

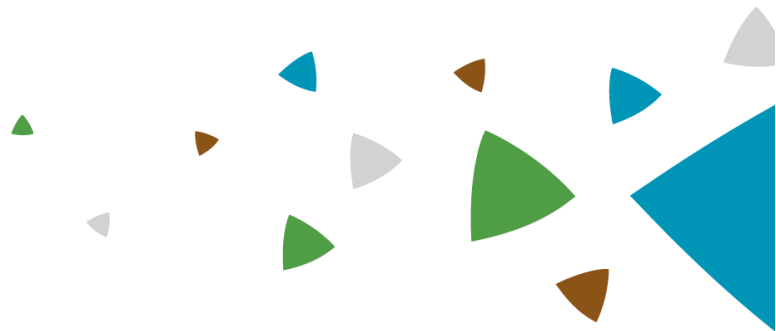


Procedure for granting a license to use the Quality Mark for product:

Ceramic Tile

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Contents

Introduction	3
Release version	3
Grant field.....	3
Definitions	4
Chapter 1: Relevant standards and technical regulations.....	6
Chapter 2: Procedures for conformity assessment of commodities	9
Chapter 3: Using of the Quality Mark Logo on commodities and marking.....	20
Chapter 4: The Granting Procedure Approval Committee	23
Chapter 5: Application Forms and File Submission	24
Chapter 6: Conditions for licensing to use the quality mark	27
Chapter 7: Accepted Laboratories	39
Chapter 8: Financial Costs.....	40
Technical Annex.....	43



Introduction

In order to raise the level of quality of commodities and enhance consumer confidence in the local market, SASO has adopted the Grant Procedure. This procedure constitutes an integral part of the General Regulations for the Saudi Quality Mark, complementing it by providing detailed and specific explanations of the requirements related to products, commodities, and the management system for applicants seeking to obtain the Quality Mark. Establishments and suppliers are obligated to adhere to the implementation of all provisions outlined in this procedure and to take into account all details mentioned therein.

This procedure includes requirements related to the quality management system and technical requirements related to product monitor, manufacturing and laboratories equipment, to ensure the production of a commodity that conforms to the requirements of this procedure and in accordance with the Saudi standards and / or the relevant technical regulations mentioned in chapter 1.

This procedure is subject to audit, review and update, so any amendment to this procedure may lead to modifications in obtaining the license to use the quality mark on the commodity, and accordingly, this shall be taken into account.

The establishment/supplier shall adhere to implementing of the contents of this procedure and take into consideration all what is mentioned in it.

In the event of amending the technical regulations and / or standards specified in chapter 1, the granting body will inform all facilities / suppliers that have obtained the license to use the quality mark of the new technical regulations and / or standards and requirements. It will also inform them of the date of the implementation of the updated granting procedure and notify them about whether there is a need to carry out an additional supplementary audit and / or tests or not.

Release version

You must ensure that this procedure is the latest approved version and can be obtained through the SASO's website.

Grant field

The granting of a license to use the Quality Mark is available to any establishment or supplier that applies for a license to use the Quality Mark for the products. It is referred to in Article 2 of Chapter 1 and which have characteristics that comply with the standards and can be demonstrated to be manufactured in accordance with the requirements of this procedure.



Definitions

- **SASO:** Saudi Standards, Metrology, and Quality Organization (SASO)
- **Standards:** National, regional, or international standards issued by accredited standardization bodies (such as SASO, the Gulf Standardization Organization, and the International Organization for Standardization).
- **Technical Regulation:** A document approved by the Board of Directors of SASO that establishes the characteristics of products, commodities, and related processes, as well as their production methods, including applicable administrative provisions; which must be complied with. It may include or specifically address terminology, definitions, packaging, and requirements for the application of markings and labels to products, commodities, or services, processes, or production methods.
- **Product:** The output of manufacturing processes, and its description, types, and technical characteristics are specified by the relevant standards or technical regulation.
- **Commodities:** The final product offered to the consumer through the production, supply, or distribution processes for which a license to use the quality mark is sought.
- **Granting Body:** The General Department for Certification at SASO or any conformity assessment body accepted by SASO and authorized to carry out conformity assessment procedures in the field of certification.
- **Establishment:** Any factory or production unit with one or more sites for the production of products and commodities, or any importer, distributor, or exporter subcontracted by a factory or production unit to produce the product and commodities.
- **Regulation:** The general regulation for Saudi Quality Mark, which specifies the general conditions and rules for the procedures for granting a license to use Saudi Quality Mark.
- **Quality Mark:** A mark adopted by SASO to indicate that the establishment has an effective management system that ensures the production of products and commodities compliant with the regulation and with the granting procedures and relevant standards and/or technical regulations.
- **Granting Procedure:** An approved program by the vice Governor for Conformity and Operations. It specifies the requirements that must be met to issue a license to use Saudi Quality Mark for a product and commodities, including the number of working days for the granting process, depending on the products and commodities listed in the application for a license to use Saudi Quality Mark.
- **Initial Granting Audit:** A preliminary assessment conducted by the granting body on the establishment applying for a license to use the quality mark to study the management system implemented in the establishment and its compliance with the requirements of this regulation and the specified granting procedure. It has the possibility of sampling products and commodities for testing to verify their compliance with the relevant standards and/or technical regulations. SASO shall decide, based on this, whether or not to grant the establishment a license to use the quality mark.
- **Periodic Monitoring Audits:** A series of conformity assessment activities carried out by the granting body on the establishment after obtaining the license, to ensure the correct use of the quality mark and its continued compliance with the requirements of the regulation and the specified granting procedure, as well as to ensure the application of



the management system. Samples of licensed products and commodities might be taken during this process and tested to ensure their continued compliance with the relevant standards and/or technical regulations.

- **Renewal Audits:** An Audits conducted by the granting body on the establishment during the validity of the license. SASO shall decide, based on this, whether or not to renew the license for the establishment.
- **Supplementary Audit:** An additional Audit conducted by the granting body to verify the fulfillment of certain requirements and/or to evaluate the effectiveness of corrective actions. This is based on a recommendation in the report of the previous Audits (initial granting Audits, periodic monitoring Audit, or renewal Audits). The supplementary Audits may be carried out based on a recommendation issued by the Review and Decision Committee.
- **White Audits:** A short assessment on a specific scope that is conducted before the initial granting audits process. An administrative auditor carries it out and a technical expert from the granting body based on a request from the applicant establishment, to verify the application of the management system at a minimum level. The assessment team may also assess the relevant activity locations and equipment.
- **Review Committee:** A committee established by SASO to review the granting or renewal of the license for the product and commodities, or to suspend, cancel, withdraw, or expand its scope, and to make a decision in this regard, based on the assessment results conducted by the granting body.
- **Contract:** An agreement regarding the license to use the quality mark, which entitles the establishment - under its terms - to use the quality mark on the products and commodities for which the license has been issued, in accordance with specific controls and conditions, for a specified period, in accordance with the requirements of (ISO IEC 17065).
- **Supplier:** A supplier is an importer, distributor, or exporter who applies for or obtains the mark for "product models" previously licensed to use the quality mark at the factory (the same product models in terms of composition, components, characteristics, and technical reports) but under different trademarks than those owned by the factory.

Chapter 1: Relevant standards and technical regulations

1. Standards, Technical Regulations, and Related Documents*:

Standards/Technical Regulations/ Related Documents	Number
Technical Regulation for Building Materials - Part 4: Bricks, Tiles, Ceramics, Sanitary Ware and Related Products	M.A 03-07-17-161
Ceramic tiles - Definitions, classification, characteristics and marking	SASO GSO ISO 13006
Ceramic tiles - Part 1: Sampling and basis for acceptance	SASO ISO 10545-1
Ceramic tiles - Part 2: Determination of dimensions and surface quality	SASO ISO10545-2
Ceramic tiles - Part 3: Determination of water absorption, apparent porosity, apparent relative density and bulk density	SASO ISO 10545-3
Ceramic tiles - Part 4: Determination of modulus of rupture and breaking strength	SASO ISO 10545-4
Ceramic tiles - Part 5: Determination of impact resistance by measurement of coefficient of restitution	SASO ISO 10545-5
Ceramic tiles - Part 6: Determination of resistance to deep abrasion for unglazed tiles	SASO ISO 10545-6
Ceramic tiles - Part 7: Determination of resistance to surface abrasion for glazed tiles	SASO ISO 10545-7
Ceramic tiles - Part 8: Determination of linear thermal expansion	SASO ISO 10545-8
Ceramic tiles - Part 9: Determination of resistance to thermal shock	SASO ISO 10545-9
Ceramic tiles - Part 10: Determination of moisture expansion	SASO ISO 10545-10
Ceramic tiles - Part 11: Determination of crazing resistance for glazed tiles	SASO ISO 10545-11
Ceramic tiles - Part 12: Determination of frost resistance	SASO ISO 10545-12
Ceramic tiles - Part 13: Determination of chemical resistance	SASO ISO 10545-13
Ceramic tiles - Part 14: Determination of resistance to stains	SASO ISO 10545-14
Ceramic tiles - Part 15: Determination of lead and cadmium given off by tiles	SASO ISO 10545-15
Ceramic tiles - Part 16: Determination of small colour differences	SASO ISO 10545-16

(*) Compliance with products regulations and standards in the event of changing or updating the above-mentioned standards. The latest version of the Saudi standards mentioned above shall be taken. The references and complementary references shall be applied as needed



