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1. PURPOSE

To provide guidelines on what prospective applicant to the product certification needs to know before filing the application for certification.

2. SCOPE

This covers general information an application for grant of product certification certificate would need.

3. DEFINITION

- 3.1.1. Applicant- An organization which applies for a certificate under the MBS Product Certification Scheme.
- 3.1.2. Application -The request for grant of certificate under the Malawi Bureau of Standards Act (2012) and Certification Marks Regulation (2016).

4. RESPONSIBILITIES

Deputy Director of Quality Assurance services – shall be responsible for publication and making available such general information to prospective applicant and general public as needed.

5. GUIDELINES FOR APPLICANTS

- 5.1. The MBS Product Certification Scheme is governed by the Malawi Bureau of Standards Act 2012 and Malawi Bureau of Standards (Certification Marks) Regulation 2016 which gives MBS powers to grant certificates to producers to use the MBS Standardization Mark on their product which conforms to the requirements of the corresponding Malawi Standard. The Act also provides for penalties for violation of provisions of the Act.
- 5.2. Application
 - 5.2.1. To get product certification, the manufacturer applies in duplicate in the prescribed form (See Annex A) along with the application fee. Applicant should ascertain that application is accompanied by proof of adequate manufacturing facility, testing arrangements for the end product, and qualified testing personnel where a testing facility is available on-site. Every application is registered and applicant is informed. The applicant is also requested to indicate convenient date for initial inspection.
 - 5.2.2. If application does not progress for grant of certificate within 6 months it shall be recommended for discontinuation. The applicant shall be notified about the discontinuation.
- 5.3. Evaluation
 - 5.3.1. Certificate (permit) to use the Standardization Mark on a product is accorded only after MBS-CID has ensured the capability of the manufacturer to manufacture the product continuously in accordance with the relevant Malawi Standard. This is ensured through factory evaluation to ascertain the capability of the manufacturer to produce goods according to the relevant Malawi Standard especially with respect to raw materials, process of manufacture, manufacturing

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capability and quality control facilities including testing equipment and supervisory staff.

5.3.2. Samples shall be drawn for testing in the independent laboratories for assessing conformity to the relevant standard.

5.4. Grant of certificate

5.4.1. The manufacturer is required to agree to operate a well defined Quality Control system which shall be subjected to review by the MBS-CID from time to time during the surveillance audits. In order to meet the expenditure incurred by MBS-CID in operating the certificate, the manufacturer also has to agree to pay a marking fee and other related certification administration fees as fixed by MBS-CID for the product. Certificate is granted only after the manufacturer agrees to these conditions and if the factory inspection and test reports are satisfactory and also after he /she signs certification agreement.

5.4.2. Pre-requisites for grant of certificate

The basic requisites for the grant of certificate to use the Standardization Mark to a manufacturer are:

- The availability of manufacturing and processing equipment,
- The conformance of the product and raw material to quality characteristics as given in the relevant Malawi Standards.
- Documentation authenticating the premises of manufacture such as certificates/ documentary evidence from Registrar-General indicating ownership of the firm by the applicant.

5.4.3. It shall be ensured that the certificates are granted within twenty one working days from the date of initial audit. The application shall be discontinued if the applicant fail to address the non-conformities identified within 6 months from the date of the initial audit. In this case, the client shall be expected to reapply including paying applicable fees.

5.5. Surveillance after the grant of certificate

5.5.1. After the grant of certificate, MBS-CID shall carry out periodic surveillance visits through technical auditors.

5.5.2. In addition, samples shall also to be drawn from open market for testing in recognized laboratories. This will ensure that the goods bearing Standardization Mark conform to the relevant Malawi Standard, when manufactured and tested on continuous basis.

5.6. Operation of certificate

5.6.1. Certificate shall be considered for renewal before the date of expiry if the performance is satisfactory and all money due are cleared.

5.6.2. Certificate shall not be considered for renewal when the performance is unsatisfactory and when there exist no or little possibility of effecting an improvement.

5.6.3. The certificate shall be cancelled when nonconformity of serious nature is observed during inspection or independent testing. Any contravention of the

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provisions of the conditions governing issuance of certificate or the Quality Control is considered serious in nature including non-settlement of complaints, not allowing technical auditor access during working hours for the purposes of inspection, using the Mark for types /varieties of products not included in the scope of the certificate etc.

5.7. Certification fees

- 5.7.1. The Certification fee is levied to meet administrative and surveillance expenses incurred by MBS-CID for rendering the necessary services in relation to certification of product, and or services.
- 5.7.2. With a view to encourage certification activities in the small scale sector, and to reduce the burden on account of low volumes of production a lump sum concession may be given to small scale industries. The applicant is required to give his acceptance of certification fees prior to the grant of certificate.

