Department: Conformity Assessment Centre

Division: Conformity Certification

Laboratory: -

**Product Certification Procedure Via Saber Platform**

**CACSM02P08**

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# Purpose

This procedure aims to explain the steps followed by CAC forcertification of products that need to access the Saudi market Via Saber online platform.

Saber is an online system published by Saudi Standards, Metrology and Quality Organization (SASO), it is mandatory for registration of all shipments in this system to access the Saudi market.

Saber online platform aimed to electronically register and issue conformity certificates for imported products.

The most prominent benefit achieved by transferring to Saber is that importers can complete the required conformity assessment in the country of origin through a Certification Body that approved by SASO.

# Scope

This procedure establishes the conditions governing the provision of product certification, defines the duties, rights and obligations of both client and CAC for products that need to access the Saudi market Via SABER online platform.

This procedure covers the SASO Technical Regulations (TR) Regulations fall under the following certification schemes:

* Scheme Type 1a.

No surveillance is required since the attestation relates only to the product items which have been subjected to the determination activities. In this scheme, one or more samples of the product are subjected to the determination activities. A certificate of conformity is issued for the product type.

* Scheme Type 3.

The surveillance part of this scheme involves periodically taking samples of the product from the point of production and subjecting them to determination activities to check that items produced subsequent to the initial attestation fulfil the specified requirements. The surveillance includes periodic assessment of the production process.

This procedure covers products that don’t have SASO Technical Regulation, and in this case a general certification scheme is built for the regulation within which the product falls according to scheme type 1a.

# Abbreviations, Terms and Definitions

* 1. **Abbreviations**

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| --- | --- |
| **RSS** | Royal Scientific Society |
| **CAC** | Conformity Assessment Centre |
| **SASO** | Saudi Standards, Metrology and Quality Organization |
| **TR** | Technical Regulations |
| **PCoC** | Product Certification of Conformity |
| **SCoC** | Shipment Certification of Conformity |
| **CB** | Certification Body |

* 1. **Terms and Definitions**
* Product Certification of Conformity (PCoC)

This SABER Certificate of Conformity is issued to register a product for one year. Obtaining this certificate is mandatory only for Regulated Products, and it is valid for one year.

* Shipment Certification of Conformity (SCoC)

The Shipment Certification of Conformity (SCoC) is mandatory to issue for each shipment of Regulated and Non-regulated products. It is valid for one shipment only.

* Regulated Products

Regulated Products falls within a specific technical regulation according to their classification of risks (medium to high).

* Non-regulated Products

Non-regulated products are low risk products not included in technical regulations.

# Responsibilities

CAC Manager of Conformity Certification is responsible for the overall management of the certification work done by CAC including assigning the work to the relevant Conformity Specialist.

# Procedure

* 1. **Certification Process**

All regulated products are subject to Conformity Assessment Procedures (CAPs) as defined in the TR where Manufacturers/Exporters or Importers shall complete these procedures when the products/Shipments are at the country of export. SASO adopted three types of certification scheme to be included in their TR. As the product risk, each TR includes one or more certification scheme, which are:

* + Type 1a
  + Type 3

The procedure for granting and maintaining PCoC consists of the following stages:

1. Certification application
2. Application Review
3. Evaluation
4. Evaluation review and certification decision
5. Surveillance, if required

At all levels of CA activities, provisions are taken to safeguard the objectivity of the certification activities by ensuring that independence in decision is maintained and conflict of interests is avoided.

RSS issued “code of conduct and anti-corruption policy” (RSSHRP01) to ensure that the employee impartiality, independence of judgment and integrity are maintained at all time.

The Impartiality Committee is formed to safe guard the impartiality governing the product certification schemes operated by CAC, Procedure CACSM02P07 is handling the roles and responsibilities for the Impartiality Committee. The Impartiality Committee is responsible for identifying any integrity risks arising from its relationship with its relevant bodies such as the Legal Representative in KSA and SASO.

CAC safeguard its impartiality in many different channels such as:

– The Application form review stage.

– Risk Assessment Procedure RSSPMP24.

– Employee declaration of confidentiality and impartiality form.

– Impartiality Committee Procedure CACSM02P07.

– Conflict of Interest Procedure CACSM02P09.

**5.1.1 Certification Application**

The CAC Director shall check Saber Platform regularly for the E-Applications submitted by clients, for new E-applications, the CAC Director shall assign to the Manager of Conformity Certification who is authorized to perform the Technical Review for the product in the E-Application based on the Technical Regulation.