2. Classification of products/commodities

Number	Product	Type/Category (1) Manufacturing Method	Type/Category (2) Water Absorption Rate	Type/Category (3) Surface Nature
1	Ceramic tiles	Extruded ceramic tiles	Group Ala Low water absorption ($E_v \leq 0.5\%$)	(Glazed) / (Unglazed)
			Group Alb Medium water absorption ($0.5\% < E_v \leq 3\%$)	
			Group Alla-1 Medium water absorption ($3\% < E_v \leq 6\%$)	
			Group Alla-2 Medium water absorption ($3\% < E_v \leq 6\%$)	
			Group Allb-1 Medium water absorption ($6\% < E_v \leq 10\%$)	
			Group Allb-2 Medium water absorption ($6\% < E_v \leq 10\%$)	
			Group Alll High water absorption ($E_v > 10\%$)	
		Dry-pressed ceramic tiles	Group Bla Low water absorption ($E_v \leq 0.5\%$)	
			Group Blb Medium water absorption ($0.5\% < E_v \leq 3\%$)	
			Group Blla Medium water absorption ($3\% < E_v \leq 6\%$)	
			Group Bllb Medium water absorption ($6\% < E_v \leq 10\%$)	
			Group Blll High water absorption ($E_v > 10\%$)	



3. Product Description/commodities

The description of products and commodities in the Certificate of Authorization to Use the Quality Mark must include the following:

- A. Name of the establishment/supplier.
 - B. Address of the establishment/supplier and address of the production line.
 - C. Name of the product and commodity.
 - D. Type/category.
 - E. Brand name.
 - F. Standard number.
- (*) A Certificate of Authorization to Use the Quality Mark is issued for each brand .

Chapter 2: Procedures for conformity assessment of commodities

This chapter specifies the monitoring methods applied by the granting body, and the conditions for conformity, assessment and testing. In every audits process, the auditor verifies and confirms that the specified processes and procedures applied by the establishment / supplier are complied with the requirements of this procedure .

1. Conformity assessment work:

There are two types of monitoring that are conducted to assess the conformity of the commodity applying to obtain the license or / that hold the license:

A- Auditing processes on the establishment and production lines: aim to ensure that the quality system, processes and procedures specified and applied by the manufacturing units are complied with the requirements of this procedure.

B- Carry out necessary and required inspection, analysis, and tests on commodities.

The following table shows the conformity assessment work, its periodicity, and the implementing bodies:

Conformity assessment work table

Activity		Body	Number
Visits	Initial audits (when the establishment submits the application for the first time)	A	Once
	Auditing the renewal of the license		Once (every 3 years)
	Periodic audits (after granting the license to use the mark)		Once a year
Samples	Drawing samples for initial tests (During the initial grant audits)	A	Once Certified laboratory report may be accepted
	Drawing samples for tests for the purpose of renewing the license (During the renewal audits)		Once Certified laboratory report may be accepted
	Drawing samples for periodic tests (during the periodic audits)		Once a year
Tests	Initial tests (performed on samples drawn in the initial audits)	B	Once
	Tests at license renewal (performed on samples drawn in the renewal audits)		Once
	Periodic tests (performed on samples drawn in the periodic audits)		Once a year
	Self-tests on the product and commodity (the supplier is excluded from this procedure)	C	Once for each production patch
Additional	Additional visits (*)	A	In the event of non-conformities / Or according to the decisions taken based on the evaluation of the results
	Additional / or intensive sampling (*)	A	
	Conducting additional tests	B	

A- Granting body
B- Laboratories specified by the granting body mentioned in chapter 7.
C- The establishment applying for the mark.
*- The granting body draws additional samples if there are complaints from the beneficiaries.



1.1 Auditing processes:

A- Aim to verify that the specified mechanisms are applied within the production unit and complied with the requirements of this procedure, including Articles (1-2-2) and (1-2-3) of this chapter. The manufacturing units and the results of tests that have been completed are also verified, and making sure that the establishment / supplier has an effective quality system that ensures the production of commodities complied with the requirements as mentioned in chapter 6.

B- In the event that the establishment applying to obtain the mark or / that hold the mark may carry out part of the production work at another site or by another sub-contracting party or other bodies, the auditors have the right to conduct an audits on the sub-contracted establishment and assess conformity of the production control according to the standard.

C- All ways and means shall be provided to allow the auditor to properly and completely freely perform his required auditing tasks, including buildings, facilities, equipment, qualified personnel, or any document related to the quality system, etc .

D- The auditor may carry out on-site tests directly and, when necessary, take samples for testing by an accredited laboratory determined by the granting body .

E- The establishment may request a white audit to assess the applied quality system and the results of the tests. A report on the audit notes is prepared.

F- Auditing activities are carried out according to the procedure and the approved guide of SASO for planning and implementing auditing activities

G- The auditor may conduct on-site testing directly and, if necessary, take samples for testing by an accredited laboratory as determined by the granting body.

1.2 Inspection and tests on commodities and evaluation of results:

1.2.1 Execution of tests

A- Inspection, analysis and tests are carried out according to the requirements of the standards and the standard test methods mentioned in chapter 1.

B - The external tests are carried out in the laboratories specified by the granting body and mentioned in chapter 7. The results of the external tests and the (internal) self-monitoring tests carried out by the establishment are evaluated according to the requirements of this chapter.

C- A copy of the results of the tests and analyses carried out by the granting body shall be sent to the establishment / supplier applying to obtain the license or / who hold the license.

1.2.2 Assessment of Production Equipment and Supplies:

The granting body assesses the suitability of the production equipment in the factory and the ability to fulfil the requirements of the standards mentioned in chapter 1.

The following criteria shall be taken into consideration:

A- The equipment used in the manufacture of commodities shall be able to produce homogeneous materials (of the same composition).



B- The necessary components involved in the production shall be protected against any contamination or / or damage within the factory.

C- The equipment shall be modified and adjusted to produce the commodity in a homogeneous manner. The addition of materials during the manufacturing stages shall be accurately sufficient to ensure that it complies with the requirements stipulated in the standards.

D- The necessary measures shall be taken to avoid any non-conformity in the final commodity in the stages of handling, transportation and storage.

E- Each type of product shall be stored separately. The name of the product, the type it contains, and the specifications that distinguish it from the rest of the commodities shall be specified on every part.

F- In cases that do not fulfil the above-mentioned conditions. The review and decision making committee for the product will look into the cases, case by case, and then take the appropriate decision.

1.2.3 Assessment of the establishment's laboratory:

A - The establishment laboratory (or a sub-contracted laboratory for the benefit of the establishment) shall provide the necessary equipment and qualified personnel to test the technical specifications of the commodity.

B - The establishment laboratory (or a sub-contracted laboratory for the benefit of the establishment) shall include the tests listed in technical annex).

2. Decisions after monitoring operations:

A- The owner of the establishment / supplier is informed about the recorded notes by the auditors and the monitoring tests during the audit process. The decisions will be taken in accordance with the decisions of the review and decision making committee.

B- Based on the results of the assessment processes, a license is granted / or renewed to use the quality mark on commodities for a period of three years unless canceled due to non-conformity cases that contradict with what is stated in the general technical regulation and this procedure for the requirements for granting and renewing the license to use the quality mark.

3. Conformity assessment upon initial introduction / renewal of the establishment:

A- In the case of an initial application for the use of the Quality Mark for a product or model, or for several products or models, the applicant must provide all information and data related to the applied quality system, equipment, and facilities used in the production of those products and commodities. The establishment must also submit a complete test report from the laboratories in accordance with Chapter Seven, with each report being independent based on the classification of products and commodities in Section 1, Item (2), and including all tests required in the standard specification and as detailed in the technical annex..

B- In the event of a renewal request, the applicant for the renewal application to obtain the quality mark shall provide all the information and data on changes to the applied quality system and the equipment and appliances used in the production of these commodities.

C- The periodicity of the initial auditing of the establishment and the supplier / or renewal process is set according to Item 1 of this chapter.



3.1 Monitoring of the conformity of commodities to requirements: Inspection, tests and evaluation of results:

3.1.1 Tests and Inspection of commodities:

3.1.1.1 Initial Tests / or Renewal Tests:

A- When studying the initial application to obtain a license to use the quality mark, all tests and follow-up processes shall be carried out in advance to assess the conformity with the standards and criteria specified in accordance with chapter 1, including general criteria where their value is compared with the results received from the establishment.

B- When an establishment with a Quality Mark license requests to expand the scope of the license to include new products or commodities, testing must be carried out in laboratories in accordance with Chapter 7 on the new products and commodities covered by the request. The granting body will study the expansion request and determine any additional assessment procedures or audit visits if necessary.

C- The self-testing that the establishment must commit to and carry out periodically on the product and commodities according to the following self-testing schedule:

Self-test schedule

#	TEST	Test sample
A	Chemical Properties: - Resistance to staining - Resistance to chemicals - Resistance to high concentrations of acids and alkalis - Resistance to low concentrations of acids and alkalis - Resistance to household cleaners and bathtub salts - Lead and cadmium emission for glazed tiles (optional)	Every production order is complete (if there are no major changes in materials and processes) Or every change and/or modifications in production
B	Physical Properties: - Resistance of unglazed tiles to deep abrasion - Resistance of glazed tiles to surface abrasion - Coefficient of thermal expansion (from room temperature to 100°) - Thermal shock resistance - Frost resistance - Moisture expansion (mm/m) - Slight color variations - Impact resistance	
C	Dimensional Properties: - Length, width, and thickness - Straightness of sides - Rectangularity - Surface flatness - Surface quality - Tile back projections - Water absorption - Breaking strength (Newtons) - Modulus of rupture (Newtons/mm²) - Crack resistance of glazed tiles	Every production batch



D- In the event of an initial audits or renewal, the product standard shall be applied taking into account the references (standards) as mentioned in each item according to item 1 in chapter 1.

