حكومة دبي
GOVERNMENT OF DUBAI

مركز الإمارات العالمي للاعتماد
Emirates International Accreditation Centre

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متطلبات اعتماد جهات منح الشهادات للمنتجات

Accreditation Requirements of Certification Bodies for Products

EIAC-RQ-CB-004

Approved by:	EIAC CEO
Prepared by:	Director, Certification Bodies Accreditation Department

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Contents

Foreword

Dubai is a rapidly expanding Emirate, and the Government places great emphasis on providing quality services. The main role of DM is to formulate the Emirate's urban strategic plans as well as the provision of essential infrastructure, environmental and health services for the continued development of Dubai as a modern, safe and dynamic Emirate. The DM, through its Dubai Accreditation Center (EIAC) undertakes assessment and accreditation of various Conformity Assessment Bodies (CABs) according to International Standards, guidelines and world best practices.

The requirements for accreditation of Certification Bodies (CB) of products are basically the ISO/IEC 17065 Conformity assessment — Requirements for bodies certifying products, processes and service" (here in after referred to as ISO/IEC 17065. The criteria are based on ISO/IEC 17065 to facilitate harmonization of certification process in Dubai and signing of mutual/multilateral agreements with other countries, regional and international forums.

This document EIAC-RQ-CB-002 describes the requirements that a third party CB operating a Certification programme for Products shall meet if it is to be recognized by EIAC as competent and reliable in the operation of Product Certification. This accreditation program is being implemented in order to provide a means of assessing and accrediting the competence of the certification bodies to carry out certifications and related activities for the requirements of Dubai Municipality.

This document should be read in conjunction with the international standard ISO/IEC 17065 and EIAC document EIAC-RQ-GNL-001 & EIAC-RQ-GNL-003.

EIAC-RQ-CB-002 has been produced by EIAC in cooperation with the Building Department of Dubai Municipality, the Dubai Central Laboratory Department and the Certification Bodies of Products operating in Dubai.

While accreditation will normally be an indication of the quality of services offered by the certification bodies, it should not be regarded as a guarantee that the CB will always maintain a particular level of performance. It shall not, in any way, diminish the contractual obligation between the CB and its clients. It is subject to revision periodically when deemed necessary.

EIAC is committed to make available the latest version of this document on its website www.eiac.gov.ae and to notify the CBs whenever there are changes to this document with definition of the transitional period for changes effect, however, it is always the responsibility of the CB to ensure that the latest version of this document is available for its concerned staff for reference and implementation.

1 Scope

1.1 Fields of Applicability.

1.1.1 This document is applicable to certification bodies certifying manufactured products under product certification systems mentioned in ISO/IEC 17067 where the manufacturer can demonstrate that products consistently comply with applicable specifications . Such organizations may be located in Dubai or other parts of the world.

1.1.2 Product certification bodies seeking EIAC accreditation are required to comply with ISO/IEC 17065 and this document.

1.2 Subcontracting

1.2.1 If the certification body owns the testing laboratory or facilities, the laboratory has to meet the requirements of ISO/IEC 17025 and EIAC accreditation criteria. The laboratory, if not accredited to the above criteria, will be assessed by EIAC based on the above mentioned criteria.

1.2.2 If the certification body does not have its own laboratory and/or testing facilities and subcontracts testing activities to an external laboratory, it shall use only accredited laboratories by EIAC. If no EIAC accredited laboratory is available it shall only use any other accredited laboratory by an accreditation body which is a signatory to the ILAC MRA.

1.2.3 Where the CB decides to subcontract work related to certification, such as auditing, for part or all of its certification activities there must be identifiable member(s) of the management personnel sufficiently knowledgeable in those technical activities being subcontracted, to be able to:

a) Define the scope of work adequately and resources needed to enable the subcontractor to offer appropriate services and personnel;
b) Choose an appropriate subcontractor and to assess its technical competence (e.g. methods and personnel) in accordance with the relevant requirements of ISO /IEC 17065, ISO/IEC 17020 and 17021 and EIAC supplements;
c) Interpret the results supplied by the sub contractor (inspection, test, or QMS evaluation) properly to the service originally requested and the product certification requirements specified. Evaluation of results and decision on certification shall only be made by the CB.

