

Code	DQC -OP-4.1.3
Revision	04
Date	21/06/2022
Issue	1
Date	5/1/2020

## DQC-Done Quality Certification

### *Procedure for License, Certificates, and Marks of Conformity*



## Procedure for License, Certificates, and Marks of Conformity

# DQC-Done Quality Certification

**ISO/IEC 17065: 2012**

**Code:**

**DQC-OP-4.1.3**

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## 1.0 Amendments and Revision list

No.	Issue / Revision	Issue / Revision description	Issue/Rev No.	Issue / Rev date
0	First Issue	Issue of procedure	01 Rev0	05/01/2020
1	Ahmed Amer	1-Modify Header and Footer. 2-Add distribution list after content. 3-Change from "issue/revision number to issue/revision by 4-Remove the table for "signature/approval email date" to merge with the amendments table	01 Rev1	02/06/2021
2	Ahmed Amer	4.2 – 11 add GCTS rules and note	01 Rev2	13/06/2021
3	03	Clarification on procedure and usage policies	01 Rev3	20/05/2022
4	04	Correction in GAC logo usage instead of writing scheme owner	01 Rev4	21/06/2022

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## 2.0 Scope

This procedure aims to describe the steps adopted by DQC to control the use of its license, certificate, and Mark of Conformity to regulate the use of the mark by DQC clients.

## 3.0 Reference

Refer to ISO 17065: Clause 6.2

## 4.0 Responsibility

It is the responsibility of the Management representative to:

- Approve and maintain the steps taken to control the use of the license, certificate, and Mark of conformity.
- Ensure the communication of policy and procedures related to best practices in each department.
- Continue to review and update all related procedures.

## 5.0 Applicable Mark of conformity:

For each acting above, Specific Certification Mark of conformity is granted to client as following:

### 6.1 Independent Certification Body (Issuing DQC Certificates):

All Scopes DQC Certification mark.



### 6.2. Notified body for GCC Standard Organization (GSO) (Issuing G-Mark Certificate)



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## **6.0 Procedure**

DQC acts as an independent certification body (Issuing DQC Certificates); and a 3rd party conformity assessment body authorized by Saudi Standards, Metrology & Quality Organization (SASO), GCC Standardization Organization For all above, specific certification mark of conformity is granted to client as following:

### **7.1. Procedures of use Certification marks:**

- DQC owns its Certification mark of Conformity as part of its Certification system, along with DQC final Product (the certificate), and applicable scheme owner certification scheme. Once certified by DQC, client has the right to use DQC Mark of Conformity. Client using DQC Mark of conformity shall fully comply with requirements for the use of 3rd party marks available in ISO/IEC 17030.
- Control the use of DQC certificates & marks of conformity and scheme owner's certificates and marks of conformity by its clients by following ISO Guide 23; methods and procedures are documented and communicated to client through the procedures of control of DQC license, certificate & mark conformity and scheme owner certificates.
- DQC makes it clear to its clients that it owns exclusively its certification mark of conformity as part of its certification system, along with DQC final Product (the certificate), and its certification scheme and the right to use DQC mark of conformity is authorized only to the certified clients who signed the certification agreement and are approved for certification.
- DQC Certification mark is granted to products or services meeting the applicable standards or requirements. It should be very clear that the certification mark will be used exclusively on certified products, so no confusion should happen between certified and non-certified products. Furthermore, usage of certification mark should be handled with extra care and attention.
- DQC ensures the control and accurate usage of its certification mark by continuous certification auditing (surveillance audits in 1st and 2nd year and re-certification audit in the 3rd year). Furthermore, the market is constantly being monitored in a way that if any Intentional misuse of the mark happens, a swift and appropriate corrective action will be taken against the client.
- Client using DQC Mark of conformity shall fully comply with requirements for the use of 3rd party marks available in ISO/IEC 17030, and ISO guide 23, and ISO guide 27.
- DQC entitles its client to use Certification mark on products covered by the appended license, as approved by DQC for such products in accordance with the standards.
- The stipulations of the general rules for the applicable certification scheme and all applicable related standards shall apply to the use of certification mark.
- Once certified, DQC agrees that the related certified facilities and products manufactured, shall comply with the requirements of applicable standards specified in the license. Accordingly, it is

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a recognition and authorization for the applicant to mark the products covered by the license using DQC certification mark.