Note: Initial tests (design tests) / renewal tests or in the event of a standard update are carried out once every three years, provided that the design file does not change. In case of any change in the design, all tests shall be carried out again according to the product's standard.

3.1.1.2 Periodic Testing

All periodic tests conducted on samples drawn during periodic monitoring audit tasks shall be carried out in accordance with the following periodic testing schedule:

Periodic testing schedule:

#	TEST	Samples
A	Chemical Properties: - Resistance to staining - Resistance to chemicals - Resistance to high concentrations of acids and alkalis - Resistance to low concentrations of acids and alkalis - Resistance to household cleaners and bathtub salts - Lead and cadmium emission for glazed tiles (optional)	At least one sample per water absorption group classification as specified in Chapter 1 from each group of water absorption groups.
B	Physical Properties: - Resistance of unglazed tiles to deep abrasion - Resistance of glazed tiles to surface abrasion - Coefficient of thermal expansion (from room temperature to 100°) - Thermal shock resistance - Frost resistance - Moisture expansion (mm/m) - Slight color variations - Impact resistance - Length, width, and thickness - Rectangularity - Straightness of sides - Surface flatness - Surface quality - Tile back projections - Water absorption - Breaking strength (Newtons) - Modulus of rupture (Newtons/mm²) - Crack resistance of glazed tiles	



3.1.2 Sampling:

Based on initial, renewal, or scope expansion grant applications, if the establishment submits reports that include all tests issued by a laboratory in accordance with Chapter VII for the categories for which licensing is required, the granting body may accept those reports and not draw samples. To accept the reports, no more than three years may have passed since the date they were conducted. Otherwise, the granting body shall draw samples from the establishment during initial, renewal, or scope expansion audit tasks as follows:

- A. Samples of products shall be drawn based on the application for a license/license scope to use the quality mark in accordance with Clause 2 of Chapter I and as specified in the conformity assessment schedule specified in Clause 1 of Chapter II.
- B. Identical samples shall be drawn for the required tests (one sample shall be sent to a laboratory in accordance with Chapter 7 and one sample shall be kept as a reference by the establishment for six months).
- C. During annual periodic monitoring tasks, at least one sample of each category shall be drawn in a manner that ensures that all categories licensed to use the quality mark are covered during the licensing period.
- D. Priority for sample drawing shall be given to the categories that are most sold and consumed in the Saudi market.
- E. Samples shall be tested in laboratories in accordance with Chapter VII and the results shall then be provided to the granting body within a period not exceeding thirty days.

3.2 Initial Audits/renewal

- A- The file assessment for the first time / renewal includes the carrying out of an initial audits / renewal of the establishment / supplier and manufacturing units by the auditors of the granting body. The auditors will review the results of the tests that have been completed by the establishment and examine the available manufacturing means to obtain the license to ensure that the establishment / The supplier has an efficient management system that ensures the continuity of producing the commodities of the required quality as mentioned in chapter 6.
- B - The audit is carried out in accordance with what is specified in Clause No. (3) of this chapter and the conformity assessment agenda specified in Clause No. (1) of Chapter Two.
- C- A confidential audits report is prepared using the form approved by the granting body.
- D- The establishment shall inform the granting body of all amendments or changes implemented to the applied management system after the initial audits.

3.3 Additional supplier regulations:

In the event that a supplier from applied to obtain or / hold the mark for "product models" previously licensed by the factory (the same product models in terms of composition and technical report) without changing the components and technical specifications, but with different trademarks with this factory, the following points shall be taken into consideration:

- A- The supplier shall provide a contract with the factory that includes "product models" that have previously obtained the mark and are authorized by the factory.



B- The supplier shall prove that the product category/ categories "for products models" subject of the request that obtained the mark in advance at the factory by providing a declaration from the laboratory that issued the test reports to the factory indicating the conformity of the models submitted by the supplier with the models licensed by the factory.

C- In the event that the factory's license validity for the products and models specified in the supplier's application is less than 180 days, the factory shall submit an application to renew the license.

E. The granting body shall carry out an initial/renewal audits of the supplier's premises and audit the administrative requirements of the quality management system related to sales and distribution operations as specified in this procedure in Chapter 6 and verify that the models comply with the requirements of this procedure and verify the product models in terms of composition, technical report, and contracts with the manufacturer. It may also be sufficient to carry out a desk audit of the administrative requirements of the quality management system with a field audit. Technical requirements and production units can be audited by integrating them with the initial/periodic/renewal audits of the factory.

G. If the supplier obtains an ISO 9001 certificate of conformity valid from an accredited body, the granting body has the right to cancel the initial/renewal audits of the quality management system requirements items and suffice to carry out an audit as specified in point (E).

F- The supplier shall submit complete test reports issued by a laboratory accredited or accepted by the granting body or the factory. The granting body can be satisfied with the external or self-test reports completed by the factory for the models of the licensed commodities submitted by the supplier, without the need to re-draw samples or re-test commodities that obtained a factory license.

4. In the event of applying to expand the scope of licensing to use the quality mark for one or several new types / or in the event of reclassification of a previously granted commodity:

A- The granting body shall be provided with all the information and amendments made to the quality manual and the applicable management system.

B- As for the applications related to expanding the scope of licensing the mark, the granting body shall determine according to the amendments mentioned in the management system and the quality manual, if there is a need to carry out an audit related to expanding the scope of licensing of commodities and the additional required tests, and it take into consideration the results of the previous audit and tests in the laboratory of the establishment or by a laboratory accredited for the new types that are the subject of the application, to ensure that the establishment has an effective management system that ensure the production of a commodity that conforms to the regulation and for the granting procedure and the Saudi standards related to it.

C- In the event that an audit is carried out to expand the scope of licensing of commodities, a confidential audit report will be prepared using the approved form. The establishment / supplier shall inform the granting body of all amendments or changes that have been implemented to the applied management system after the initial audits.



5. In the event of implementing any amendments to the management system or to the granted commodities:

- A- In the event that any changes was made to the applied management system or any amendment was implemented to a commodity that hold the mark, the establishment / supplier shall notify the granting body by an official letter of these changes, based on that, the granting body may request the establishment / supplier to submit a new application to obtain the license to use the mark or carry out a special audit or additional tests.
- b- The granting body prepares a report and submits it to the review and decision making committee, and based on what is stated in this report, a decision is taken.
- c. If the results of all tests meet the requirements of the standard specification for products and commodities, and the audit results are compliant, the establishment shall be granted a license to use the quality mark by a decision of the General Manager of Certification.

6. Procedures for following up on commodities that obtained a license to use the quality mark:

- A. The granting body shall carry out periodic monitoring of the establishment/supplier and/or in cases of any complaints or violations against the establishment/supplier licensed to use the mark. This follow-up includes auditing the manufacturing units, as well as conducting tests on the product and commodity by drawing samples and sending them to laboratories as mentioned in Chapter VII. The method of using the quality mark logo is verified in accordance with the terms of use set out in Chapter 3 of this procedure.
- B- The monitoring works also includes the conformity assessment of the quality manual, documents and records of the management system applied in the establishment / supplier and the extent of their conformity with the requirements of chapter 6 of this procedure.
- C- The granting body monitors and evaluates the results of the (internal) self-control tests carried out by the establishment in accordance with the requirements of this chapter. The monitoring and evaluation of the results of the (internal) self-monitoring tests are carried out once every six months and the establishment provides records of the results of the tests (reports) required by correspondence.
- D- The supplier is obligated to verify that tests are carried out periodically on the product by the factory, and to verify that the license to use the mark of the factory for the same models of products granted the mark is still valid. The granting body can be satisfied with the reports of external periodic tests or periodic self-tests carried out by the factory for the models of commodities licensed by the supplier, without the need to re-draw samples or re-tests the commodities that have obtained the license at the factory.
- E- Follow-up procedures depend on decisions taken based on an evaluation of the results of periodic monitoring operations.

6.1 Quality monitoring of commodities licensed to use the mark:

- A- Conformity assessment tests are carried out on commodities according to the Saudi standards described in chapter 1 of this procedure.
- B- The granting body, in the event of monitoring the commodities that obtained the mark, draws random samples directly from the market in addition to production lines, warehouses or at the supplier, in order to test them and to ensure their conformity with the Saudi standards.



- C- The auditors have the right to visit the concerned establishment / suppliers without prior notification of the date of the visit and draw samples.
- D- The granting body shall draw samples according to what mentioned in item 3-1-2 for sampling.
- E- Technical Annex specifies the technical specifications of the commodities that are periodically tested.
- F- The results of the tests are evaluated according to the criteria determined by the standards described in chapter 1 of this procedure.

6.2 Periodic monitoring audits:

- A. The frequency of monitoring audits shall be determined in accordance with the conformity assessment schedule specified in Clause 1 of Chapter 2. Audit tasks may be conducted without prior notice, and monitoring may be carried out on any products or commodities bearing the quality mark logo.
- B - An audit report shall be made using the form approved by the granting body, and the establishment / supplier shall submit the necessary corrective measures in the event of non-conformity cases detected during the audit process at the granting body within a period not exceeding 15 days from the date of receiving reports of non-conformity.

