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 and stakeholders the world over demand that companies adopt some form of certification to provide assurance of consistent quality, sustainable production practices, pollution prevention, waste reduction, safety and health of consumers.

The Ghana Standards Authority (GSA) empowered by the Standards Authority Act 1973 (NRCD 173) operates a Product Certification Marks scheme which provides third party Product Certification services to companies and suppliers. Companies that demonstrate conformance of products and practices to relevant Standards are granted licenses/certificates to use the Standard Mark (Certification Mark) on the products. The certification Mark requires determination of conformity of products to Ghana Standards through product sampling, 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 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 trade partners. GSA Product Certification has thus attained international accreditation to the Standard "ISO/IEC 17065 Conformity assessment -- Requirements for bodies certifying products, processes and services" so that the Ghana Standard Mark of product certification is recognized in the world market.

Ghana Standards Authority Product Certification Marks
Quality Policy

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

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

The Product Certification Department 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 Services.

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 GSA Product Certification Department.

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 (2018-2022)

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 - ensuring all personnel involved in the certification process sign an undertaking to declare their impartiality; ensuring all certification charges are based on schedule of fees.
  - Adherence to surveillance schedules – ensuring surveillance is performed for at least 70 percent of certified products
  - Ensuring effective corrective actions on customer complaints – ensuring that time frame for resolving complaints is not more than 20 working days
  - Monitoring of inspectors' performance regularly – ensuring at least one performance appraisal a year for each inspector
  - Enhancement in competence of personnel engaged in the certification process - organizing at least one training programme per year
  - 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 - at least one internal audit per year; at least one impartiality committee meeting per year; ensuring that at least 50 percent of applicants provide feedback to evaluate the performance of the certification scheme.

Director General
Ghana Standards Authority

HOW TO GET PRODUCT CERTIFICATION?

Application

Applicants are required to file application on prescribed format available at 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 and the product(s) to be certified,
- the standards for which the applicant is seeking certification;
- the general features , including name and address(es) of physical location(s), main aspects of process and operations and any relevant legal obligations,
- general information concerning the applicant, such as 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 outsourced 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 (see Figure 1) begins with the receipt of an application in the prescribed application form with supporting documents (including a business registration licence and a product quality manual). A Certification Agreement between the applicant and GSA is signed and the approved fee for the certification process paid by the applicant. Guidelines for completing 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,

