system in operation?"**

List the activities you carry out when doing maintenance in your facility.

SECTION 4 QUALITY CONTROL AND TESTING

4.1 QUALITY CONTROL SYSTEM

Please give details of the Quality Control System, including sampling plan followed, with particular reference to test in the relevant standard. (A Quality Control schedule or any supplement cross-referenced in 3.1 is advantageous)

You can give details of your Quality Control System showing how samples are taken for test(s), including test(s) carried out and sheets and table(s) for reporting test(s), i.e., Quality Control Sheets. Attach these to the form and tick the circle. If you include it as an appendix, then write the appendix number in the square.

4.2 LIST: TEST EQUIPMENT / INSTRUMENT, GAUGES AND TOOLS FOR QUALITY CONTROL

TEST EQUIPMENT	MAKER	SYSTEM	FREQUENCY	CALIBRATION CERT.

You provide the list of the test devices you use and their verification / calibration certificates and / or reports

SECTION 5 QUALITY RECORDS AND DOCUMENTATION

5.1 GENERAL

5.1.1 Please indicate the form of master specification in use (i.e., Drawing, product or part schedule, or a reference sample, etc.)

In relation to products for which drawings, blueprints, etc,. are required like engineering products, list what you have here.

Please do also indicate the general records available.

You can list the records you keep, e.g., on quality control, equipment maintenance and attach these to the form and tick the circle. If you include it as an appendix, then write the appendix number in the square.

5.1.1.1 Please indicate the system used to amend design or specification.

Show the system used for review and amendment of design or specification of the product.

5.2 COMPLIANCE WITH SPECIFICATION

5.2.1 Please increase the level of defectives found in the three batches of production. If tests in accordance with relevant standards have already been carried out, attach copies of summary of test results if available.

This means that you inspect your batches for defectives using a sampling plan and record the levels of defectives. If you have not found any defectives, then report it. This means that your facility is in full production and not the pilot phase.

5.2.2 Please indicate the level of claims or complaints made under warranty and/or otherwise. Give this as a percentage of total output.

If you have a batch of production and there was a claim or complaint or there were some claims or complaints, record the number of claims or complaints as against the total number of products in the batch and calculate the percentage. If you have had no claims or complaints, state that.

5.2.3 Have independent tests been made on the product against the standard?
a) Yes b) No

If independent tests have been made on the product against the standard in any of the Ghana Standards Authority laboratories or in any other reputable laboratory, then tick “Yes”, else tick “No”.

5.2.4 If yes, by whom?

……..

If this has been done, name the laboratory which carried out these tests.

Please attach copies of test reports if available.

Attach photocopies of test reports you received from the said laboratory to the completed form(s).

ANNEX B3

GUIDANCE FOR PRODUCT CERTIFICATION

1. The applicant should write a letter requesting for the certification of the product(s) to:

The Director General
Ghana Standards Authority
P. O. Box MB 245
Accra.

2. The applicant purchases the relevant standard(s) at the Ghana Standards Authority Library.

The price of the standard depends on the number of its pages. The minimum price is GH¢100.

3. Applicants who believe their businesses are small-scale should apply for registration at the office of the National Authority for Small-Scale Industries (NBSSI) located in the vicinity of the Independence Square, old Passport Office, MDPI, Factories Inspectorate, etc., and opposite Births and Deaths Registry in Accra.

The applicant pays a registration fee at the NBSSI. An officer(s) from the NBSSI office inspect(s) the factory / facility premises in order to determine whether the company is small-scale or not. When the company is classified as small-scale, a letter of registration is sent to the Ghana Standards Authority.

For applications not supported by NBSSI registration, the applicant pays a processing fee in addition to the testing and licence fees.

4. All applicants are to provide a Scheme of Inspection and Test including a Flow Chart and records of routine inspection and test during the pilot phase and where these had not been recorded because production had not started, the applicant should provide plans in the forms of Quality Control (QC) sheets, etc. to record such data.

5. Applicant also submits a photocopy of the Business Registration Licence of the applicant's company.

6. The Product Certification licence shall be renewed every year.

SUMMARY OF CERTIFICATION PROCESS - REQUIREMENTS

1. Company should be registered with Registrar General's Department.
2. Manufacturer should download the Application Form and the initial questionnaire for factory assessment from the GSA website www.gsa.gov.gh and purchase the relevant Standard(s) at the Ghana Standards Authority Library.
3. Manufacturer submits completed form and a copy of the registration licence from the Registrar General's office.