6.2.1 Reducing the periodicity of monitoring audits:

- A- If the supplier (licensed for a category or multiple categories with the mark at the factory) obtains an ISO 9001 certificate of conformity valid from an accredited body, the granting body has the right to cancel the periodic monitoring audit of the quality management system requirements items.
- B. The granting body may also reduce the frequency of periodic monitoring audits of the administrative requirements of the quality management system related to sales and distribution operations for the supplier licensed for a category or multiple categories with the mark at the factory, to be once during the validity period of the license, while maintaining the annual periodic monitoring audit to assess the remaining technical requirements related to production line control, manufacturing equipment, laboratories, and product and commodity conformity, and integrating it with the audits of the contracted factory, in cases where the supplier complies with the following:
 - Notes that were recorded during the previous audit are closed, and appropriate and effective corrective measures were taken.
 - The audit did not record major (main) conformity cases in accordance with the requirements of this procedure, affecting the conformity of products that obtained a license to use the mark.
 - Results of periodic tests comply with the technical requirements of the products.
 - There are no complaints or violations against the supplier.



7. Procedures to be taken in cases of non-conformity

7.1 When there are cases of non-conformity in the self-results provided by the establishment related to the self-tests it carried out on the products

The decisions and procedures to be taken depend on the reports of the granting body to follow up on the results of the self-assessment results provided by the establishment and / or on the recommendations of the review and decision making committee.

The measures to be taken based on the recommendations of the review and decision making committee in the event that the subjective results (internal monitoring) by the establishment indicating secondary (minor) non-conformity with the stipulated requirements, which are in ascending order as following:

A- Sending a first warning and taking samples intensively as determined by the commodity monitoring procedure.

B- In the event that corrective measures are not taken and secondary (minor) non-conformities continue, the main (major) non-conformities are reported and accordingly the certificate is suspended.

C- In the event that the main (major) non-conformities continue, as well as not taking the necessary corrective measures, the certificate shall be canceled.

D- If the establishment notices a major defect (a main non-conformity) or discovers deviations in the results for the statistical limits to follow up on the results of commodity tests, the establishment shall inform the granting body immediately and start implementing intensive monitoring of the commodity. In addition, the establishment may take ascending penal decisions, taking into account any past penalties that have been taken in accordance with the cases specified in item 7/2 of this chapter.

7.2 Major (main) non-conformities resulting from exceeding the statistical limits assigned to the commodity:

A- When one of the monitoring results is less than the declared result / or outside the limits.

B- When there is an intentional change in the specifications of the commodity without notifying the granting body thereof.

C- Whenever there is an exceeding of the statistical limits and the granting body was not notified of the details of the reasons for the deviations and the corrective measures taken in this regard.

D- If there is an exceeding of the limits due to a slow deviation and SASO was not notified of that.

Accordingly, the period required to obtain the result and the establishment's reaction will be taken into account when its main (major) non-conformity is discovered.

7.3 Dealing with cases of non-conformity for the results of laboratory reports accepted by the granting body:

In the event that the granting body detects non-matching results during the study and evaluation of the external test reports performed in the laboratories accepted by the granting body (note: when the establishment objects, the granting body may request a re-test on the reference samples by the laboratory). The granting body reviews the new results, and in the event that the result of non-conformity continues, it shall discuss this with the establishment to determine the following:

A- Determining the causes



B- Determining the necessary corrective actions and ensuring that the establishment / supplier have taken the necessary actions.

The granting body prepares a report that includes all discussions, and acts appropriately according to the recommendations of the review and decision making committee.

Chapter 3: Using of the Quality Mark Logo on commodities and marking

1. Saudi Quality Mark logo:

Draw a rectangular shape from the bottom and an arc shape from the top. inside the shape there is a circle contains the Arabic letter Jeem (ج), below there is the phrase "علامة الجودة" in Arabic letters, at the bottom is SASO in Latin letters and below there is the phrase QUALITY MARK in Latin letters,

The quality mark is the exclusive property of the Saudi Standards, Metrology and Quality organization (SASO) based on the registered trademark No. 143205020 dated 18/1/1433 H.



2. Use of the Saudi Quality Mark

- A. Saudi Quality Mark shall be used on commodities and products licensed to use Saudi Quality Mark from the date of the granting decision.
- B. The duration of use of Saudi Quality Mark on products and commodities shall be during the validity period of the license.
- C. The establishment shall not be entitled to use the Quality Mark before or during the process of studying and processing their application.
- D. The owner of the establishment or the beneficiary shall not affix the Quality Mark except to the commodities and products specified in the license only, and he may accordingly display and refer to the Quality Mark in the marketing documents for the related products and commodities.
- E. In the event that there is not enough space on the products and commodities, or if it is impossible to affix the Quality Mark to the products and commodities, the location of the Quality Mark may be determined in agreement with the granting body.
- F. The Quality Mark must be printed, engraved, affixed, or glued to the products and commodities in a way that is difficult to remove.

3. Misuse of the Saudi Quality Mark

- A. Anyone who has used the Quality Mark without obtaining a license, or who has continued to use the Quality Mark, advertise its use by any means of media, despite the issuance of a decision to suspend, cancel or withdraw the

license, or has forged it. He shall be subject to the penalties specified in the related regulations in the Kingdom of Saudi Arabia, in addition to any other legal and administrative penalties contained in any other regulation.

B. Any misuse by the licensee or a third party in the use of the Quality Mark shall entitle SASO, in cooperation with the granting body if necessary, to take any legal measures it deems appropriate within the framework of the regulations in force.

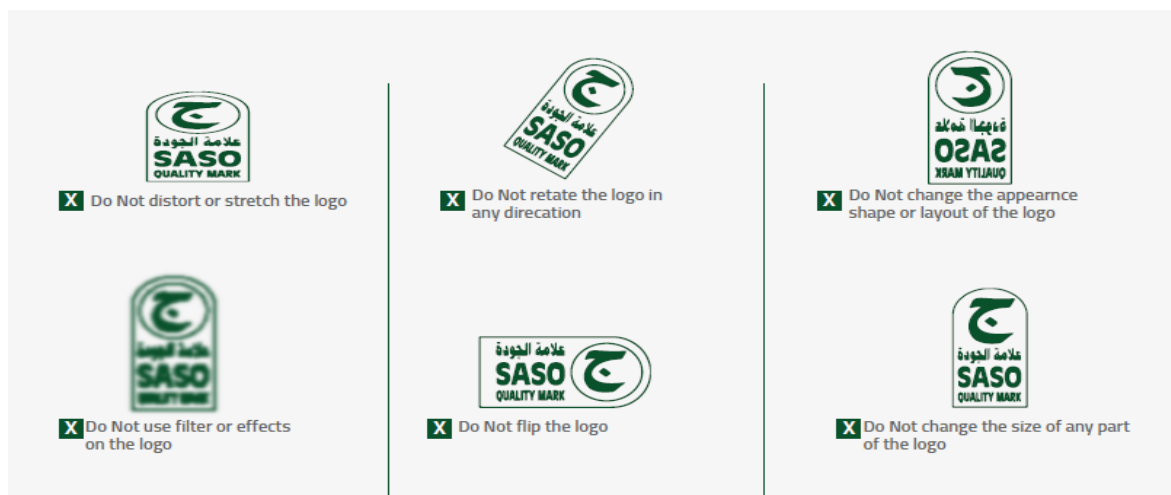
4. Dimensions of the Saudi Quality Mark

A. The dimensions of the Quality Mark must be observed so that it is suitable for various uses and does not distort the logo to the point where it is difficult to recognize.

B. The Quality Mark must appear clear in all sizes, whether used in a small size or when it needs to be enlarged for printing on commodities, products and labels.

C. When placing the Quality Mark next to other logos, the clear space around the logo must be observed.

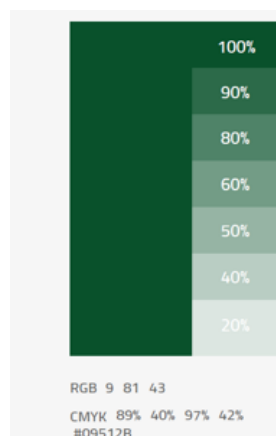
D. The Quality Mark must always be used correctly. The following images show some examples of what should not be done with Saudi Quality Mark:



5. Colors of Saudi Quality Mark

A. The color of the Saudi Quality Mark shall be green only with a transparent background. In case a background for the logo is required, a white background can be used.

B. The color shade for the logo is as shown below:



6. Marking

The marking must be clearly stated in Arabic or Arabic and English in a prominent place and in a clear and non-removable manner. This data includes the following:

- The name of the establishment or its trademark or both.
- Country of origin (production line location).
- Phrase (First Choice).
- Type of tile with reference to the group and/or accessories A to H and accessories J to M covering a specific group of tiles.
- Nominal size and operating size and (M) for the standard size.
- The nature of the tile surface (glazed (GL) or unglazed (UGL)).
- Any surface treatment after firing (rectified tile (Rectified) or non-rectified tile (Non-Rectified) or any other treatment method).
- The total dry weight that must not be exceeded for the tile and packaging.
- The total number of tiles in the package.
- The manufacturer's production number or batch number.
- An indication of the product's color consistency as specified by the manufacturer.
- The digital barcode (barcode) from the numbering center in the country of origin.
- Each product (tile) must have the country of origin indicated on the back or on the edges.
- The technical leaflets attached to the tiles used for flooring must indicate the type of wall or place of use of the glazed tiles.
- The word Porcelain can be added to groups (A1a, B1a) only.



Chapter 4: The Granting Procedure Approval Committee

The aim of this committee is to approve the granting procedures for each commodity, whereby permanent and non-permanent members are appointed and assigned by SASO .

Permanent Members:

First party: technicians (product specialists).

- Representative of standards bodies
- Representative of Laboratories
- (Depending on the nature of the commodity, representatives of other ministries may be invited).

