







## **ZANZIBAR BUREAU OF STANDARDS**

### **STANDARD MARK LICENSE AND TEST PRODUCT CERTIFICATION SCHEME**

**ZBS/CER/SC-01**




**Vn 1 of 2026**

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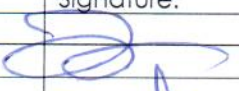


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		Version no	01
		Prepared by	Certification Personnel
		Reviewed by	DQM  Signature:
		Approved by	
		Signature	
		Date	

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## 1. Purpose

The purpose of this scheme is to provide a set of rules which shall be followed in the certification of all types of products. The ZBS-CB shall conduct its certification services in accordance with ISO/IEC 17065 and with the requirements of this scheme.

The client of the ZBS-CB shall comply with the requirements of this scheme and the product certification agreement (ZBS/CER/PR-01-F16). The client shall also comply with any requirement that may be imposed by the relevant product specification and any applicable country legal requirements.



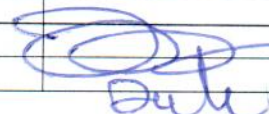
## 2. Scope

This scheme applies to all types of products which fall under scheme five (5) of ISO/IEC 17067.

ZBS Standards mark shall be provided to manufacturer's meeting the requirements of the applicable Zanzibar National Standard and Tested product certificate shall be provided to manufacturer's meeting the requirements in accordance with regional/International/other national Standards or Company specification. ZBS-CB has prepared factory assessment checklists for product sectors under the accreditation scope based on the relevant code of practices /standards.

## 3. Definition

- 3.1 Product certification is the provision of assessment and impartial third-party attestation that fulfilment of specified requirements has been demonstrated.
- 3.2 Scheme Certification Scheme certification system related to specified products, to which the same specified requirements, specific rules and procedures apply
- 3.3 Standard mark (Certification Mark) A certification mark is a symbol, logo, or phrase indicating that a product or service complies with specific, predefined standards regarding quality, origin, material, or safety, as verified by a third-party.

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#### 4. Reference documents

ISO/IEC 17065 Conformity assessment — Requirements for bodies certifying products, processes, and services.

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

The Zanzibar Standard Act, No 1 of 2011.

The Zanzibar Standards (Certification) Regulations, 2014.

The Zanzibar Standards (Tested Products) Regulations, 2014.

The Zanzibar Bureau of Standards (Fees and Charges) Regulation, 2022.

Procedure for product certification



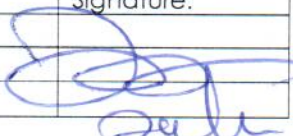
#### 5. Pre Certification Activities

##### 5.1. Legal and mandatory Application Documents

- a) License from municipals,
- b) Business registration from BPRA,
- c) Organization structure includes QA/QC Section,
- d) Sketch map for premises location,
- e) Production process flow chart,
- f) List of raw materials and sources,
- g) Label artwork,
- h) Premises layout,
- i) List of outsourced process,
- j) Human and technical resources, (E.g. Laboratory, inspection facilities, etc)
- k) Contact person.
- l) Signing product certification agreement,
- m) Application form
- n) ZEMA EIA certificate where applicable

Includes planning and preparation:



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- a) Receiving application for product certification,
- b) Signing product certification agreement,
- c) Specifying standard to respective client application,
- d) Payment of certification charges.

## 5.2. Verification

The ZBS-CB reserves the right to verify the authenticity of any document submitted by an applicant for certification process.

## 5.3. Compliance

The applicant shall ensure that meets the requirements of this product certification scheme before applying for product certification and ongoing basis.

## 5.4. Purchase of standards

The applicant shall be required to purchase the standard of its products at ZBS Standard department or by requesting through [info@zbs.go.tz](mailto:info@zbs.go.tz).




## 5.5. Competence of personnel

Personnel involved in the quality verification in the client organizations shall be competent in their duties. ZBS-CB reserve the right to verify this competency in terms of checking relevant trainings undertaken and performance evaluations.

## 5.6. Quality System

The applicant shall meet at least the minimum arrangement stipulated before for quality management of its quality system if not ISO 9001 certified.

- a) Control of non-conforming products,
- b) Control of monitoring and measuring devices,
- c) Control of documented information,
- d) Plan for internal quality checks (identification of points of inspection and testing in the production process),
- e) Records of internal quality checks,
- f) Procedure for handling customer complaints and records,

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- g) Schedule for maintenance of machines and records,
- h) Procedure for product traceability and recall.