1.2.4 Where joint activities are carried out (inspection or QMS evaluation/audit) each CB shall satisfy itself that the inspection or audit has been carried out satisfactorily by competent personnel and retain all records of the assessment to support their individual certification decision. Any joint activity that include future surveillance

1.2.5 CB may issue certificates for products taking account of the manufacturer holding an accredited QMS certificate for the scope of product being evaluated. The CB must confirm with the manufacturer that the assessment including any surveillance activity considered the processes etc applicable to the product that certification is

sought, that there are no non conformities outstanding that may affect the ability to supply the product continuously to the specification, that the certificate remains current, and the accredited CB has current accreditation for the scope (i.e. not suspended).

1.2.6 Audits carried out by subcontracted CBs shall give the same confidence as audits carried out by the CB itself. If the CB subcontracts any part of its EIAC accredited activities covered in the scope of this document, the subcontractor must be accredited by EIAC or by an accreditation body which is signatory to the IAF MLA for the same accreditation scope.

1.2.7 Where an accredited CB normally undertakes work within its own organization, but circumstance require either temporary or permanent sub contracting of some activities, this shall be kept to a minimum. EIAC will be informed and the arrangements will be assessed and evaluated by EIAC on a case by case basis, and shall comply with the requirements detailed above.

2 Definitions

The purpose of this section is to define the general and technical terminology that is used throughout this document.

2.1 Certification Body:

For the purpose of this accreditation, a certification body is an independent impartial body, government or non-government, possessing the necessary competence and reliability to operate a certification system and in which those with an interest in the process of certification are represented without any single interest predominating.

2.2 Shall

The term “shall” is used throughout this document to indicate those provisions which, reflecting the requirements of EIAC Criteria is mandatory.

2.3 Should

The term “should” is used to indicate guidance which, although not mandatory, is provided by EIAC as a recognized means of meeting the requirements.

2.4 EIAC Logo

Logo used by an accreditation body to identify itself.

2.5 EIAC Accreditation Symbol

A symbol issued by an accreditation body to be used by accredited CBs to indicate their accredited status. The symbol may be a combination of an accreditation body logo in association with the accreditation number and identification of the type of accreditation. See ‘EIAC-RQ-GNL-002’ for the conditions of the use of EIAC Symbol.

2.6 Nonconformity

The absence of, or the failure to implement and maintain, one or more Products requirements, or a situation which would, on the basis of available objective evidence, raise significant doubt as to the compliance of what the products manufacturer is supplying. The CB is free to define different grades of deficiency and areas for improvement (e.g. Major and Minor Nonconformities, Observations, etc.).

2.7 Related Authority

Concerned Dubai Municipality (DM) department that is defined in the relevant supplementary requirements ‘EIAC-RQ-CB-003’ depending on the scope of the product certification scheme.

3 General requirements

3.1 The CB applying for accreditation as per this program must have a management system, which includes the following as minimum:

3.1.1 Proper documentation of its policies, procedures and operations starting from receiving the application for certification, carrying out contract review, preparing for auditing and other evaluation activities, performing auditing and other evaluation activities, reporting audit and other evaluation activities results and up to the issuance of the certificate in accordance with the documentation requirements of ISO/IEC 17065 and any additional requirements set by EIAC here within this document and other related documents.

3.1.2 Employ the suitable and qualified technical and administrative staff in the CB as per the applicable supplementary requirements for the particular type of the product certification scheme.

3.2 The CB shall operate in accordance with the requirements of ISO/IEC 17065 and the relevant methods and procedures of certification scheme according to which it would be accredited as well as any additional regulatory requirements set by the related authority.

3.3 Before applying for accreditation, the applicant CB must have met the following conditions:

a) Completed at least four initial certification audits including the decision making process.
b) Should have carried out minimum two comprehensive internal audits against the applicable criteria of accreditation and one management review.

3.4 The CB shall prepare audit program for its audits and surveillance activities as well as other evaluation activities with a frequency suitable to its nature of work. Copy of the program shall be sent to the related authority at least one week in advance of the planned due date of the first activity in the program. The information in the program is used for scheduling the witnessing of the audits or other evaluation activities on manufacturers as per the related authority requirements.