The Manager of Conformity Certification shall check if the client uploaded all the required documents and information (Product HS Code, Trademark, Product Name, Product Model/Type Number, Manufacturer name, Country of Origin, Photos of products from different sides and Nameplates Optional, Test reports, Supplier Declaration of Conformity).

In addition, the clients are required to fill Product Certification Application Form Via Saber Platform CACSM02P0801 and send it to CAC along with the required documents.

The Application Form Via Saber Platform CACSM02P0801 for product certification sent to the client with General Conditions for CAC as Certification Body (CACSM02A04) that cover certification agreement requirements of point (4.1.2.2) in the ISO/IEC 17065: 2012.

**5.1.2 Application Review**

The application form is reviewed by the Manager of Conformity Certification to ensure that all information provided is correct and that the client signing the form has the authority to make the application, any missing information can be acquired by e-mail, telephone or any other form of effective communication.

Also, the application form review will be carried out to consider the competences necessary for CAC to assess effectively the product certification scheme applied for.

Additionally, if CAC do not have the competence or capability for the certification activities, it must be declined and informed to the client. The client will be notified with detailed reasons***,*** and the application will be declined electronically on the Saber platform.

Upon approval of the application, the Manager of Conformity Certification prepares quotation for the client that includes the technical & financial proposals for granting the certificate. Application shall not proceed further until client paid payment or have special agreement for payment.

The fees structure will be as the following:

For PCoC: 200 JD/product

For SCoC: 30 JD/shipment

Sampling visit for scheme 1a: 200 JD/day

Factory Audit for scheme 3: 400 JD/day.

Testing fees shall be paid by the client.

Saber fees shall be paid by the client.

The Manager of Conformity Certification registers the application in the SASO CAC Log Book CACSM02P0802, the coding must follow the work instruction CACSM02W02 Application Form and Certificates Numbering.

The Manager of Conformity Certification assigns Conformity Specialist and/or Technical Expert who are fully aware of the SASO TR and product standards from experts listed in technical experts list No. CACSM02A08 and Assessors Selection & Monitoring Procedure CACSM02P06. The selected team are notified by sending them the Certification Process Register Form CACSM02P0105 to start the evaluation process.

**5.1.3 Evaluation**

The assigned Conformity Specialist/Technical Expert determines the applicable standards, applicable documents according to the requirements of the applied TR, and starts the process of product evaluation as per the scheme type:

5.1.3.1 **Sampling and Testing of Products**

The assigned Conformity Specialist/Technical Expert arranges for taking samples from the client production site according to the below conditions following procedure CACSM02P10 Handling of Samples.

1. For products related to scheme type 1a: samples need to be taken directly from the production site through a predetermined visit with the client.
2. For products related to scheme type 3: samples need to be taken during the factory audit.

The samples need to be sent to the testing laboratory following the criteria for selecting testing laboratories that are described in Testing Laboratory Selection Criteria Procedure No. CACSM02P04.

The assigned Conformity Specialist/Technical Expert verifies if the test report(s) are covering the testing parameters mentioned in the standard as per TR. In case test reports were not provided, or rejected, or additional testing was a step of the evaluation for the product, then the client must be informed to perform the testing as per this clause. In case a testing non-conformity(s) is present, the client is able to re-test the retained sample within 10 working days.

Test reports will be evaluated by Technical Expert who fully aware of the SASO TR and product standards. The evaluation results shall be documented in the Certification Process Register Form No CACSM02P0105.

For products related to certification scheme of type 1a, the assigned Conformity Specialist/Technical Expert sends the filled Certification Process Register form to the Manager of Conformity Certification for review.

5.1.3.2 **Factory Audit**

For products related to certification scheme of type 3, the assigned Conformity Specialist/Technical Expert are requested to carry out factory audit to confirm that the product produced at the factory is the same as applied for certification and covers quality assurance aspects as per requirements of ISO 9001 and technical requirements related to the specific products.

5.1.3.2.1 Audit Team & Audit Plan

The assigned Conformity Specialist/Technical Expert prepares the audit plan using form CACSM02P0803.

The Manager of Conformity Certification sends the audit plan to the client at least 2 days before the audit date. The client is asked for the approval of the audit team if the approval is not given, the client is asked to provide justification. The Manager of Conformity Certification may change the audit team by considering the reasons. In case of a situation contrary to the provisions of the Confidentiality and Impartiality Agreement, the audit team must be changed.