### 5.7. Production Process Control Activities

The applicant shall develop and maintain a manufacturing documentation that describes manufacturing process. The documentation shall also specify aspects tested at all test or inspection points including the final products inspection or testing before dispatch as follow;

#### a) Incoming material

All incoming materials into the process shall be verified for compliance with relevant specifications. Inputs shall have compliance certificate or compliance report.

#### b) Manufacturing control

The applicant shall possess or have access to, the necessary monitoring and measuring equipment specified in the relevant product standard. The equipment shall have valid calibration certificates or reports and these shall be retained. The applicant shall ensure that product compliance is monitored throughout whole production process.

#### c) Final product inspection

Finished product shall be checked with all applicable requirements of the relevant product standards. Records of such checking shall be retained.

### 5.8. Product Certification Fee




During product certification process, the client shall be required to pay factory assessment fee, testing charges and annual certification fee as stipulated in The Standards (Fees and Charges) Regulations, available in ZBS website [www.zbs.go.tz](http://www.zbs.go.tz).

## 6. Product Certification Process

The applicant shall follow process of obtaining license/certificate described in this scheme procedure below.

### 6.1. Selection



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This includes planning and preparation activities in order to collect or produce all the information and input needed for the inspection, auditing and testing;

#### **6.1.1. Receiving application for product certification**

Applicant applies for certification to Director General through formal letter indicating name of product(s) to be certified and factory location. Certification body reviews the application and replies the applicant based on availability of standard and testing capabilities. The applicant required to submit the following attachments;

- o) License from municipals,
- p) Business registration from BPRA,
- q) Organization structure includes QA/QC Section,
- r) Sketch map for premises location,
- s) Production process flow chart,
- t) List of raw materials and sources,
- u) Label artwork,
- v) Premises layout,
- w) List of outsourced process,
- x) Human and technical resources, (E.g. Laboratory, inspection facilities, etc)
- y) Contact person.
- z) Signing product certification agreement,
- aa) Application form





Upon submission the ZBS-CB will review the application and communicate to the applicant on inspection arrangement.

#### **6.2. Determination,**

Through document review and onsite assessment, the manufacturing process is evaluated, and other components of the client's management system that are essential to controlling product conformance are audited. Product testing and inspection fall under this category.

##### **a) Factory Assessment**



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- i. The factory assessment will take place on the premises belonging to the customer. The evaluation of the premises, production process control activities and evaluation of personnel qualifications in accordance with section 5.5, verification of the client's product quality management system, review of the client's documentation, and compliance checking of the client's products are all included in this assessment.
- ii. The inspector (s) shall be guided by the inspection plan (ZBS/CER/PR-01-F9) and the respective factory assessment checklist in carrying out the assessment.
- iii. Sampling for laboratory testing shall be carried out as per the respective product standard at the live production line.
- iv. Following the completion of the assessment, the designated inspector(s) must compile all the reports and supporting documentation from the factory assessment and submit it to the Assistant Manager Certification (AMCERT) for review.

#### **b) Testing**



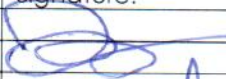


The product will be inspected and tested in accordance with the requirements specified in the relevant product standard.

### **6.3. Review**

Examining the evidence of conformity obtained during the determination stage to establish whether the specified requirements have been met.

- a) The evaluation results will be reviewed by the certification personnel who did not participate in the evaluation process.
- b) If the evaluation results meet the certification requirements, the licence/certificate will be granted.
- c) If the evaluation results do not meet the requirements, the applicant will be informed to take corrective action.
- d) Upon receiving notification of corrective actions taken by the applicant, the inspector is sent for verification of non-conformity that had been raised during factory and/or drawing retest sample(s), and the process proceeds from clause 6.3 a) and b).

### **6.4. Certification Decision**

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All product certification decision processes shall be initiated after all certification conditions have been met, and the licence/certificate will be granted. Upon failures to meet requirements, the ZBS-CB shall notify the client of a decision not to grant license/certificate, and shall identify the reasons for the decision.