3.5 Fees charged by the CB shall reflect the amount of effort required to undertake the conformity assessment as required by the product certification scheme and shall be chargeable, and payable before commencement/completion of the assignment.

3.6 In order to avoid biases in the certification process and conflict of interest the CB shall not act as a consultant for any of the services in which it is active; the violation of the requirement of this clause by the accredited CB, if proven by evidence, may result in removing the CB from the list of accredited CBs as stipulated in EIAC procedures for suspension and withdrawal of accreditation defined in EIAC-RQ-GNL-001.

3.7 Requirements for Continual Training and Further Development of CB Staff:

3.7.1 All personnel involved in the assessment and certification activities for the product certification scheme including product evaluators, auditors, decision makers and other experts shall undertake appropriate continual training according to his or her specific competence requirements for the tasks undertaken. Certification bodies shall establish, implement and annually review a targeted training plan for their auditors and other categories of personnel on relevant specific certification requirements, audit techniques (for auditors only), and in particular on the competence and technical knowledge of the products, processes and practices of the specific product industry sector being audited and certified.

3.7.2 This training shall:

a) Be planned as the result of an analysis of needs on the subjects and competence items given above,
b) Be recorded,
c) Include audit practical case studies, for auditors only,
d) Be supported by a case and standard interpretation database (for instance: FAQ, workshop records, standard correction on case studies) freely accessible to the trainees,
e) Be evaluated according to training purpose, training planning and related requirements, and certification bodies shall take appropriate action on the base of the training result, and
f) Be performed by a competent trainer.

3.7.3 Competence shall be demonstrated to a competent evaluator and records of the demonstration of competence shall be maintained for all personnel involved in the assessment and certification activities and shall be made available. Competence shall be recorded at least at the level of each category as indicated in Supplementary Requirements no. 1 to this document and show evidence that the auditor has demonstrated sufficient knowledge of the raw materials, processes, products, potential hazards and control measures of that category.

3.7.4 The CB shall maintain up to date records of relevant qualifications, training, experience, affiliations, professional status and demonstrated competence of each person involved in the certification activity.

3.7.5 Maintenance of Auditors Qualification (once every 3 years).

3.7.6 The auditors shall perform a minimum of 4 audits of 15 man days including on sites, during 3 years period to maintain their auditing capability. For lead auditors at least 2 of these audits shall be as team leader.

3.8 Requirements for Selection Procedure of Auditors

3.8.1 The CB shall have defined processes for selecting its auditors, if a CB uses technical experts, its systems shall include procedures for their selection and how their technical knowledge is assured on a continuing basis. The CB may rely on help, for example, from industry or professional institutions.

3.8.2 The CB procedures shall ensure that staff employed to audit manufacturers are competent in the field in which they are operating. Staff responsible for managing audits shall be identified and their qualifications documented.

3.8.3 Assignment for a specific audit:

3.8.3.1 The CB's procedures shall ensure that audit teams meet the competence criteria that have been defined by the CB for the audits to which they are assigned. The audit team may consist of one person provided that this person conforms to the overall competence requirements for an audit team.

3.8.3.2 The competencies required of the audit team shall be judged using the following as guidance:

a) Identification of scope of certification;
b) The products produced by the manufacturer;
c) The processes used by the manufacturer; and
d) The relevant regulatory requirements.

3.9 Internal Quality Audits

3.9.1 Besides covering the activities of the quality management system and their results, the internal quality audit program shall also include the monitoring of performance of the auditors of the CB while they are performing auditing of the manufacturers.

3.9.2 Monitoring performance of auditors shall be carried out by personnel with the relevant technical qualifications and experiences who have been trained in internal auditing and who are sufficiently independent to carry out the audit objectively.

3.9.3 The CB's internal quality audit program for monitoring performance of auditors shall be designed so that within each cycle of the program at least one auditor is monitored thoroughly on-site. The program shall also ensure that each of the auditors engaged in auditing is monitored at least once within a period of 3 years for each of the fields in which they are active.

3.9.4 The audit program shall ensure that where certifications are managed from locations other than a central location e.g. Branch Offices, including those located overseas, the audit program encompasses these different locations in a systematic way over the 3 year period of validity of accreditation.

3.9.5 The records of the internal quality audits produced must be in such a way that will enable the CB to verify the previous works (audits and certification decisions). CBs must describe this point in their Quality Management System Documentation.