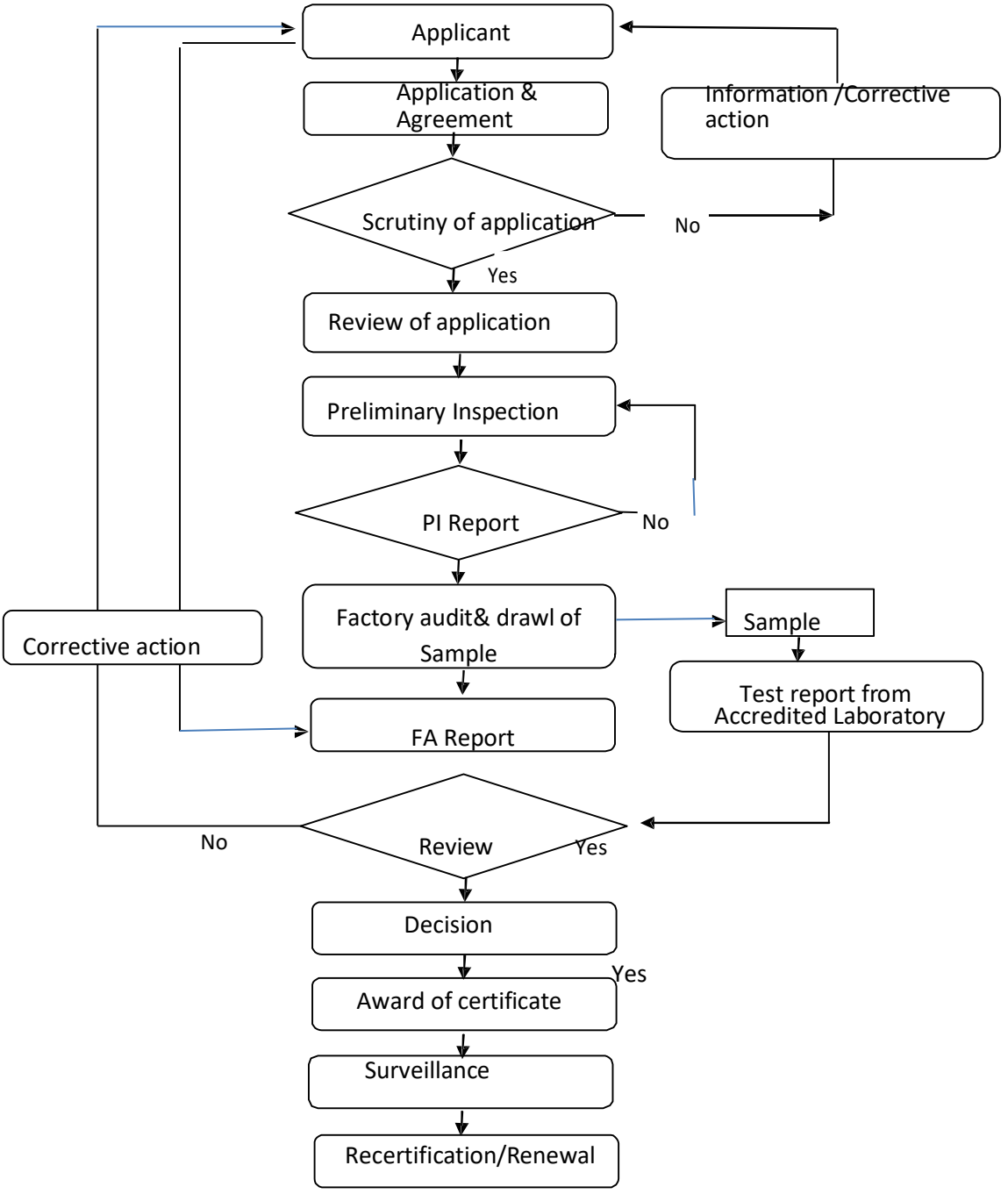
b) any known difference in understanding between GSA PCM and the applicant is resolved including agreement regarding standard or normative document,

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 Product Certification Process



GSA PCM has a pool of technical inspectors and technical experts available and established procedures to identify and nominate the necessary competent and capable personnel and constituting the appropriate evaluation team in the technology area to perform the evaluation in respect of the certification Marks and the scope of certification sought for.

Factory Evaluation

A team of technical inspectors is constituted to perform evaluation task at the applicant's premises. A preliminary visit by a technical auditor may be organized to verify the information contained in the application and the applicant's preparedness for the 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 are examined together with competence of testing personnel.

The production process is inspected to verify that:

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 the client attracts 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 drawing of samples for independent testing.
13. Arrange the presence of concerned personnel, access to laboratory 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 as at June 2019 are as follows: For small companies, Processing Fee is Nil and the Licence Fee is GH¢300.00 per product. For big companies, Processing Fee is GH¢600 to GH¢2000; Licence Fee is GH¢300 to GH¢500 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