## 6.5. Certification Documentation

- The license/certificate and its corresponding documents, Schedule A (ZBS/CER/PR-01-F18), provide all information about the Product Certification Body (ZBS-CB), including its name and address, the date of certification, the client's name and address, the product's type and brand name, the license/certificate's expiration date, the specifications used, and the client's and ZBS's obligations.
- The genuine ZBS license/certificate contains the Director General's signature, the ZBS seal, and the Standard Mark/Approved by ZBS.
- The client does not receive any official product certification documents until the decision to grant has been made, the certification requirements have been met, and the certification agreement has been completed and signed.
- The issued licence/certificate has a validity of one year and shall be renewed every year following a review of the client's product compliance.




## 7. Post Certification Activities

### 7.1. Use of License, Certificate, and Control of ZBS Standard Mark

In addition to the requirements of the Product Certification Agreement (ZBS/CER/PR-01-F16). The following are applicable:

- The client may use the licence/certificate as proof and publicise the fact that certification has been granted.
- The client shall not misrepresent the nature, status or scope of certification.
- In accordance with Section 13 of the Zanzibar Standard Act and its Regulations (Zanzibar Standards (Product Certification) Regulations



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2014 and Zanzibar Standards (Tested Product Certification) Regulations 2014), the client shall strictly abide by the usage of the ZBS Standard Mark. As well as per license document schedule A (ZBS/CER/PR-01-F18).

- d) The client shall mark the certified product with "'ZBS'" standard mark with particular standard number for licence and for the certificate the words 'APPROVED BY ZBS TPC No.' will be used.
- e) The ZBS Standard Mark for licence shall be applied by the client to the certified products, and the phrase "APPROVED BY ZBS TPC No" shall be used for the certificate.
- f) The product made at the premises where certification was carried out, and that falls within the scope of certification as stated in the licence/certificate, will bear the conformity mark.

## 7.2. Directory of certified products



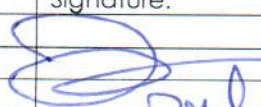
Currently, the information about the directory of certified products is made public through the ZBS website [www.zbs.go.tz](http://www.zbs.go.tz)

## 7.3. Surveillance activities

- i. During a one-year certification cycle, surveillance is carried out at least twice for both the factory and the open market. Compliance with the terms of the Product Certification Agreement (ZBS/CER/PR-01-F16), which outlines the responsibilities of the licensee and the product certification body (ZBS-CB), is part of maintaining a license/certificate.
- ii. To ensure the continuous fulfilment of product certification requirements, samples for certified products are collected from the premises and the open market.
- iii. There could be an uninformed surveillance visit. If a visit reveals noncompliance, the licence/certificate holder must take corrective measures.

When a certified product is the subject of a complaint, open market surveillance shall also be carried out. Whenever the assessment is carried out, the manufacturer will receive a copy of the evaluation report. Manufacturers will be asked to reveal their markets so that open market surveillance can be carried out. When a nonconformity is found in the open



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market, the client must take corrective action, which may include replacing or recalling the product.

#### 7.4. Non-conforming products

When a product no longer fulfils the requirements for product certification, the licence/certificate holder shall have a procedure for product traceability that will be used to track down and remove the product from the market.

#### 7.5. Termination, Reduction, Suspension and Withdrawal of Certification




Under the conditions specified in the product certification agreement (ZBS/CER/PR-01-F16), the ZBS Certification Body (ZBS-CB) retains the right to reduce, suspend, terminate, or withdraw certification.

#### 7.6. Re-instatement of Suspended License

If corrective action is taken and a request is submitted, ZBS-CB may reinstate the suspended licence.

#### 7.7. Complaints and appeals

- i. The Procedure for Handling of Customer Complaints and Appeals (ZBS/CER/PR-03) will be followed for all complaints and appeals on product certification, and the complainant will be informed of the investigation's findings.
- ii. The ZBS-CB will notify the customer in a suitable manner and acknowledge receipt of any formal complaint or appeal on the product certification via letter or email.
- iii. The decision resolving the complaints or appeals is reviewed and approved by personnel who were not involved in the product certification activities related to the complaints or appeals.
- iv. Complainants are informed of the outcomes of investigations through a letter or email.
- v. Any client who is aggrieved by any Bureau's decision on product certification is allowed within fourteen (14) days to appeal to the Minister responsible for trade.

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## 8. Access to scheme

This Product Certification Scheme shall be made available to all interested stakeholders on the ZBS website [www.zbs.go.tz](http://www.zbs.go.tz)