



Guide To Applicants for Product Certification – System 5

	TEST LABORATORY	LICENCE HOLDER/ MANUFACTURER	SAI Global	ACTIVITY	WHO	HOW	RESULT	COMMENTS/NOTES
EVENT 1		Product Review ↓ List Products	LIAISON Relevant Product Standards	Product Review	Licence Holder, Manufacturer and/or the authorised representative	Review products requiring certification. Identify appropriate standard or specification. Check that the product complies with all the requirements.	Products for Certification and relevant standard identified.	A Licence Holder can be a separate entity from the Manufacturer. As part of the Certification process testing performed in only SAI Global recognised Laboratories is necessary.
EVENT 2		Review ↓ Application	LIAISON Review Terms & Conditions for Certification, Assessment Services & Trademark Licence – QGD17	Review of Commercial Terms	Licence Holder, Manufacturer and/or the authorised representative	Commercial discussion with SAI Global including quotation for services.	Understanding of Terms & Conditions and applicable fees.	Quotations are normally valid for 1 month. If an Application does not progress to Certification after 12 months, it will be cancelled unless otherwise agreed by SAI Global.
EVENT 3		Application	Process ↓ Response	Application	Licence Holder, Manufacturer and/or the authorised representative	Complete the application form and forward to SAI Global with the application fee. By signing the application form the Licence Holder agrees to the Terms & Conditions for Certification, Assessment Services & Trademark Licence – QGD17.	SAI Global allocates a Client Manager, acknowledges application and sends relevant documents including the PCP, Technical Schedule (if applicable), Rules governing the Scheme and Online Product Database submission template.	Product Certification is by Standard and by manufacturing location. A separate application is required for each Standard /manufacturing location.
EVENT 4		Develop QP and QPS	Evaluate QPS	Quality Plan Review	SAI Global	Review QPS to ensure that it adequately addresses the requirements of Product Compliance Program and Technical Schedule (where applicable).	QPS review finalised and Certification Audit arranged.	QPS is used as a reference document for SAI Global audits & audit requirements. Events 4 (QPS review) & 6 (Testing) can commence concurrently.
EVENT 5			Quality Plan Audit ↓ Report	Audit of Factory or Manufacturing Site and Report	SAI Global	After acceptance of QPS, SAI Global auditor conducts audit at the manufacturer's site.	Audit Report.	Manufacturer to arrange an interpreter if required when English is not the first language and ensure that the applicable procedures/specs/drawings/ records etc are available for audit.
EVENT 6	Proposed Type Test Plan ← Sample Tested ↓ Test Report	Review and Respond ↓ Arrange selection of test samples ↓ Forward samples for testing	Product Testing	SAI Global Recognised Laboratory	Submit product specifications via the Online Product Database for the products to be covered by the licence. SAI Global provides a list of recognised laboratories and initiates sample selection from stabilised production. Testing conducted in accordance with Guidelines for Product Certification Testing.	Agreed list of products to be tested. Agreed test plan.	Events 4 (QPS review) & 6 (Testing) can commence concurrently.	
EVENT 7		Corrective Actions ↓ Marking Proposal	Post Audit Assessment & Reviews	Post Audit Assessment & Reviews	SAI Global, Licence Holder and/or Manufacturer	Carry out corrective actions to address any adverse findings in either the QP audit or the product testing. Submit marking proposal for the certified products with appropriate diagrams/drawings for SAI Global approval.	Written acceptance by SAI Global of corrective action and marking proposal. Approval of Product Database product listing.	
EVENT 8		Commence Marking	Issue Licence	Grant Licence	SAI Global, Licence Holder and/or Manufacturer	All parties sign Audit Service Agreement.	Congratulations! Licence granted. Commence marking of certified products.	
EVENT 9		Licence Maintenance	Maintain Licence	Maintain Licence	SAI Global, Licence Holder and/or Manufacturer	Licensee notifies SAI Global of any changes in the product, process or materials that could affect compliance of the product. SAI Global conducts regular product & Quality Plan audits.	Surveillance audit report and licence updates as applicable.	

DEFINITIONS: **QP:** Quality Plan defines how the product will be made and how its compliance to the standard will be assured. **QPS:** Quality Plan Summary covers a manufacturer's organisation chart, quality policy, position descriptions and process flow charts. **PCP:** Product Compliance Program based on ISO 9001:2000 detailing product certification requirements. **Technical Schedule:** SAI Global document which compliments PCP by detailing specific certification requirements for particular standards or groups.