Second party: consumers.

- Representative of the Ministry of Commerce and Industry
- Representative of the Consumer Protection Association
- (Depending on the nature of the commodity, representatives of other ministries may be invited)

Third party: manufacturers or importers.

- Representative from the chambers of commerce / manufacturers
- Selection of representatives from the grantee facilities / suppliers

Non-permanent members:

- Any person whose attendance is deemed appropriate, including academics and representatives of research and other institutions.

Notes:

- The committee shall be held if a quorum is present, with the attendance or expression of opinion by correspondence of one representative from each of the three parties.
- The committee shall take into account as much as possible the comments received on the draft from the members during the comment period. These comments shall be discussed and agreed upon during the committee meeting or correspondence. The draft shall be amended as necessary.



Chapter 5: Application Forms and File Submission

This chapter shows the types of applications that the establishment may submit to obtain a license to use the quality mark or expand the scope of licensing for another commodity and the files that shall be attached in this application. In addition, some points that the establishment / supplier shall take into consideration.

1. Applications Submitted by the Establishment to SASO:

- A- White audit for a specific scope is conducted before the application process for the Saudi Quality Mark to ensure that the establishment complies with the implementation of the management system requirements and the requirements for obtaining the license to use the Saudi Quality Mark on products and commodities.
- B- The initial application to grant a license to use the Quality Mark logo on one or more commodities.
- C- Application to add a new commodity and expand the scope of commodities that obtained a license to use the quality mark logo.

2. Conditions and Forms Required for Submitting a White Audit Request:

- A. Email request from the establishment stating its desire for the granting body to conduct a white audit before applying for a license.
- B. White audit request letter.
- C. Commercial register.
- D. Industrial license.
- E. SFDA license (for food factories).
- F. Availability of standards, Technical Regulation, and Granting Procedures for the Relevant Products
- G. Quality documents and procedures available at the establishment.
- H. Internal and external test reports related to the product and available at the establishment.

3. When submitting a preliminary application for a license to use a quality mark on products and commodities, the following conditions and required forms should be considered:

- A. Fill out the application for obtaining a license to use the quality mark for the products and commodities concerned by the license or expanding the scope of the license.
- B. The application should be submitted based on the production line, and in case of additional production lines, a separate application should be submitted for each production line.
- C. The application for obtaining the quality mark should include a technical file that contains the following documents:
 - Licensing from the Ministry of Industry and Mineral Wealth (or the relevant authority in the country of origin) , as well as a license certificate from the General Authority for Food and Drug (for food factories and cosmetics).
 - Commercial registration certificate from the Ministry of Commerce and Investment (or the relevant authority in the country of origin).
 - Trademark registration certificate.



- Quality control plan.
 - Organizational structure of the establishment.
 - Full name and address of the establishment.
 - Production line address.
 - Manufactured products and commodities (catalogs).
 - Product and commodities photos with markings.
 - Digital coding certificate and numbers (barcodes) from the coding center in the country of origin, with each size having an independent coding number (barcode).
 - Results of self-monitoring (internal) of products and commodities during the previous three months.
 - License agreement for using the quality mark.
 - Information about suppliers and contracted imported trademarks for manufactured models.
 - Test report issued by a laboratory in accordance with the provisions of Article 7 for each category of products, as stated in paragraph 2 of Article 1. The report should include all tests according to the mentioned standards in Article 1, and the acceptance of reports requires that the tests be complete, issued by an accredited laboratory according to the provisions of Article 7, and that the period specified in paragraph 3/1/2 has not elapsed since the date of issuing the test report. The report should also be in accordance with the latest standards.
 - Copy of the quality manual and documented quality system documents describing the purchasing process, manufacturing, monitoring and testing processes, packaging, and storage of products and commodities.
 - Copies of conformity certificates / management systems obtained (food factories must obtain ISO 22000 food safety management system certificate).
- D. This file and various correspondence should be directed to the granting body through the electronic certification granting system.
- E. Incomplete files submitted to the granting body for more than six months are considered void.

4. Conditions and Forms Required by the Supplier When Applying for a License to Use the Saudi Quality Mark on Products and Commodities:

- A- A copy of a valid commercial register issued by the competent authority.
- B- Submitting to SASO a single application under which all the products required for a license are listed.
- C- Fill out the forms approved by SASO for the product in question and provide it with any other additional documents upon request.
- D- Attach the technical file, including:
 - The supplier's full name and address
 - Full name and address of the contracted factory.
 - A copy of the contract / agreement with the factory specifying the "product models" that obtained a license to use the mark in advance. The factory shall certify the copy.
 - Attach conformity assessment documents / certificates that prove that the product meets the Saudi technical regulation for the relevant safety requirements.



- Attach the test reports that prove the product's compliance with the requirements of this procedure from an acceptable laboratory or that has been completed by the factory (the test reports shall be for the same models of the products subject of the application), and provide a declaration from the laboratory that issued the test reports to the factory indicating the conformity of the models submitted by the supplier with the licensed models of the factory.

- Attach a copy of the valid licenses of the factory's quality mark for the same models of products specified in the contracts with the factory that obtained the quality mark and certified by the factory.

Copy of the factory's valid quality mark license for the same products and commodities specified in the contract with the factory that has obtained the quality mark, certified by the factory.

Copy of the quality manual, quality system documents, and documented procedures that describe the purchasing, manufacturing, control, testing, packaging, and storage processes for the products and commodities.

Copy of the obtained conformity certificates/management systems.

- Provide statistical data on the quantities of imported products for the previous year, with the granting body's commitment to maintaining the confidentiality of the information.

- A declaration of conformity for the products, for which the license to use the above quality mark is required, with the requirements of the relevant technical regulations.

- The applicant shall acknowledge that all data provided by him to SASO are correct and under his responsibility (pledge form for suppliers / distributors).

E- The applicant shall - when submitting the application to obtain the license - provide SASO with any additional data related to the product specified in the application, and facilitate the task of obtaining a representative sample of the product when needed, in order to verify its compliance with the requirements of this procedure at his own expense.

F- Incomplete files submitted to the Saudi Standards, Metrology and Quality Organization more than six months ago are considered null.

Note: When it comes to the first contact with SASO, the establishment/supplier should read the granting procedure and the general regulation for the quality mark.



Chapter 6: Conditions for licensing to use the quality mark

This chapter sets the processes and procedures that shall be created, maintained and applied by the owner of the establishment / supplier applying for the license or / who hold the license to ensure the quality of the commodities that they produce and intended to use the quality mark logo and are produced according to this procedure without prejudice to it.

It includes the quality criteria for the commodities that shall be fulfilled by the owner of the establishment / supplier applying for the license or / who hold the license.

In the event that the establishment applying for obtaining a license / or that hold the license chooses to apply a quality management system in accordance with the requirements of ISO 9001, the requirements for the quality management system shall be approved in accordance with the requirements of the referenced standard, in addition to the rest of the technical requirements related to the product monitoring specified in this chapter.

In the event that the establishment / supplier obtains a valid certificate of conformity to the requirements of ISO 9001 from an approved body, the granting body may exclude the audit of the items on the administrative requirements of the quality management system, and only assess the remaining technical requirements related to the monitoring of the product, manufacturing equipment and laboratories specified in this chapter.

1. Requirements related to quality management:

A- The establishment shall create, document, implement and maintain the management system and continuously improve its effectiveness in accordance with the requirements of this procedure. The establishment should also control the processes related to production and monitoring of production within the establishment.

B- The establishment shall prove that it has an effective management system that guarantees the production of a commodity that comply with the regulations, the granting procedure and the relevant Saudi standard as mentioned in chapter 1.

C- The establishment shall continuously adhere to comply with these requirements through statistical work to monitor the quality of commodities on the basis of drawing samples of the commodities and testing them periodically at the factory by the establishment and evaluating the results and regularly sending the results according to the periods specified in item 6-5-5-2 of this chapter (recording and sending the results of inspections and tests).

2. Management system requirements

2.1 Documentation requirements:

2.1.1 Quality Manual:

The establishment shall create and maintain quality manual and continually improve its effectiveness, which includes:

A- The scope of the quality assurance management system.

B- Quality policy.



C- The organizational structure of the establishment.

D- The written procedures that have been created for the quality assurance management system or a reference to them.

E- Description of production processes for the quality assurance management system.

F- The scheme for monitoring of the commodities' quality during the manufacturing and production process, as well as the final commodity.

G- Description of monitoring and measuring equipment to monitor production lines and final commodities.

2.1.2 Control of documents and records:

A- The management representative is responsible for monitoring all documents and data related to monitoring the establishment's production and the application of this procedure.

B- The documents required for the management and records system shall be controlled. These are of a special type of document that shall be controlled according to the requirements mentioned in this procedure.

C- A written procedure shall be created that defines the necessary controls for the approval of appropriate documents before their issuance, and when necessary review, update and re-approval of documents, and making sure that the amendments and valid reviews of documents are identified, ensure that appropriate versions of the applicable documents are present in their places of use, ensure that the documents are clear, legible and can be identified, prevent the unintended use of revoked documents and adopt an appropriate method to identify them in case of the need to restrict them for any reason.

D- A checklist should be created to determine changes to documents to avoid any use of canceled documents.

E- The establishment's records shall be monitored to provide evidence of compliance with the requirements and the effective operation of the management system. The establishment shall create a written procedure to define the controls needed to mark, store, protect, retrieve, maintain and dispose of records.

F - Quality records shall be maintained, and the mechanism for referring to them shall be clear and easy to identify and retrieve.

G- The establishment shall keep sufficient records to monitor production for at least 3 years.