5.8. Obligation of the holder of the certificate

- a) Nominate responsible person(s) to deal with all matters concerning MBS-CID Certification and also to keep informed the firm's top management and coordinate with MBS-CID Technical Auditors.
- b) Submit Audited Turnover by 31st January and pay certification fee by 31st March of every year. If certification fee is not received by 31st March of every year, the certificate may be allowed to expire.
- c) Inform MBS-CID immediately about any changes in the name of the organization, status, factory premises, management, process, design and brand names.
- d) Inform MBS-CID in advance prior to the expiry of the validity period of the certificate to facilitate the deregistration process.
- e) Comply with all instructions of MBS-CID, especially when a certificate is under suspension or is cancelled /deferred/expired.
- f) Get prior approval from MBS-CID of the design, proportions and manner of applying the Standardization Mark.
- g) Apply the MBS-CID Standardization Mark only on those varieties and batches/lots of production which conform to the relevant Malawi Standard and for which firm holds a valid certificate.
- h) Maintain records of inspection and testing.
- i) Co-operation with the MBS Technical Auditor coming for checking production line and records, testing in the factory premises and drawl of samples for independent testing.
- j) Dispatch the sample(s) expeditiously to an external laboratory when requested by the MBS-CID Technical Auditor.
- k) Comply with all provisions as outlines in the certification agreement

5.9. Privileges for the certification holders

The privileges enjoyed by holders of certificates include:

- a) Use the MBS-CID Standardization Mark on letter heads, in advertisements, Brochures, compliments and for other promotional purposes.
- b) Customer trust.

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APPLICATION INTO THE MBS PRODUCT CERTIFICATION SCHEME

TO: MALAWI BUREAU OF STANDARDS, P.O. BOX 946, BLANTYRE			
TELEPHONE: +265 887 376 444/445 EMAIL: mbs@mbsmw.org			
1. Business Operator details			
Name of firm			
Registration Nr. (Register General- to be attached)		MRA Nr.	
Postal address		City	
Street name		Plot Nr.	
Telephone		Email	
2. Factory address (if different from above):			
Name of factory			
Postal address		City	
Street name		Plot Nr.	
Telephone		Email	
3. Name and title of person responsible for the Quality Management System of application:			
Name			
Designation			
4. Commodity/Service details			
Brief description			
Trade mark (s) if applicable			
5. Application fee (MWK):		Cheque Nr.	MBS Receipt
6. Declaration			
I/We hereby apply to use on the above named commodity the mark declared by the Malawi Standards Board to be a standardization mark in respect of this commodity or for its manufacture, production, processing or treatment and undertake to observe the requirements of MS _____, _____ and _____			
Signature (Chief Executive)		Capacity	
Name in full		Date	
7. Proposed date for the initial assessment			
8. Official Only: MBS officer receiving the application			
Name		Designation	
Signature		Date	

Note:

- Sufficient details should be provided in section 4.1 describing the commodity to enable determination of relevant applicable Malawi Standard (s)
- The application form should be completed in duplicate
- The client to obtain original copy with the MBS stamp

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ANNEX B

FORM FOR A PRODUCT CERTIFICATION SCHEME USING LIMITED REQUIREMENTS OF A QUALITY MANAGEMENT SYSTEM

1. INTRODUCTION

- 1.1. This is a suggestive certification body's scheme data form for an organization which requests certification under a scheme that has been developed to use the organization's testing laboratory for generating some test data required to indicate conformity with the applicable requirements. This is based on the requirements of ISO 9001.
- 1.2. The organization's quality management system requirements to be assessed by the certification body under this scheme are related to:
 - a) Control of monitoring and measuring devices (ISO 9001:2015) clause-----, and
 - b) Monitoring and measurement of the product (ISO 9001:2015, clause -----2.4).
- 1.3. The organization's quality management system assessment involves such items as:
 - a) the laboratory operational procedures or instructions,
 - b) limits of accuracy of all measuring and test equipment involved,
 - c) the environmental conditions under which the calibrations are performed,
 - d) the environmental conditions under which the testing is performed,
 - e) the methods of measurement and test,
 - f) the availability of appropriate measurement and testing devices,
 - g) the adequacy of energy supplies to perform the required testing,
 - h) the organization's equipment calibration programme, and
 - i) demonstration of the ability to conduct tests in accordance with specified requirements of the certification body.
- 1.4. During the selection function, the certification body may consider,
 - a) confirming with the organization who their designated representative and deputy will be, for all dealings with the certification body;
 - b) evaluating the organization's knowledge of the applicable requirements and how this knowledge is to be continually maintained;
 - c) checking the competence of all personnel who test products, including their skills to perform tests in accordance with the requirements.
- 1.5. Information pertaining to all of the above items is sought from the prospective applicant to the certification scheme on the format given under 2 below.