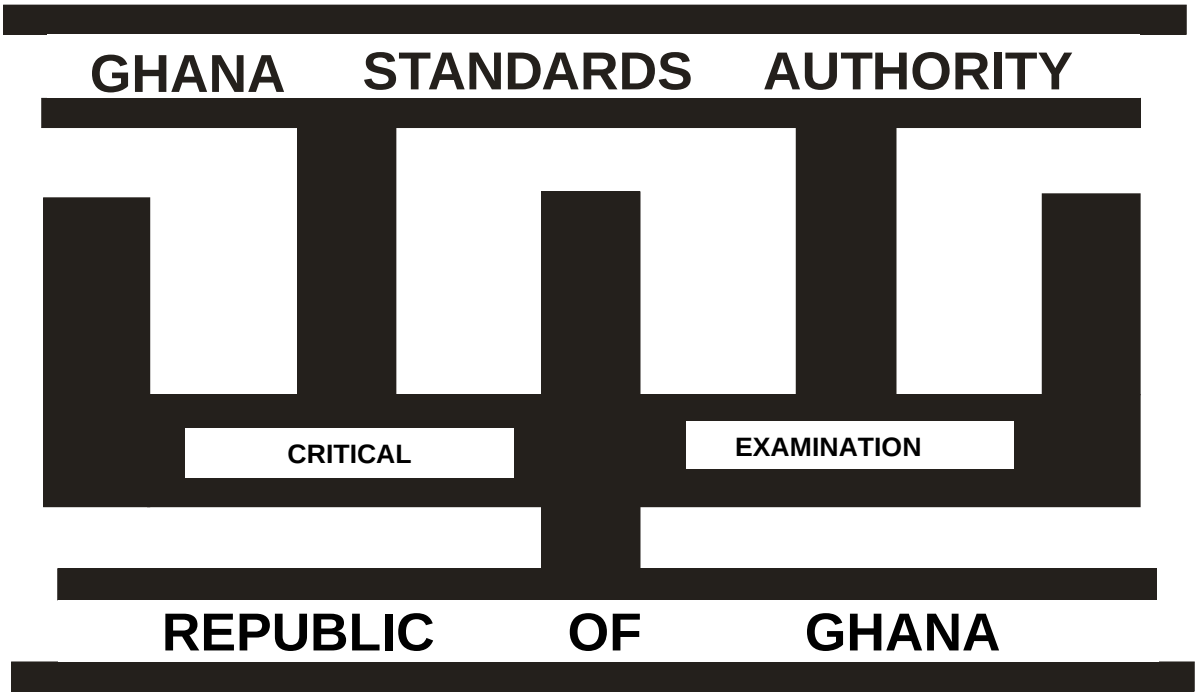
Any other audit or special visit will be charged at a fixed rate per auditor per day plus expenses for travel/stay of auditors. The client will be liable for any charges with respect to other visits covering additional requirements which could not be assessed during the routine visits.

ANNEX A

GHANA STANDARDS AUTHORITY

THE GHANA STANDARDS (CERTIFICATION MARK) RULES, 1970

APPLICATION FOR LICENCE TO USE THE CERTIFICATION MARK
(RULE 2)



LICENCE NO.
STANDARD NO.

An illustration of the Layout of Information for Product Licence Number and the Standard Number on the Ghana Standards Certification Mark

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)
……
……
……

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

S/N	Product Name (Technological Name and Brand Name)	Starting Raw Material	Source of Raw Material

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

a. Mention the grades of staff in charge of Product Quality:

……
……
……

6. Standards to which goods conform:

Product	Standard Number	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. Attachments:

a. Attach the following documents: - (check box if attached)

i. Copy of Business Registration Licence (certificate of registration, certificate of incorporation, mandate of business and particulars of directors) ☐

ii. Copy of Product Quality Manual(s)/Quality Plan(s) in the GSA PCM approved format ☐

iii. Product label (where applicable) ☐

b. Other Certification/ Programmes in Place (where applicable)

HACCP Programme

i. HACCP programme in place: (Yes/No)

ii. Number of HACCP Studies Applicable:……

Certified Management System

i. Certified Management System (Quality/Safety) in place: : (Yes/No)

ii. Type of Management System Certification in place:……..

iii. Copy of certificate(s) for management system attached: (Yes/No)

9. 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 Authority.

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)

4. 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……

10. FOR OFFICIAL USE ONLY

Details of payment made for the contract:

Invoice Number……Amount……Date……..

Receipt Number……Amount……Date…….

Administrative/ Review Officer receiving application:

Name: …….

Signature:……

Date:…….

Head Product Certification:

Comments: ……..

Signature:…….

Date:…….

ANNEX B

GUIDANCE FOR COMPLETION OF THE APPLICATION FORM

1. PURPOSE

To provide guidelines for filling the application form (GSA- PCM-OP7.2-01-FM-01).

2. SCOPE

This covers application to use the Standard Mark of the Product Certification Scheme.

3. RESPONSIBILITIES

3.1 Head, Product Certification – Ensures that applications received for the operation of the Product Certification Scheme are completed fully.

4. GUIDELINES

4.1The completion of application form

4.1.1 **Name of Company:……**

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

4.1.2 **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".

Email: ……..
Tel:……Fax:…….

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

4.1.3 **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.