2.2 The management's responsibility

2.2.1 Quality policy

A- The senior management of the establishment applying for the license or / that hold the license shall be aware that the quality assurance of the commodities they produce can only be achieved through setting a specific and documented quality policy with clear objectives.

B - The senior management shall ensure that the quality policy is declared and understood by all employees and at the various levels of the establishment.

C- The means of implementing the policy to achieve its objectives shall be determined (providing the necessary equipment, organizing work, organizing sites, determining records, being able to use facilities and their equipment, appointing qualified and trained personnel to produce and monitor the quality of commodities and verify the commodity application to ensure the proper functioning of the management system).



2.2.2 Management Representative (Quality Officer)

The senior management shall designate a member from the establishment management who will assume the following responsibilities and powers regardless of his other responsibilities to ensure that the required operations of the management system are created, implemented and maintained, and to communicate with the granting body regarding the work of licensing the use of the quality mark logo.

2-2-3 Organizational procedures for the establishment:

They should be in the form of an organizational structure for the employees of the establishment with a description and determination of the responsibilities of those responsible for:

A- Purchases, sales and order preparation.

B- Production area.

C- Division of quality and production monitor processes from raw materials to the final commodity.

D- Packaging.

Note: The laboratory department and its management should be under the supervision of the administrative representative or the general manager and cannot be under the supervision and management of the production manager under any circumstances.

2-2-4 Internal audit and management review meeting:

A- The management review meeting shall be held at least once a year to verify the conformity of the quality monitor procedures with the establishment's quality manual and assess the effectiveness of the system.

B- In addition, internal audits are carried out according to a schedule specified in the management system applied in the establishment. The results of the audit shall be documented in a report that also contains the actions that were taken based on the audit.

C- The establishment shall verify the entire applied management system at planned periods according to what was determined in the establishment's quality manual (at least every year) to ensure its ability to continuously and effectively fulfil the requirements of this procedure.

2.3 Safety Procedures:

The applicant to obtain a license or / who hold the license shall implement all the requirements stipulated in the regulations and laws related to occupational health and safety during production, storage and delivery operations. The applicant shall post the marking related to the use of commodities and equipment, identify and plan corridors in the establishment, fire alarm systems and all fire-fighting equipment, including extinguishers and systems.

2.4 Training and Competencies:

The applicable management system shall describe the implemented procedures to ensure that employees undertaking work that affects the conformity of the commodity production requirements, including testing, have competence in terms of education, training, skills and appropriate experience. Appropriate records of education, training, skills and experience shall be maintained.



2.5 Production processes control:

2.5.1 General:

The applied management system and quality monitor scheme (and associated documents) shall describe the monitoring works over the production process, inspection, corrective actions and verification of all operations and delivery, as well as the associated reports.

The applicant to obtain the license or / who hold the license shall specify in the management system the taken actions to ensure the following:

A- Ensure that the commodities and raw materials that affect the quality of the purchased commodities comply with the specified procurement requirements.

B- Guaranteeing and conforming of the work performed from outside that has an effect on the commodity.

C- Ensure that commodities are traceable.

D- Calibration and / or verification of monitoring, measuring and testing devices.

E- Restricting and controlling of non-conforming commodities to prevent unintended use or supply, and to prevent the recurrence of the non-conformity situation.

F- The applicant to obtain the license or / who hold the license shall create and maintain written procedures for dealing with storage, packaging, preservation and delivery. The establishment shall allocate areas or buildings for storage to prevent damage, deterioration or contamination of commodities. The condition of the commodity shall be assessed during storage at appropriate periods to detect any deterioration or defects.

G- The applicant to obtain the license or / who hold the license shall prove commodity control over the packaging process and place the mark logo in accordance with the criteria specified in chapter 3, while ensuring compliance with the requirements.

2.5.2 Purchases

2.5.2.1 The applicant to obtain a license or / who hold the license shall create procedures for the procurement operations as well as verify the quality of the components of the commodities that are not manufactured in the establishment. The applicant shall also ensure that the purchased commodity complies with the specific procurement requirements, and that the type and extent of the implemented monitoring on the supplier and the purchased product depends on the extent of the influence of that purchased commodity in achieving the production of the complied commodity. The final commodity shall also carry the following:

A- Determining the commodity standards for the supplier (and setting the standards in the suppliers' terms of reference).

B- Determining the criteria for selecting and evaluating of suppliers based on their ability to supply a commodity complied with the requirements of the establishment. Records of evaluation results shall also be maintained.

C- Setting up a list of approved suppliers, and updating it periodically.

D- Maintaining records related to the quality of purchases by suppliers.

E- Procedures for verifying purchase documents.

F- A list of approved raw materials.



2.5.2.2 The applicant to obtain the license or / who hold the license shall clearly describe in the purchase orders of the commodity to be purchased (technical specifications, quantities, deadlines for delivery), and refer to the technical standards in the terms of reference where the results of the tests for supplied materials are attached.

2.5.3 Control of formulations and components including:

A- A list of all formulations, elements or proportions of components within the establishment.

B- Determine the formulations or elements (chemical and / or proportions of components) compared to the approved reference.

2.5.4 Determination and traceability of commodities:

The applicant to obtain the license or / who hold the license shall create and maintain procedures that describe the approved rules to determine and mark each commodity separately (including the barcode) in a unified manner and by appropriate means, and ensure that the commodity is traceable throughout all stages of production (from the receipt of raw materials to the final commodity). These procedures shall detail inspection and testing methods at each stage of the manufacturing process. This includes the means and methods of monitoring the commodity during production and stipulates the measures to be taken in the event of non-conformity. The condition of the commodity shall also be identified with regard to the requirements of measurement and monitoring at each stage.

2.5.5 Monitoring Requirements:

A- The applicant to obtain the license or / who hold the license shall control the technical specifications of the commodity in comparison with the reference standards.

B- The applicant to obtain the license or / who hold the license shall create and maintain control procedures for monitoring works, analyses and tests to ensure that the commodities comply with the requirements of the standards mentioned in chapter 1 and verify that the specified requirements for the commodity are fulfilled, by creating a quality monitoring scheme, documentation of procedures, instructions and criteria.

C- The applicant to obtain the license or / who hold the license shall ensure that the results of the analyses and tests are satisfactory and within the limits and in accordance with the provisions and requirements of the standards specified in chapter 1.

D- The applicant to obtain the license or / who hold the license shall ensure that the quality control scheme or written procedures include reference to the records associated with the commodity, and are available at the places of manufacture and monitor, as well as validate them.

E- The applicant to obtain the license or / who hold the license shall draw samples and carry out self-monitoring periodically in accordance with the requirements of commodity monitor. The test methods indicated and specified in the standard of the commodity and specified in the technical annex shall be applied.

F- In the event that the commodity is not continuously manufactured and supplied, the sampling and testing can be reduced according to what is determined by the relevant procedure applied to the management system after its acceptance by the granting body.

G- In the event that any modification occurs to the composition of the commodity, the applicant to obtain the license or / who hold the license shall prove that this modification does not affect the conformity of the technical specifications of the commodity.



H - The applicant to obtain a license or / who hold the license shall carry out monitoring operations and tests according to the requirements of the standards mentioned in chapter 1.

I- The applicant to obtain the license or / who hold the license shall record, document and maintain the monitoring and testing processes and ensure that they are easily retrieved when needed.

2.5.5.1 Initial tests:

When submitting an application to obtain a license for a class or sub-class, with new levels and requirements different from the previous class, the establishment carries out initial tests during the production phase and the granting body may request an increase in the frequency of self-tests.

A- The sampling plan shall be in compliance with the criteria and rules stipulated in this conformity assessment procedure. If there are obstacles that prevent the achievement of this criterion because production is intermittent and not carried out in a regular basis, therefore, other places within the establishment and the frequency of other tests shall be agreed on with the granting body.

B- The applicant to obtain the license or / who hold the license shall provide the granting body with all results, tests and records to be reviewed and checked for conformity.

2.5.5.2 Monitoring and testing on raw materials and commodity components upon receipt:

A- The applicant to obtain the license or / who hold the license shall ensure that the raw materials are not used until ensuring that they comply with the specified criteria (through monitoring or any other effective measures).

B- The applicant to obtain the license or / who hold the license shall monitor all the raw materials used in the manufacturing process. There shall be a clear and binding contract on the suppliers of those materials proving their safety, along with attaching the analysis labels for each delivered consignment.

C- The applicant to obtain the license or / who hold the license shall monitor the traceability of the monitoring processes on raw materials.

D- The applicant to obtain the license or / who hold the license shall record all the technical data for each delivery process related to the raw materials received from any supplier or tested by the establishment, and if the consignment includes a number of batches, the technical data shall be provided or tests are conducted for each batch.

E- In the event of a change in raw material sources, the applicant for the license and/or the licensee shall conduct tests to ensure that the raw materials comply with the requirements of their standards and that this is disclosed during the audit process by the granting body.

2.5.5.3 Monitoring and testing during manufacturing and production processes:

The applicant to obtain the license or / who hold the license shall monitor the commodity and carry out the necessary tests during the manufacturing and production process according to the quality monitoring scheme and the instructions for monitoring and specifications. The applicant shall also make sure that the required monitoring work and tests have been implemented, and the results reports have been received and evaluated according to the results of statistical analyses.

2.5.5.4 Monitoring and tests on final commodities:



A- The applicant to obtain the license or / who hold the license shall carry out the required monitoring work and the final tests in accordance with the quality monitoring scheme to prove that the establishment has an effective management system that ensures the production of a commodity complied with the regulation, the granting procedures and the relevant Saudi standards.