4. Letter of introduction from National Board for Small Scale Industries (NBSSI) i.e. if manufacturer is a member of NBSSI.
5. Submission of completed application forms in addition to (3) and (4) above to the certification department.
6. Submission of Quality Manual/Plan of Product
7. Issuance of invoice (bill covering cost of testing, processing and license) by certification department.
8. Payment made by client at the main reception at the cashier's end.
9. Receipt submitted to certification department after which an appointment date will be fixed
   for inspection. Sampling of products is done during inspection for analysis.
10. Evaluation Reports are reviewed and a certification decision taken. Issuance of certificate to use the GSA mark of Conformity is based on satisfactory inspection
    and analytical reports (chemical and microbiological) in addition to meeting the labelling requirements of LI 1541 and applicable Standard(s).

REQUIREMENTS FOR THE QUALITY MANUAL/ PLAN OF A PRODUCT

The Quality Plan of a product shall be developed by the manufacturer and one (1) copy submitted together with the completed Application Form for Product Certification. The Quality Plan for Food, Drinks and Beverages and similar products shall conform to this Scheme.

The Quality Plan should as a minimum have the following information in the order listed:

1. A Title Page bearing
   - Company Name
   - Title of document- including name of product (Technological name and Brand name)
   - Effective date of document
   - Authorization; Name and Signature of Director of Company
2. Table of Contents
3. Quality policy and objectives of the company
4. A Plan of the building housing factory showing the layout of
   - Processing equipment
   - Warehouse or Storage Area (for raw materials, packaging materials and finished product)
   - Hygienic facilities (Hand washing facilities, Staff toilet(s), changing room(s), solid waste storage area etc)
5. An organogram showing designations and lines of communication of personnel in the establishment.
6. Descriptions and specifications for raw materials, finished product, processing, processing equipment, contact surfaces and measuring devices with their calibration plan.
7. Process flow diagram for product indicating all control points
8. Standard operating procedures (SOP), Plans and Policies
   - SOP for Assessing quality of raw materials, processing and finished product
   - SOP for Cleaning Equipment, Contact surfaces, Processing area and General factory premises.
   - SOP for Handling Customer Complaints
   - SOP for Product Recall
   - Staff Training Plan
   - Staff Health and Hygiene Plan
   - Pest Prevention and Control Plan
   - Waste Management Plan

9. Forms for Quality Control Activities
    - Forms for monitoring the quality of raw materials, packaging materials, processing and finished product.
    - Forms for stock control
    - Forms for recording Corrective Action
    - Forms for monitoring Cleaning and General Housekeeping Activities
    - Customer Complaint Record Forms
    - Staff Training Record Forms
10. Hazard Analysis and Critical Control Point (HACCP) System (*Food and Beverages only*)

ANNEX C

License format

GHANA STANDARDS AUTHORITY

LICENCE

To use the Certification Mark of the Authority

Cert. No.....

THE AUTHORITY HEREBY GRANTS TO

.....

of.....

Hereinafter called the Licensee the right and licence to use the registered Certification Mark of the Authority set out in the second column of the Schedule hereto upon and in respect of the goods set out in the third column of the said Schedule which are produced by the Licensee in accordance with the appropriate Ghana Standards referred to in the fourth column of the said Schedule as from time to time amended.

The Accreditation Mark as set out in column one of the schedule is only indicated for goods for which the Authority has accreditation for certification.

The licence is granted subject to the Ghana Standards (Certification Mark) Rules, 1970 (L.I. 662) as amended in respect of the Mark and to any undertakings into which the Licensee has been required to enter with the Authority prior to the grant of the licence and it shall be binding upon the Licensee duly to observe and perform all the said Rules and Undertakings

Signed for and on behalf of the Authority

Date of Issue.....

Date of Expiry.....

.....
DIRECTOR GENERAL

SCHEDULE

Accreditation Mark	Mark of Conformity	Goods in respect of which the use of Mark granted	Ghana Standards according to which the goods are to be produced
	GHANA STANDARDS AUTHORITY CRITICAL EXAMINATION STD. NO. REPUBLIC OF GHANA REG. NO.		

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