The factory audit period shall not be less than 1 man day.

5.1.3.2.2 Conducting the On-site Audit

The on-site audit shall consist of the following steps:

1. Opening meeting: The on-site audits start with the opening meeting held under the chair of the Team Leader with the participation of the client officials and the audit team. In the opening meeting, the issues specified in CACSM02P0804 Opening and Closing Meeting Minutes, the purpose and scope of the audit, the methods and procedures to be used and Audit Plan are discussed. The hours of the items in the audit plan can be changed with the approval of the client and the audit team.
2. Audit:

The audit is carried out to meet all sections/processes and items specified in the CACSM02P0803 Audit Plan. Each audit team member is responsible for the audit of the areas specified in the audit program and should inform the Team Leader so that necessary arrangements can be made in case the audit periods go beyond the plan. During the performance of the audit, each audit team member should record the findings, recommendations and other important points related to the audit, for example, the names of the auditees, the procedure item numbers related to the findings, the name, code, identification of the samples selected during the audit, etc. on the related Audit Checklists as specified in the related schemes in a way to ensure that nonconformities and observations are identified based on sufficient objective evidence. In this way, information relevant to the audit objectives, scope and criteria is collected and verified by appropriate sampling to become audit evidence. The methods used to collect information can be interviews, review of processes, practices, documents and records, field observations according to defined practices, etc. During the audit, the audit team evaluates the progress of the audit and exchanges information as needed. In the event that findings become problematic in achieving the audit objectives, or an immediate and significant risk (such as security) arises, the Team Leader determines the appropriate action and reports it to Manager of Conformity Certification and, where possible, to the client. Such action may include reaffirmation or modification of the audit plan, change in audit objectives or audit scope, or termination of the audit. The decision is reported by the Team Leader to the Manager of Conformity Certification. Where a change in the scope of the audit is contemplated, this is agreed with the client.

1. Audit Team Meeting

Following the completion of the audit, the audit team reviews the audit findings at the meeting they hold among themselves, classifies any deviations from the standard conditions of the client’s quality management system, regulatory requirements and company documentation, and records them with the CACSM02P0805 Nonconformities Report. The audit team can evaluate the nonconformities in two classes as Major and Minor and classify the findings as observations. Nonconformities can be based on the relevant Regulation or standards. Objective evidence should be included in the CACSM02P0805 Nonconformities Report.

1. Defining Non-Conformities and Corrective Actions

All nonconformities are supported by objective evidence documented by the audit team and recorded in CACSM02P0805 Nonconformities Report. It is also defined which article of the standard or regulation/regulation the nonconformity corresponds to. It is decided to evaluate the recorded nonconformities on site or in the office according to their content. A follow-up audit is planned for nonconformities that are decided to be verified on site. All nonconformities must be verified within 90 days for certification decision. In case of force majeure, the company may request additional time by justifying. The Manager of Conformity Certification makes the evaluation of the period.

1. Preparing Audit Report

After the audit is completed, the audit team prepares the Audit Checklist along with the Audit Report CACSM02P0806 with a recommendation for certification. The Team Leader finalizes the report and makes it ready for decision. After the nonconformities are closed satisfactorily, the Team Leader submits the entire file to the Manager of Conformity Certification along with Certification Process Register Form No CACSM02P0105.

1. Informing the Client

During the audit, the client is informed about the progress of the audit by being transparent. If the audit lasts more than one day, interim closing meetings are held and summary information is provided.

In one-day audits, information about the findings is provided at closing meetings.

1. Closing Meeting

After the completion of the audit, a closing meeting is held under the chairmanship of the Team Leader with the participation of client representatives, where the issues specified in the CACSM02P0804 Opening and Closing Meeting Minutes are discussed. The purpose of the closing meeting is to present the audit results, including the recommendation regarding certification. Nonconformities are negotiated with the client to ensure that the evidence is correct and that nonconformities are understood. The reports prepared for the official acceptance of nonconformities by the client are submitted to the approval of the client representative by the Team Leader. Following the presentation of the nonconformities to the client representative, the CACSM02P0805 Nonconformity Report is signed by the client representative as confirmation of the client’s acceptance of the determinations. The Team Leader leaves a copy of the CACSM02P0805 Nonconformities Report to the client and gives the necessary information about closing the found nonconformities. Corrective action plan should be sent to CAC by the client within 10 days and approval should be obtained. In the initial certification audits and scope expansion audits, all major and minor nonconformities cannot be submitted to the Manager of Conformity Certification for decision until all non-conformances are closed. In no way can the audit team make any promises or commitments regarding the certificate issuance date.