B - The quality monitoring scheme and / or written procedures for monitoring and final tests shall include all specific tests, including those related to receiving raw materials during production and manufacturing processes. The applicant to obtain the license or / who hold the license shall ensure that they have been implemented and verified to ensure that the results meet the specified criteria.

These tests are mandatory by the establishment according to the following points:

1- These tests shall be carried out on each batch.

2-Self-monitoring results must be recorded and used by the worker and then the assigned responsible person to ensure, at a minimum, compliance or non-compliance with the internal technical characteristics and the technical characteristics of the standards related to the products and commodities that have obtained the quality mark. The responsible person must be qualified and have no connection to production (such as: the production manager), and the standard number or the method by which the test is performed must be written in the establishment's self-monitoring reports.

2.5.5.5 Handling, storage, packaging and delivery:

The quality monitoring plan shall include the measures taken to protect the quality of the produced commodity. The management system shall also include applied procedures when the establishment uses intermediate handling systems, such as shipping and transportation equipment.

To achieve this:

A- A plan for storage, packaging and delivery shall be created and sent to the granting body.

B- The commodity shall be stored according to what is stated in the relevant standard.

C- The procedures that define the steps for amending the commodity shall be established, when the used packing device allows packing of different commodities.

D- Procedures to ensure the elimination of every risk of contamination, damage or deterioration of the commodity during the stages of storage, transportation, packaging and delivery shall be established.

E- In the event that the commodities are one batch or more, for example, procedures shall be established to describe the steps taken for the following:

- * Ensure that the product that was delivered is the required product.

- * Ensure that the product that was previously transported is not contaminated, damaged or deteriorated.

F- A clear mechanism shall be set to avoid mixing of production batches.

G- A different production number and sequence shall be marked on each batch.

H- The production number shall be marked on each batch so that it can be easily traced after delivery and in the market.

2.5.5.6 Recording and sending the results of inspections and tests:



- A- The applicant to obtain the license or / who hold the license shall maintain the records and files of the results of the (internal) self-tests, according to the periods specified to fulfil the requirements.
- B- Records shall prove and demonstrate that the commodities fulfil the standards and requirements for monitoring and / or tests. When the commodity does not pass the requirements for monitoring and / or tests, the non-conforming product procedure shall be applied.
- C- The records shall specify the persons authorized to monitor and declare conformity of the commodity.
- D- The applicant to obtain a license or / who hold the license shall send the results of the (internal) self-monitoring tests to SASO every six months according to the approved form.
- E- The applicant to obtain a license or / who hold the license shall send a document of self-tests results to SASO within a period not exceeding one month from the date of sampling.
- F- The document includes the following data:
- * Date of sampling
 - * All available results.
- G- The statistical results are determined according to the requirements of the product standard and methods of monitoring the quality of the commodity:
- * Number of results
 - * Average results
 - * Variation
- H- In the event that there are differences that are considered too high between the laboratory results accepted by the granting body and the establishment's laboratory, the granting body shall repeat the tests and ask the establishment to re-test the reference sample corresponding to the same sample subject of previous results. The results are sent to the granting body as soon as they are available. The establishment shall keep reference samples corresponding to each sample from all external drawn samples for a period of at least six months (this period can be extended at the request of the granting body). The re-tests are carried out on the reference samples that are kept at the request of the granting body when needed.

2.5.6 Statistical analyses

The applicant to obtain the license or / who hold the license shall specify the details of the approved statistical analyses to monitor the proper implementation of production work and the quality of the commodities.

2.5.7 Control of monitoring, measurement and testing equipment

The applicant to obtain the license or / who hold the license shall maintain the monitoring and measurement equipment through the implementation of periodic monitoring and / or calibration, in accordance with the procedures specified in the applicable management system, and to prove the conformity of the commodities to the specified criteria and standards. Monitoring, measuring, and testing equipment shall be used in a manner that ensures that uncertainty in measurement is known and consistent with the capacity required for the measurement. The applicant to obtain the license or / who hold the license shall:



- A. Determine the required measurement procedures, accuracy level, and select appropriate monitoring, measuring, and testing devices and methods that can provide accurate results with the necessary precision and enable verification and maintenance of the quality of raw materials, products, and commodities.
- B- Determine the required monitoring, measuring and testing equipment and devices that affect the quality of the commodity, and calibrating and maintaining them at periodically, or before each use, using calibration devices or criteria that have national or international association. In the absence of international criteria, the calibration mechanism and reference shall be accurately documented and described.
- C- Define the process used to calibrate the monitoring, measuring and testing equipment, describe the type of equipment and appliances, the location, and the internal coding (serial number), and verify the acceptance method and criteria and the procedures to be taken when the results are not identical.
- D- Count all control, measurement and testing equipment and identify them with appropriate data card or record to determine and show the validity of the calibration for each device separately. This data card or record shall contain the name, serial number, purpose, using method, maintenance method and calibration periods of the device, as well as the persons concerned with the use of the device approved and signed by the supervisor and the quality department.
- E- Inspect the equipment regularly and periodically to monitor and / or calibrate it according to the procedures and periods specified in the equipment and devices monitoring scheme, using reference calibration equipment connected to a series of national or international metrology criteria. Test rooms and storage containers for samples, if any, shall be equipped with the required measuring equipment (such as temperature, humidity, etc.). Measurements are performed at the periods specified by the standards and shall be recorded.
- F- Examine, analyze or approve the calibration results carried out by the approved external bodies.
- G- Maintain monitoring and calibration records for monitoring, measurement and testing equipment and appliances for a period of no less than two years and record them on a follow-up card for maintenance, monitoring and calibration of devices and equipment (a device follow-up card).
- H- Ensure that the environmental conditions necessary to carry out calibration, monitoring, measurement and / or tests are maintained. The conditions under which tests are carried out (such as temperature and humidity) shall meet and fulfil the requirements of the standards and calibration and / or testing methods.
- I- Ensure that the readiness and efficiency of the equipment and appliances for handling, storage, packaging, delivery, measurement and testing are maintained.
- J- Protect the monitoring, measuring and testing equipment and appliances.
- K- The establishment laboratory may be involved in the comparing campaigns of test results between laboratories.

2.5.8 Control of non-conforming product:

The applicant to obtain the license or / who hold the license shall ensure that non-conforming commodities are identified, counted and monitored in order to prevent unintended use or delivery. A written and documented procedure shall be established to define the methods of control, responsibilities, and eligibilities related to the handling of non-conforming commodities. This is done by:



A- Analyzing non-conforming commodities to determine the main cause of this in order to take corrective actions to avoid the emergence and recurrence of non-conformities in the future.

B- Analyzing the procedures and processes of production to uncover possible and probable causes for the occurrence of non-conforming commodities.

C- A method that ensures the implementation of corrective actions that will suffice for the purpose.

D- Taking corrective actions (about chemical formulations, compositions, results, monitoring, etc.) and corrective actions for non-conforming quantities at the end of the manufacturing process.

E- Taking the appropriate action towards the potential effects of non-conformity in the event that a non-conforming commodity is discovered after its delivery.

F- Maintaining records of non-conformities and any other measures taken in their regard, including the obtained approvals of the violations.

The applicant to obtain the license or / who hold the license shall set up a mechanism for withdrawing the commodity that hold the mark in the event that a non-conforming commodity is discovered in the market and set an appropriate mechanism and time plan for methods to formally dispose or re-manufacture it with an official explanation.

Establishments have the right to reuse, recycle, or add non-conforming products and commodities in the production of conforming products and commodities in quantities and methods that are predetermined, while monitoring the maintenance of conformity of the products and commodities in accordance with the procedure for controlling non-conforming products and commodities.

2.5.8.1 Classification of minor defects in commodities:

Minor defects are when the percentage of the self-monitoring test result is not in the limits of the standards and less than the acceptable percentage or there is a gap in the test results out of the statistical limits but within the standard limits. A small defect is not considered a non-conformity, but the number of minor defects shall be limited as determined by the following conditions:

A- The percentage of minor defects shall not exceed the specified acceptance percentage for each commodity. The applicant to obtain the license or / who hold the license shall prove conformity through the sampling criteria.

B - The applicant to obtain the license or / who hold the license shall prove and document the actual measures that have been taken each time in the monitoring report, which describe the inspection and monitoring works, and the amendment to the products in case of non-conformity with the criteria.

2.5.8.2 The main defects in the commodity are classified to:

A- Main defects in the event that the percentage of the self-monitoring test result is not in the limits of the standards and is higher than the acceptable percentage, or there is a gap in the test results out of the standard limits of the standards.

B- In the event that a commodity with main defects is discovered after its delivery to the beneficiary, the beneficiary shall be informed, the quantities shall be determined, and a report shall be drawn up to record the quantities produced and the procedures taken. Moreover, the granting body shall be informed about that.

2.5.9 Corrective / or preventive procedures



A- The applicant for the license or / who hold the license shall take the necessary actions to remove the causes of non-conformities and take corrective / or preventive procedures in order to prevent their recurrence. Corrective and / or preventive actions shall be appropriate to the effects of detected / or potential non-conformities.

B- The applicant to obtain the license or / who hold the license shall establish a written procedure / or procedures to define the following requirements:

- * Review non-conformities (including customer complaints).
- * Determine the causes of the discovered / or potential non-conformities.
- * Evaluate the need for carrying out a procedure to ensure that non-conformities do not recur / or to prevent non-conformities from occurring.
- * Determine and implement the required corrective / preventive procedure.
- * Maintain records of the results of the taken procedures.
- * Review and follow up the effectiveness of the taken corrective / preventive procedures.