- It is the applicant's responsibility to ensure that the products (for which the license is granted) are always produced under the same conditions to meet the specifications and quality of the samples tested by DQC and must be in conformity with applicable standards.
- Printing of certification mark shall be performed within the specifications listed below (size, colors & dimensions), using materials assuring the accurate and sharp production of the mark. with care that no misleading with other mark, Image, logo or overlapping with the GCTS rules. (Note 1)
- To ensure the above is met, upon approval for certification and prior to issuance of certificate, the certification mark is handed over to client in a Soft and Hard Copy format.
- Upon signing this certification agreement, applicant declares of fully understanding the requirements, terms and conditions, usage policy of safeguarding DQC Certification mark and commit to fully comply with them and not to make any statement or act in any way that may be considered misleading. Furthermore, applicant agrees and recognizes the use of its certification mark upon certification approval decision.
- For promotional and marketing purposes, (either constant: brochures, letterheads, flyers, website, etc..., or variant events: exhibition, etc.....) using DQC Certification mark is accepted by DQC with no objection under the condition of providing the certificate not along with the certification mark in case of such activities. This use shall be done within the accepted conditions mentioned above, such advertisements can be placed on display panel of the certified products, on the secondary or packaging, on company publicity materials such as brochures, company profiles, reports, exhibition materials, flyers, banners, roll-ups etc., on corporate electronic media such as in website, internet, on the internal walls and doors of the factory/offices, on company vehicles, on company communication documents such as letterheads, stationeries etc.
- DQC will conduct continuous monitoring on certified products to ensure correct use of its Certification mark.
- Instructions or another user information accompanying the product and related to the certification scheme shall be approved by DQC.
- In case of any doubts regarding the use of the logo, prior written approval shall be sought from DQC to prevent misuse and subsequent corrective action.

#### **7.2. Specifications of DQC Mark of Conformity**

- Color: Specified below: DQC Certification mark should be reproduced in exactly the same color and proportion.
- Size The size of the logo shall be in the following ratio and of size variations (decreasing or increasing) mentioned below.

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- Size must always follow and respect the proportions of the logo.
- DQC will assign a control number to each client who uses the logo (DQC-RGN-CL00XX-000XX)



### 7.3. Specifications of GMARK of Conformity

Please specify to DQC-PRD-17 Conformity Assessment Procedure for LVE - SASO – GMARK for mark usage policy.

**4.4. Specifications of using Accreditation body mark:** as instructed by Scheme owner and following the document given by scheme owner specifying color and size and other specifications of each of above marks.

GAC Logo Color scheme	
	<p>Colour Codes:</p> <p>R: 215, G: 32, B: 39 Hex: #D72027 CMYK: 9, 100, 100, 2</p> <p>R: 110, G: 111, B: 114 CMYK: 58, 49, 46, 15 Hex: #6E6F72</p> <p>Hex: #000000 CMYK: 75, 68, 67, 90 R: 0, G: 0, B: 0</p>
General Rule and guidance	
<p>1. GAC doesn't obligates or enforces any requirements on size, though the accredited CAB shall ensure that the adjusted size of the symbol will not affect the legibility and that the contents associated with the symbol must be clearly readable as well as the coloured symbol should not fade to a level that colour proximity is significantly changed</p> <p>2. The GAC symbol used on reports/certificates should not be more prominent than the logo of the CAB, the CAB logo and</p> <p>GAC symbol can be used concurrently</p>	

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| 3. The position placement of the GAC symbol shall be adequate that it doesn't compromise visibility, it can be placed on top of the page (header) and or at bottom of the page (footer). |
| 4. In all cases, the text shall be always readable. These symbols could be reproduced in black and white.  |
| 5. Embossed, relief, or die-stamped versions are allowable   |