5.1.3.2.3 Closing the Nonconformities

The client representative is requested to send the CACSM02P0805 Nonconformity Report to CAC within 10 working days by specifying the corrective action required to close the nonconformity and the activity to prevent its recurrence. The Team Leader checks, verifies and signs that the corrective action specified in the form is sufficient to close the nonconformity and prevent its recurrence and that it complies with the given deadlines. However, if it is understood that the corrective action described by the client is not sufficient to prevent the recurrence of the nonconformity, it is returned to the client without approval by the Team Leader to be reviewed again in the Nonconformity Report, stating the reason. The maximum period allowed for the realization of correction and corrective actions to close all nonconformities is maximum 90 days from the date of writing the nonconformity, regardless of the size of the nonconformity (it should be ensured that the period to be determined in the document renewal audit is earlier than the date of expiry of the document validity period). The file cannot be submitted for decision until all nonconformities are closed. If there is force majeure, additional time for corrective action may be requested by the client and CAC may grant this period up to a maximum of 90 days.

Follow-up is planned for nonconformities that need to be verified in the field. The assignment and planning process for follow-up is carried out as in the normal conformity assessment process. Follow-ups are carried out by the auditor who acted as the auditor in the initial audit as much as possible. If corrective actions are found appropriate in follow-up audits, the Team Leader can give final recommendation in form Certification Process Register No CACSM02P0105.

**5.1.4 Review**

After the nonconformities are closed satisfactorily, the Team Leader submits the entire file (including test reports) to the Manager of Conformity Certification along with Certification Process Register Form No CACSM02P0105.

For schemes type 5 and above, the CAC Manager of Conformity Certification with CAC Director assembles all required information that serves as evidence of the products conformance to the certification scheme and performs a preliminary review of the evaluation results to insure all information is available and complete. The CAC Director submit the evaluation report to the certification committee for official review.

For schemes type 1a, 1b, 2, 3 and 4, the review is carried out by the manager of conformity certification.

The review is made by the Manager of Conformity Certification for schemes type 1a,1b,2,3 and 4 or certification committee for schemes type 5 and above with the Certification Process Register Form No. CACSM02P0105 at the end of these processes.

If the result of review was un-satisfactory, the client shall agree with the Team Leader on the necessary corrective actions, and submit the evidences that the corrective actions were successfully performed, re-evaluation might be considered in the case needed.

In case the result of re-evaluation and re-review was satisfactory, the Manager of Conformity Certification for schemes type 1a,1b,2,3 and 4 or certification committee for schemes type 5 and above can then give decision on certification.

In case the result of re-evaluation and re-review was un-satisfactory, the Manager of Conformity Certification for schemes type 1a,1b,2,3 and 4 or certification committee for schemes type 5 and above ~~can reject the application~~ ***shall notify the client of a decision not to grant certification and shall identify the reasons for the decision as described in clause 5.6 of CACSM02P05 “Procedures for Granting, Maintaining, Extending, Withdrawing, and Suspension of CAC's Certificate and Mark of Conformity”.***

**5.1.5 Decision on Certification**

Based on the results of the review, the certification decision shall be made by the Manager of Conformity Certificationfor schemes type 1a,1b,2,3 and 4 or certification committee for schemes type 5 and above and documented in the Certification Process Register Form No. CACSM02P0105. In case the Manager of Conformity Certification is involved in evaluation activities then the responsibility of decision on certificationfor schemes type 1a,1b,2,3 and 4 transferred to the CAC Director.

**5.1.6 Issuing Product Certificate of Conformity (PCoC)**

An approval from the person who gives the decision on certification as described in clause 5.1.4 above shall be made to the authorized person on Saber Platform to upload the required documents and information to issue the product certificate of conformity online on the Platform.

The product certificate of conformity is valid for one year.

The Manager of Conformity Certificates updates the SASO CAC Log Book CACSM02P0802 with the required information.