4.1.4. **Products in respect of which Licence is being applied for and other certification:**

Product Name (Technological Name and Brand Name)

State the Standard name or Technological name of the goods you manufacture or intend to manufacture. State the fancy name given to the product also.

Starting Raw Materials

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

Source of Raw Materials

State the source(s) of supply of the raw materials. If purchased from the open market, state that.

4.1.5 **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)**

- **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**

Add a copy of your Business Registration Licence obtained from the Registrar Generals Department; this includes the certificate of registration, certificate of incorporation, the mandate of the business and the particulars of the directors.

- **Copy of Product Quality Manual(s)/Quality Plan(s) in the GSA PCM format attached: Yes No**

Add a copy of your Product Quality Manual prepared in accordance with the GSA PCM Guidance Document (*Guidance for applicant enquiring about product certification*).

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

If you do not have Quality Control units in your process, give reasons why you do not have them. If you have the intention of setting these up later, state that.

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

Product…….

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

Standard Number…….

Indicate the reference number of the Product Standard e.g.**GS 741: 2017**

Standard Title……

This is the title of the standard stated on the front cover of the Product Standard e.g. "**Cocoa and Cocoa Products - Specification for Chocolate".**

4.1.7. **Production Figures for the said Goods and Staff Strength:**

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 estimate a figure which is more appropriate for your facility.

Staff Strength

Area	**Staff Strength**
Production	
Quality Control/or Equivalent	
Other	
Total	

Indicate the number of staff employed by the establishment in the various areas- Production, Quality Control, Other Areas (where applicable) and the sum of all staff as the total.

8. Other Certification/ Programmes in Place

a. HACCP Programme

iii. HACCP programme in place: (Yes/No)

Circle "Yes" if you have HACCP programme established; or circle "No" if you do not have such a programme.

iv. Number of HACCP Studies Applicable:……

Each food product standard against which certification is being sought demands a HACCP study; thus state the number of food product standards against which certification is being applied for.

b. Certified Management System

i. Certified Management System (Quality/Safety) in place: : (Yes/No)
Circle "Yes" if you have a certified management system established; or circle "No" if you do not have such a programme.

ii. Type of Management System Certification in place:……..

State any form of management system certification attained, in relation to quality and safety e.g. ISO 22000, ISO 9001

4.1.9 **Particulars of all Directors / Partners:……**

If you have directors or partners in your organization, you 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 position 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, state that "Dated this **15th** Day of **May** 20**19**", if your date of application is **"15th May 2019"**.

4.1.10. FOR OFFICIAL USE ONLY

Section not to be completed by the applicant.

Details of payment made for the contract:
Invoice Number……Amount……Date……..
Receipt Number……Amount……Date…….

Administrative/ Review Officer receiving application:

Name: ……

Signature:……

Date:……

The GSA PCM administrative officer receiving the application provides information on payments made by the applicant and signs.

Head Product Certification:

Comments: ……..

Signature:……

Date:……

The Head, Product Certification Department approves of the application documents and minutes to the appropriate GSA PCM officer.

ANNEX C

GUIDANCE FOR APPLICANT ENQUIRING ABOUT PRODUCT CERTIFICATION

1. The applicant picks the Application form from the Product Certification Secretariat or downloads it from www.gsa.gov.gh (CERTIFICATION DIRECTORATE) and purchases the relevant Standard(s) at the Ghana Standards Authority Library.

Standard(s):

(a) ……..……. (b) ……..……..

(c) ……. (d) …….

(e) ……. . (f) ……..……..…….

(g) ……. . (h) ……..……..…

(*See Appendix B for prices of standards*).

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).

4. All applicants are to provide a Quality Manual(s)/ Quality Plan(s) in the format provided in Appendix A. Manual/ Plan shall be neatly bound in a booklet.

5. Applicants are also to submit a photocopy of their Business Registration Licence (Certificate of Registration or Certificate of Incorporation, the mandate of the applicant's business and the particulars of the Directors).