#### 4.5. Types of Breach/ Misuse of certification license& Disciplinary Actions & Liabilities

Types of Breach/ Misuse of certification license, Conformity Mark	Disciplinary Actions& Liabilities (Scaling from Notable to Severe Non-conformities)
Claiming the ownership of Certification mark of Conformity.	<p>1. Written Warning to inform the client about the breach and misuse being committed. Identifying the corrective actions and list of disciplinary actions to implement should the client not adhere or act within the time frame within which the necessary and suitable corrective actions should take place.</p> <p>2. Disciplinary actions</p> <ul style="list-style-type: none"> <li>Determination by DQC of corrective actions needed to be implemented and inform the client about it to eliminate the consequences of the misuse.</li> </ul> <p>Corrective action taken by client should be:</p> <ul style="list-style-type: none"> <li>Public announcement (whenever needed).</li> <li>To recall, rebuild, replace, or destroy all defective products under supervision.</li> <li>Client continues the required corrective actions until non-conformity is eliminated, and the action continues to cover the future produced items.</li> </ul> <ul style="list-style-type: none"> <li>Removing the certification mark from the product</li> <li>Accreditation organization is informed.</li> <li>Notification of parties authorized and responsible for instituting a recall</li> </ul>
Use of DQC Mark of Conformity for other than the certified client exclusively authorized and mentioned in certification agreement and approved for certification.	
The customer cannot fulfill the certification terms of the certified product effectiveness terms, constantly or severely, Major non-conformities are found as a result of the audits realized	
The minor non-conformities, picked up during the audits, are not eliminated within the established terms,	
Auditing fees are not paid.	
Products or services for which the license is granted are not meeting the applicable standards	
or requirements. Usage of certification mark is not handled with extra care and attention.	



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	<ul style="list-style-type: none"> <li>• Suspension of the Certificate (Certification is suspended; after which withdrawal of certificate will be applicable if no action is taken by applicant)</li> <li>• Withdrawal of the certificate is released to the public.</li> <li>• Civil liability - Claim for damages.</li> </ul>
Refusal of client to comply with monitoring and supervision rules and the frequency of the necessary re-certification audits to be performed. Thus, Certification Auditing, 1st Year Annual Surveillance, 2nd Year Annual Surveillance, re- certification audit, Market monitoring	1. Written Warning to inform the client about the breach and misuse being committed. Identifying the corrective actions and list of disciplinary actions to implement should the client not adhere or act within the time frame within which the necessary and suitable corrective actions should take place.
Use of Mark of conformity does not fully Comply with requirements for the use of third-party marks available in ISO/IEC 17030.	2. Disciplinary actions
Breaching the general rules for the applicable certification scheme and all applicable related standards shall apply to the use of Certification mark.	<ul style="list-style-type: none"> <li>• Determination by DQC of corrective actions needed to be implemented and inform the client about it to eliminate the consequences of the misuse.</li> </ul> <p>Corrective action taken by client should be:</p> <ul style="list-style-type: none"> <li>- Public announcement (whenever needed).</li> <li>- To recall, rebuild, replace, or destroy all defective products under supervision.</li> <li>- Client continues the required corrective actions until non- conformity is eliminated, and the</li> </ul>
If the products (for which the license is granted) are found not to be always produced under the same conditions to meet the specifications and quality of the samples tested by DQC and deemed to not conform with applicable standards	Action continues to cover the future produced items.
Printing of certification mark is not performed within exactly the same presentation specified. (Size, colors & dimensions).	<ul style="list-style-type: none"> <li>• Removing the certification mark from the product</li> <li>• Accreditation organization is informed.</li> </ul>
Not using materials assuring the accurate and sharp production of the mark while printing the certification mark	<ul style="list-style-type: none"> <li>• Notification of parties authorized and responsible for instituting a recall</li> </ul>
Not abiding by the rules mentioned in certification agreement initially signed by client prior to certification process, where client declares of fully understanding the requirements, terms and conditions, usage policy of safeguarding DQC	<ul style="list-style-type: none"> <li>• Suspension of the Certificate (Certification is suspended; after which withdrawal of certificate will be applicable if no action is taken by applicant)</li> <li>• Withdrawal of the certificate is released to the public</li> </ul>

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Certification mark and commit to fully comply with them and not to make any statement or act in any way that may be considered misleading.	<ul style="list-style-type: none"> <li>Civil liability -Claim for damages</li> </ul>
Misuse of the conformity mark during the Promotional and marketing purposes (either constant: brochures, letterheads, flyers, website, etc..., or variant events: exhibitions, etc.....). Unauthorized use of the certification mark on products not approved to bear the mark	

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## 7.0 Related forms

#	Form Name	Code
1	Certification Mark License Agreement	DQC-F-4.1.3.1-01
2	GMARK Usage Policy	DQC-F-4.1.3.1-02