2. FORMAT FOR GATHERING INFORMATION ON QUALITY MANAGEMENT SYSTEM

2.1. Introduction and instructions

- 2.1.1. This form is intended to provide the certification body with information about:

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- a) the organization's quality management system for assuring that all the products which bear the certification body's Standardization Mark are in conformity with the applicable requirements, and
- b) the competence and responsibilities of the organization's staff responsible for implementing the scheme.

2.1.2. For each of the following questions, the certification body requires documentation to confirm whether it is appropriate. A copy of the documentation shall be kept on file by the certification body.

2.1.3. This form is to be completed by the organization applying for certification. It should be returned to the certification body with supporting documentation along with application.

2.1.4. A form shall be completed for each new or additional facility location.

2.1.5. The completed form, the documentation and the organization's quality assessment programme shall be used as the basis of the assessment/inspection.

2.1.6. In order to retain certification under this scheme, the organization shall inform the MBS-CID in writing of any changes in organization, personnel, information or other details reported in this form. MBS-CID's personnel shall periodically review the information contained in this form during subsequent visits to the facility to determine and record any changes that might have occurred.

2.1.7. If there is not enough space on the form for the information requested, a note should be made in the appropriate space: e.g. "see appendix ... dated". The required material shall be identified, dated and attached.

2.1.8. When completed, this form and its contents become confidential and will be handled as such by MBS-CID.

FORM FOR GATHERING INFORMATION ON QUALITY MANAGEMENT SYSTEM

1 Location and responsible persons
Test or inspection facility (address in full):
a) Person in this facility with responsibility for handling matters related to assessing products under this scheme:
Name:
Position:
Location:

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Telephone:

E-mail:

Fax:

This person should have the written authority to represent the organization, enforce the certification body's requirements and make necessary changes in production test facilities and procedures when required by the certification body's standards and related documents.

Does this authority exist?

Yes ☐ No ☐

To whom does this person report? (name and position)

b) Name of alternative person with the same responsibilities as under 1 a):

2 Production (or supply) facility

Name (in full):

Address (in full):

Person at production (or supply) facility with responsibility for product realization evaluated under this scheme:

Name:

Position:

Telephone:

E-mail:

Fax:

3 Quality Management System

3.1 Has the organization implemented a quality management system in accordance with the requirements of ISO 9001 or an equivalent quality management system standard?

Yes ☐ No ☐

Where applicable, specify the equivalent quality management system standard.

1.2 Is quality management system certified by an accredited certification body?

Yes ☐ No ☐

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3.3 Does the scope of quality management system certification cover the production (or supply) processes in category of product for which product certification is requested?

Yes ☐ No ☐

1.3 Are all the sites in charge of production (or supply) of the product covered by the quality management system certificate(s)?

Yes ☐ No ☐

If yes, please attach a copy of the current certificate(s) and, if available, a copy of the last audit report.

4 Personnel

Append the quality management system documentation that specifies the responsibility and authority of all personnel responsible for testing or inspecting products for conformity to requirements, and for writing product monitoring and measurement records.

Append the documentation of the required competence for these personnel and the records of their education, training, experience and skills.

5 Control of monitoring and measuring devices

Criteria: The quality management system shall be effective in controlling the monitoring and measurement devices used to verify the conformity of the product, in accordance with either -----(equipment calibration clause) of ISO 9001:2015, or an equivalent quality management system standard (which should be identified).

5.1 What measuring and test equipment is used to carry out tests?

List with serial numbers and the measured quantity, as applicable, and provide accuracies for each item.

5.2 How frequently are measuring and test devices calibrated?

List each item.

5.3 How is the calibration status of measuring and test equipment identified?

5.4 Which standard devices are used for calibration?

5.5 Are permanent calibration records maintained for each relevant measuring and test device? Yes ☐ No ☐

5.6 Are written calibration procedures available? Yes ☐ No ☐

5.7 Who assumes responsibility for issue?

5.8 Describe how the standard devices are traced to international or national

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standards.

6 Test procedures

6.1 Do documented procedures exist for all products tested? Yes ☐ No ☐

6.2 Who assumes responsibility for issuance?

6.3 Are the procedures available to all test personnel? Yes ☐ No ☐

6.4 Are the personnel competent to understand the procedure and to perform all required testing? Yes ☐ No ☐

List names of relevant personnel who are competent to conduct the tests.

6.5 Is there a documented procedure for control including the review and approval of test methods in accordance with changes in the relevant requirements?
Yes ☐ No ☐

Provide details.

6.6 Are the records available of the results of test or inspection of product assessed under this scheme? Yes ☐ No ☐

If not, why not? Provide details.

Signature
Authorized Signatory