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

7. A list of Application Documentation Requirements for Product Certification is provided in Appendix C

Table 1 Testing Fees

No.	Product / Product Class	Number of Types	Testing Fee (GH¢)	Total Testing Fee (GH¢)
1				
2				
3				

APPENDIX A

REQUIREMENTS FOR THE QUALITY MANUAL/ PLAN OF A PRODUCT

The Quality Plan of a product shall be developed by the manufacturer and a copy submitted together with the completed application Form for Product Certification. The Quality Plan should as a **minimum** provide 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/tools, 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/Tools, Contact surfaces, Processing area and General factory premises.
    - SOP for Handling Customer Complaints
    - SOP for Product Recall
    - Staff Training Plan
    - Health and Safety 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
    - Forms for product recall
    - Customer Complaint Record Forms
    - Staff Training Record Forms
10. Hazard Analysis and Critical Control Point (HACCP) System (*Food and Beverages only*), where applicable

APPENDIX B

SCHEDULE OF FEES FOR APPLICANT

	ITEM/ SERVICE	FEE IN GHANA CEDIS
1	**Standards**	
	Local Standards (1-10 pages)	100.00
	Local Standards (11-20 pages)	160.00
	Local Standards (21-30 pages)	250.00
	Local Standards (31-40 pages)	330.00
	Local Standards (41-50 pages)	390.00
	Local Standards (51-80 pages)	440.00
	Local Standards (81 pages and above)	500.00
	Foreign Standards	Invoice price plus 40% handling charges
	All Management System Standards	1020.00
2	**product Certification**	
	Large Scale Manufacturers	600.00 – 2,000.00 processing fee 300.00 – 500.00 licensing fee per product 200.00 – 500.00 Inspection fee ❖ plus Testing Fee
	Small scale Manufacturers	300.00 licensing fee per product 200.00- Inspection fee ❖ plus Testing Fee
3	**Testing Fee**	Based on type of product and test parameters required by Product Standard

APPENDIX C

APPLICATION DOCUMENTATION REQUIREMENTS FOR PRODUCT CERTIFICATION

i. Completed application form
ii. Signed certification agreement form (two copies)
iii. Business registration license from the Registrar General's Department- copy (including the Certificate of Registration or Certificate of Incorporation, the business mandate and the particulars of the Directors).
iv. If the business is small scale, an introductory letter from the appropriate governmental body mandated to designate the business as such (e.g. National Board for Small scale Industries)
v. Quality manual/ plan for the product in the format and content provided in appendix A

vi. Product label with relevant labelling information as specified in the product standard or the relevant selected references.
vii. Documents or verifiable evidence to substantiate any claims made on the product label: Claims on
    - Nutritional Properties
    - Therapeutic/ Medicinal properties
    - Any special properties other than the usual properties of the product
    - Certification of any kind (eg. organic certification, management systems)

viii. A detailed description of the direction to the factory location

Note 1: Applicants are encouraged to submit application documents electronically, whilst visiting GSA offices in-person to make payments. The documents may be submitted to the email address: **product.certification@gsa.gov.gh**

Note2: Applicants in regions other than Greater Accra, should keep the email address of the Regional Office of GSA in copy. Email addresses of regional offices:

1. Upper West: **wa@gsa.gov.gh**
2. Upper East: **bolgatanga@gsa.gov.gh**
3. Northern, North East, Savannah Regions; **tamale@gsa.gov.gh**
4. Bono, Bono East, Ahafo Regions: **sunyani@gsa.gov.gh**
5. Ashanti Region: **kumasi@gsa.gov.gh**
6. Eastern Region: **koforidua@gsa.gov.gh**
7. Volta, Oti Regions: **ho@gsa.gov.gh**
8. Western, Western North Regions: **takoradi@gsa.gov.gh**
9. Central Region: **capecoast@gsa.gov.gh**

Note 3: Preferably, electronic documents should be in pdf format, and in a folder bearing the company name and date of submission.

ANNEX D

FORMAT OF LICENCE DOCUMENT

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 first column of the Schedule hereto upon and in respect of the goods set out in the second column of the said schedule which are produced by the Licensee in accordance with the appropriate Ghana Standards referred to in the third column of the said schedule as from time to time amended.

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

……..
Director General

Date of Issue …….

Date of Expiry ……..

SCHEDULE

Mark of Conformity	Goods in respect of which the use of Mark is granted	Ghana Standard according to which the goods are to be produced