**5.1.7 Issuing Shipment Certificate of Conformity (SCoC).**

Shipment Certificate of Conformity (SCoC) shall be issued for each shipment that need to be exported to the Saudi market.

A certificate issued for imported products after registering a conformity certificate for the regulated products.

Every regulated product included in the shipment will be verified by CAC to ensure there is an existing valid PCoC for the product. If a valid PCoC is confirmed, an SCoC is issued. The process includes the following steps:

* Importer sends online request, via SABER, to obtain SCoC for importing products into KSA
* CAC Director checks Saber Platform for E-Applications for SCoC and assigns to the Manager of Conformity Certification to perform the technical review of the application.
* The Manager of Conformity Certification registers the request in the SASO CAC Log Book CACSM02P0802 and verifies if the request includes all the required documents:
  + Valid PCoC for every regulated product.
  + Commercial invoice,
  + Packing list,
  + Bill of lading, or
  + Airway bill.
* If the application fulfils all the requirements then CAC through the authorized person confirms in SABER that the application has been found to be true and accepted.
* SCoC is issued online in SABER, valid for that specific shipment only.
* The Manager of Conformity Certification shall update the SASO CAC Log Book form with the required information.

**5.1.8 Surveillance**

For products related to scheme type 3, an annual surveillance of the certified factory is mandatory before the expiry of the certificate of conformity to ensure the continues effective implementation of the approved system. The assigned Auditor and Technical Expert is responsible to coordinate with the client at least 2 months before completion of the one year from the date of certificate issuance and the audit plan is mutually agreed.

If there are no samples of the certified products, neither in production nor in stock, CAC reserves the right to carry out additional inspections. The repeated lack of samples may lead to the suspension or revocation of the respective certificates.

At the end of the audit, CAC communicates the result to the client; if the result is favorable, the validity of the certificate is conformed.

If any non-conformity is found, CAC after adequate assessment takes the measures considered most suitable depending on the type and importance of the non-conformities. These include, for example:

* + Additional visit is requested (supplementary audit).
  + Increasing the number of samples inspected.
  + Suspension or withdrawal of the surveillance certificate.

CAC follow the process described in 5.1.3 to 5.1.6 in this procedure.

**5.1.9 Recertification**

Recertification schedule should be started five months prior to the expiration of client’s PCoC. This helps to ensure that there is no lapse between the expiration of client’s old PCoC and the issuance of the new PCoC. It is full re-audit. CAC shall follow the process described in this procedure.

**5.1.10 Changes affecting certification**

The certiﬁcation requirements are established through the appropriate published Standards and the certiﬁcation scheme. When the requirements of the certification standards or interpretations of the requirements thereof change, CAC’s clients will be informed in a timely manner through any adequate communication media.

When other changes affecting certification have been made, including changes initiated by the client, CAC will address and document those changes, and CAC will decide upon appropriate actions, which include evaluation, review, decision on certification, issuance of revised formal product certificate to extend or reduce the scope of certification and issuance of product certificate of revised surveillance activities (when applicable).

**5.1.11 Termination, reduction, suspension or withdrawal of certification**

When a nonconformity with certification requirements is substantiated, either as a result of surveillance or otherwise, CAC will consider and decide upon the appropriate action. Moreover, if certification is terminated (by request of the client), suspended or withdrawn, CAC will take necessary actions specified by the certification scheme and make all necessary modifications to the issued formal certificate, public information, authorizations for use of marks, in order to ensure it provides no indication that the product continues to be certified. On the other hand, if a scope of certification is reduced, CAC will take actions specified by the certification scheme and make all necessary modifications to the issued formal certificate, public information, authorizations for use of marks, in order to ensure the reduced scope of certification is clearly communicated to the client and clearly specified in certification documentation and public information.

CAC follows Procedure No.(CACSM02P05) for Granting, Maintaining, Extending, Withdrawing, and Suspension of CAC's Certificate and Mark of Conformity.

# Related Documents

CACSM02

CACSM02P0801

CACSM02P0802

CACSM02P0803

CACSM02P0804

CACSM02P0805

CACSM02P0806

CACSM02S04

CACSM02S0401

CACSM02S05

CACSM02S0501

CACSM02S06

CACSM02S0601

CACSM02P0105

CACSM02W02

CACSM02A08

CACSM02P10

CACSM02P04

CACSM02P05

SASO Technical Regulations for:

* Paper and Cardboard
* Food safety of tools and appliances used in kitchen
* Detergents