2.5.10 Handling customer complaints (responding to customers complaints)

The applicant to obtain the license or / who hold the license shall:

A- Maintain a record of all complaints submitted to him about the commodity's conformity with the requirements of the relevant standard and making files available to SASO upon its request.

B- Take appropriate procedures in response to these complaints or regarding any defects in the commodities that would affect the conformity with the requirements for granting a license to use the mark.

C- Document the taken procedures.

D- These records shall be available to the auditors of the granting body during the visits.

3. Supplier requirements:

All suppliers applying for and/or obtaining the mark for products and commodities previously licensed to use the mark at the factory (the same categories and types of products and commodities in terms of composition and technical report) but with different trademarks with this factory, must prove that there is a contract with the factory that includes the "types and categories of products and commodities" that have previously obtained the mark and is certified by the factory. The supplier must also prove that it has an effective management system in place to ensure the sale and distribution of products and commodities that comply with the regulation, granting procedure, and standards. It must also meet the following quality management system requirements:

3.1 Quality officer:

According to the requirements of item 2-2-2 above

3.2 Organizational Procedures for the establishment:

An organizational structure for employees should be defined with a description and specification of the responsibilities for each of those responsible for:

3.2.1 Procurement, sales and orders preparation.

3.2.2 Handling customer complaints

3.2.3 Quality officer



3.2.4 Packaging.

3.3 Safety procedures:

All conditions stipulated in the rules and laws related to occupational health and safety shall be applied during storage and delivery operations, in addition to post the marking related to the use of commodities and equipment, identify and plan corridors in the establishment, fire alarm systems and all fire-fighting equipment, including extinguishers and systems.

3.4 Purchases:

The supplier must verify the quality and conformity of purchased products and commodities with the specified purchase requirements. The supplier must also meet the following points:

3.4.1 Clear specification and description of the commodity to be purchased in the purchase orders (technical specifications, quantities, deadlines for delivery), and refer to the technical specifications in the terms of reference / contracts with the factory. The results of the tests shall be attached by the factory.

3.4.2 Setting up a list of contracted factories, and updating it periodically.

3.4.3 Procedures for verifying the purchase documents.

3.5 Handling, storage, packaging and delivery:

The necessary measures to protect the type of the commodity that has the license to use the quality mark shall be defined and implemented. The management system shall also include the applied procedures when the establishment uses intermediate handling systems, such as shipping and transportation equipment. To achieve this:

3/5/1 A plan for storage, packaging and delivery shall be created and implemented.

3/5/2 The commodity shall be stored according to what is stated in the relevant standard.

3/5/3 Procedures to ensure the elimination of every risk of contamination, damage or deterioration of the commodity during the stages of storage, transportation, packaging and delivery shall be established.

3.6 Submitting of complaints handling (responding to customers complaints)

The supplier must comply with the following:

3.6.1 Maintain a record of all complaints related to the conformity and making files available to SASO upon its request.

3.6.2 Take appropriate procedures in response to these complaints or regarding any defects in the commodities that would affect the conformity with the requirements for granting a license to use the mark.

3.6.3 Document the taken procedures.

3.6.4 These records shall be available to the auditors of the granting body during the visits.



Chapter 7: Accepted Laboratories

Any laboratory accredited by the Saudi Accreditation Center or any accreditation body internationally approved or that fulfil at least the basic requirements of ISO 17025 can be accepted by the granting body after studying its file

Chapter 8: Financial Costs

1. Mechanism for calculating the costs of granting / following up the file / renewing the license:

A-The costs of granting, renewing, or monitoring the license to use the quality mark are calculated based on the financial cost table specified in this chapter for each separate application, as well as the required evaluation procedures.

B-When applying for a license to use the quality mark, the application fees are calculated only once for each application, and no other costs are incurred when requesting an expansion of the scope or renewing the license.

C-When submitting an application to expand the scope of the license, the costs specified in Clauses (2) and (4) of the financial cost table specified in this chapter are calculated according to the required evaluation procedures. When an initial audit is required, the costs specified in Clause (3) of the financial cost table specified in this chapter are added.

D-The costs of studying the technical and administrative documents are calculated when applying for a new license, renewing the license, or requesting an expansion of the license scope.

E-SASO issues a single copy of the license certificate for each trademark. The establishment has the right to determine the language used in writing that certificate, and the cost of each copy or modification of the scope or expansion is calculated at a value of 1000 Saudi Riyals.

F-The costs of white audit tasks for "factories" that express their desire during the preliminary granting stage are calculated at a value of 5000 Saudi Riyals.

2. Calculation of travel and accommodation costs:

2/1 The establishment has the option to secure travel tickets, accommodation reservations, and entry visas to the country when needed. If the establishment did not secure that, the granting body should secure all that, with an addition of 20% of the value of those invoices. The travel tickets and hotel reservations are calculated and classified according to:

- A- The cost of travel tickets on business class.
- B- Hotels with a minimum rating of 4 stars.
- C- Entry visas to the country if required.

2/2 In the event that the establishment / supplier is responsible for securing travel tickets and hotel reservations for the auditors, the granting body shall be provided with those tickets and reservations within a period not exceeding (20) days from the approval letter for the date of the audit, any delay or deficiency in that, the establishment shall be responsible for this delay and deficiency, unless the granting body received an official letter explains the reasons for not sending those tickets and reservations, and these justifications must be convincing.

3. Cost of testing the samples:

The establishment / supplier is responsible for bearing all costs associated with testing the samples.



Table of Financial Costs

(All costs are calculated in Saudi Riyals)

Clause 1	Application and review of application completion (for SASO)	3000 per application
Clause 2	Technical documentation review costs (for the granting body)	2500 per workday per person
-The number of working days is determined according to the table of the number of working days specified in this chapter.		
Clause 3	Audit (initial granting/periodic monitoring /renewal/complementary) (for the granting body)	3000 per workday per auditor
- The number of working days is determined according to the table of the number of working days specified in this chapter. - Working days for the audit include the following: Periods for completing the file study and office preparation for the audit, and conducting the on-site audit for each member of the audit team. Evaluation of results and preparation of reports. Verification of the fulfillment of the observations and their approval.		
Clause 4	Review and decision-making committee (for SASO)	2500 per workday per member
The number of working days is determined according to the table of the number of working days specified in this chapter.		
Clause 5	Right to use the Quality Mark (for optional products) (for SASO)	20000 (for 1-20 products) 25000 (more than 20 products)
- Products refer to the number of products and commodities specified in item (2) of the first chapter of this procedure. - Upon renewal, (15000) is calculated for optional products.		
Clause 6	Right to use the Quality Mark (for mandatory products) (for SASO)	15000 per product
- Products refer to the number of products and commodities specified in item (2) of the first chapter of this procedure. - This item applies to commodities that are required to have the Quality Mark in accordance with the relevant technical regulations. - Upon renewal, (15000) is calculated for mandatory products.		
Clause 7	Travel and accommodation	
- The establishment (applicant or licensee) shall arrange for the travel tickets and accommodation of the auditors, which shall be classified and calculated as follows: Travel tickets in business class. Hotels with a minimum classification of 4 stars. Entry visas for the country when necessary. And when the granting body makes all the previous arrangements, 20% is added to the value of the tickets + hotels invoices.		
Clause 8	Tests	
The establishment (applicant or licensee) shall bear the costs of conducting the required tests in accordance with the provisions of this procedure.		



Table of Working Days

Task	Number of Products*			
	1-5	6-10	11-15	More than 15
	Number of Working Days			
Technical Study	5	6	7	8
Audit (Grant/Renewal)	3	4	5	6
Audit (Periodic Monitoring/Expansion/Supplementary)	2	3	4	5
Review Committee	1	2	3	

* Number of products: Refers to the number of products and commodities specified in Article (2) of the first chapter of this procedure.

Technical Annex

- List of tests required for ceramic tile product

#	Test Name	Standard Number
1	Dimensions: Length, Width, Thickness	SASO GSO ISO 13006 SASO ISO 10545-1 SASO ISO 10545-2 SASO ISO 10545-3 SASO ISO 10545-4 SASO ISO 10545-5 SASO ISO 10545-6 SASO ISO 10545-7 SASO ISO 10545-8 SASO ISO 10545-9 SASO ISO 10545-10 SASO ISO 10545-11 SASO ISO 10545-12 SASO ISO 10545-13 SASO ISO 10545-14 SASO ISO 10545-15 SASO ISO 10545-16
2	Side Straightness (Face Sides)	
3	Rectangularity	
4	Surface Flatness	
5	Surface Quality	
6	Tile Back Warpage	
7	Water Absorption	
8	Breaking Strength (Newton)	
9	Modulus of Rupture (Newton/mm ²)	
10	Deep Abrasion Resistance of Unglazed Tiles	
11	Surface Abrasion Resistance of Glazed Tiles	
12	Coefficient of Linear Thermal Expansion (from Ambient Temperature to 100°C)	
13	Thermal Shock Resistance	
14	Crackle Resistance of Glazed Tiles	
15	Crazing Resistance	
16	Moisture Expansion (mm/m)	
17	Minor Color Differences	
18	Impact Resistance	
19	Stain Resistance - Glazed Tiles	
20	Stain Resistance - Unglazed Tiles	
21	Chemical Resistance of Tiles to Chemicals or Substances	
22	Resistance to Low Concentrations of Acids and Alkalis	
23	Resistance to High Concentrations of Acids and Alkalis	
24	Resistance to Household Cleaners and Bath Salts	
25	Emission of Lead and Cadmium from Glazed Tiles (Optional)	