3.10 Certificate Awarded for Products

3.10.1 After a CB has completed the evaluation of the product, including the manufacturer's processes and quality management systems, and found no significant issues (or verified corrective actions for any reported non

conformities) the CB must undertake an independent review of all relevant information and determine award of certification.

3.10.2 The CB shall produce a Certificate for the product which fulfills the client's needs, the related authority requirements and the applicable clauses of ISO/IEC 17065.

3.10.3 Besides the applicable clauses of ISO/IEC 17065, the certificate shall include the following information as a minimum:

a) Title of Certificate,
b) Identification of the type of certification (if the CB is active in more than one type; i.e. product certification, personnel certification, etc),
c) Industry sectors, and product categories, where relevant, for which certification has been granted,
d) Identification number and code of the certificate (i.e. unique identity of the certified organization),
e) The name, identity and logo of the CB,
f) All premises from which one or more key activities are performed and which are covered by the certification,
g) The name and address of the supplier whose products are the subject of certification;
h) The scope of the certification granted, including, as appropriate,

- The products certified, which may be identified by type or range of products,
- The product standards or other normative documents to which each product or product type is certified,
- The applicable certification system;
- The effective date of certification, and the term of the certification if applicable.

i) Signature of authorized signatory/ies of the CB,

3.10.4 The CB shall establish measures for defining the validity period of the issued product certificates to the manufacturers and the terms for which the certification is valid (i.e. certification renewed every year, every two years, etc). Each product Certificate may be subject to evaluation as determined by the relevant authority.

3.10.5 The designated signatories shall only be authorized by the CB to sign product conformity Certificates. The designated signatory must assume responsibility for the technical validity and accuracy of all information contained in the Certificate.

3.10.6 A designated signatory must have carried out sufficient number of certifications under competent supervision before being authorized to undertake certification decisions independently.

4 Specific criteria of competence

4.1 The specific criteria for competence are issued in a form of a separate document called 'supplementary requirements' for particular type of product certification scheme. For example EIAC-RQ-CB-003 is 'Supplementary Requirements to EIAC-RQ-CB-002 provides specific requirements for the competence of construction products certification schemes.

5 Accreditation certificate

The Accreditation Certificate issued by EIAC for the CB shall be valid for a period of three years. A Scope of Accreditation detailing the activities for which the CB has been granted accreditation will supplement the certificate.

6 Surveillance

6.1 Planned Announced Surveillance Visits

6.1.1 The accredited CB shall be subject to planned surveillance visits that will be carried out at least once per year. The purpose of the surveillance visits is to ensure that the CB is continuing to comply with the accreditation program requirements.

6.1.2 EIAC Assessment of auditors and technical experts for the purpose of accreditation.

6.1.3 EIAC will assess auditors and technical experts of the CB by witnessing their performance in the field. Not all auditors and technical experts may be assessed during the first visit but all auditors and technical experts will be assessed within the 3-year validity period of the accreditation.

6.2 Planned Unannounced Surveillance Visits

6.2.1 Additional planned special surveillance visits may be carried out at the discretion of EIAC and as the need arises.

7 Accreditation fees

The accreditation fees shall be charged in accordance with the EIAC-RQ-GNL-003 “Emirates International Accreditation Centre Fees Structure”.

8 Other relevant accreditation requirements

The relevant provisions of the EIAC-RQ-GNL-001 "General Accreditation Requirements" shall apply to the accredited Certification Bodies unless otherwise superseded by the provisions of this document.

9 References

9.1 ISO/ IEC 17065 Conformity assessment — Requirements for bodies certifying products, processes and service

9.2 ISO/ IEC 17067 Conformity assessment — Fundamentals of product certification and guidelines for product certification schemes.

9.3 EIAC-RQ-GEN-001 General Accreditation Requirements.

9.4 EIAC-RQ-GEN-002 The Conditions for the use of EIAC accreditation symbol and ILAC MRA/ IAF MLA Marks.

9.5 EIAC-RQ-GEN-003 Emirates International Accreditation Centre Fees Structure.

9.6 ISO 19011 Guidelines for auditing management systems.

9.7 ISO/ IEC 17011 Conformity Assessment- General Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies.