



علامة الجودة الإماراتية  
Emirates Quality Mark

UAE Quality Mark System:

- Preamble
- Definitions
- Objectives
- Item 1 Scope of application
- Item 2 Forms and Annexes
- Item 3 Form and mark quality
- Item 4 Authorization to use the Quality Mark
- Item 5 Steps to obtain a license using a quality mark
- Item 6 Procedures for granting a license to use a quality mark
- Item 7 Liability for irregularities
- Item 8 General Provisions.
- Annex 1 Quality Mark Fees
- Models
- Model No. 1 UAE Quality Mark
- Application for a license using a quality mark
- Model No. 3 Initial Evaluation Report
- Model No. 4 General rules of the supervision and control plan
- License No. 5 Use of Quality Mark
- Sample No. 6 Sampling
- Model No. 7 Periodic Inspection Report
- Model No. 8 Contracting

**Preamble:**

The application of the national standard is the main purpose of its adoption and its status is subject to use and the production or service establishment is fully responsible for the application of these specifications to the products and goods that are produced or serviced.

With reference to Federal Law No. 28 of 2001 establishing the Emirates Authority for Standardization and Metrology, the Authority is responsible and authorized in the United Arab Emirates to award the UAE Quality Mark.

The UAE Quality Mark Regulations have been established to ensure that the products comply with their approved standards and to give the consumer confidence that the products traded locally or in the foreign export markets carrying this mark have been inspected by a neutral official body in accordance with the procedures stipulated in these regulations.

It has also taken into account the compatibility with the specific international standards and requirements issued by the international organizations concerned with standardization in the granting of such marks and badges in accordance with this system so as to secure future international recognition through the international accreditation bodies and bilateral agreements and thus support the competitiveness of products. The national in the local markets opened the door for them to spread and compete in foreign markets, which contributes to the development of the national economy.

**Definitions:**

The following terms shall mean in this Regulation wherever shown attached to each of the meaning.

Body: Emirates Authority for Standardization and Metrology.

Competent Competency Assessment Authority: The entity responsible for the inspection, testing and conformity of products and goods, whether the body or the authority delegated by it.

Conformity assessment: The activity which is concerned with verifying that the requirements related to the standard specifications are met directly or indirectly, such as inspection, inspection, testing, calibration or granting conformity certificates for products and goods.

Product: Finished product subject to the quality mark.

Approved Standards: Standards adopted by the Authority.

Establishment: Any factory or production unit that produces the product for marketing purposes.

National Factories: This means the licensed factories within the State.

UAE Quality Mark: The mark adopted by the Emirates Standards and Metrology Authority in the form attached to this regulation indicating the conformity of the product to the approved standard specifications and the commitment of the establishment to the requirements specified in these regulations.

Supervision and control system: A system to control the quality of production agreed upon between the competent conformity assessment authority and the establishment to ensure the continuity of conformity of the product to the approved standard specifications and the commitment of the establishment to the requirements specified in these regulations.

Supervision and control system: A system to control the quality of production agreed upon between the competent conformity assessment authority and the establishment to ensure the continuity of the conformity of the product to the approved standard specifications and the commitment of the establishment according to the requirements specified in accordance with the model No.4

Inspector: Specialized Delegate assigned by the Competent Assessment Authority in coordination with the Commission to carry out the audit and inspection functions contained in these Regulations.

Initial evaluation: An initial assessment by the Competent Assessment Authority, in coordination with the Authority, of the establishment requesting the license to use the UAE Quality Mark on its products in order to study the quality control system in the establishment

Periodic inspection: The inspection program that is conducted periodically on the establishment authorized to use the UAE quality mark on the commodity concerned to ensure the safety of its use of the mark (the badge) and its commitment to the supervision system and the agreed and the continuity of the mark.

Quality certification: A certificate granted by the Authority to the establishment using the UAE quality mark on this commodity to indicate that the product has been selected and that it conforms to the relevant standard specifications and that the producing establishment has an effective quality control system and means the permit according to model No. (5).The Competent Executive Committee: A committee formed by the Authority under the chairmanship of the Director General of the Authority to consider approval of the license in the goods by marking the quality or not based on the results of the studies submitted by the Authority, including the conformity assessment authority.

### **UAE Quality Mark:**

#### **Item 1:**

##### **Scope of Application:**

The provisions of these regulations shall apply to the facilities within the borders of the State which produce goods conforming to the approved standard specifications and apply to the Authority for the license to use the UAE Quality Mark.

#### **Item 2:**

The following appendices and forms shall be attached to the Regulations.

#### **Item 3:**

##### **Form and installation of Quality Mark UAE:**

- 1: The UAE quality mark shall be according to Model No. 1
- 2- The establishment shall grant the license to use the UAE Quality Mark after fulfilling the requirements of these regulations.
- 3: It must be printed, engraved, glued The Quality Mark on the item to a way is difficult to remove and in the absence of sufficient space on the product and if the product does not allow the marking of quality directly, it can be printed or engraved or stuck on the packaging of this commodity or in any way adopted by the body or authorized.

#### **Item 4:**

##### **To determine the license using the UAE Quality Mark:**

##### **A: UAE Quality Mark Requirements:**

The Authority shall grant the establishment a license to use the quality mark when the following requirements are met:

- 1 :If the establishment is officially established and licensed. The Authority shall determine the competent conformity assessment authority which shall supervise the implementation of the quality mark of this establishment.

- 2: Standard specifications approved for the product concerned
- 3: The product produced by the establishment comply with its approved standard specifications.
- 4: The existence of an effective system to control and quality assurance.
- 5: The establishment shall have a suitable laboratory with sufficient testing, analysis and examinations with the availability of qualified personnel to ensure the quality control of the product in accordance with the duties of the establishment provided for in the supervision plan or in the laboratories of the conformity assessment authority or in other accredited laboratories.
- 6: The facility shall provide all the necessary facilities for the inspectors accredited at the time of preliminary and periodic inspection at any time and provide them with all the required information, including the methods of quality control followed and records of production and conformity upon request.
- 7: The establishment shall obtain the approval of the competent conformity assessment authority in relation to the place and the method of placing the quality mark on the product by the Authority.
- 8: The establishment attach a report with the license request or renewal request includes its commitment to the plan of supervision and control and determine the amount of annual production of the required product and put the UAE quality mark on it.
- 9: The establishment undertakes that all data submitted to the competent conformity assessment authority is correct.
- 10: The establishment that wishes to obtain the UAE quality mark pay the costs of initial and periodic inspections .The costs of testing the samples and the costs of the license to use the UAE quality mark and the payment of the initial evaluation and inspection costs, the costs of testing the samples and the cost of using the UAE quality mark according to the system approved by the Council of Ministers indicated in Annex A.

**B: The responsibility of the establishment after obtaining the license:**

After obtaining the license, the company shall be responsible and at its expense for the following:

- 1: Compliance with the plan of supervision and inspection in accordance with the general rules in model A
- 2: Withdrawal samples of the raw materials and materials involved in the production of the product and testing them to ensure that they conform to the approved standard specifications of these materials and in some cases can only be certified as acceptable.
- 3: Conduct the test on the commodity in accordance with the specifications of its own.
- 4: Recording the test results in the records acceptable to the competent conformity assessment authority and keeping them in an appropriate manner so that it can be easily accessed by the competent compliance assessment.

5: Periodic calibration of all equipment and measuring equipment used in the establishment of the product in question according to a specific system and accepted by the competent conformity assessment authority.

#### **Item 5:**

##### **Steps to obtain a license using the UAE Quality Mark:**

1: The Authority shall submit an application to the Authority for authorization to use the UAE Quality Mark with an undertaking from the establishment to pay the costs as set forth in Annex A

2 :The Authority shall take the necessary steps or refer the application of the establishment to the competent conformity assessment authority, which authorizes it to follow up the quality mark system for this establishment

3 :The competent conformity assessment committee shall, upon examination of the application, recommend to the Commission to accept or reject the application of the establishment.

4 :All the steps adopted in preparation for the Commission's submission to the Executive Committee for Quality Mark.

5: Authority shall present the necessary evaluation and evaluation results to the Executive Committee for Quality Mark to consider granting the license using the national quality mark.

#### **Item 6:**

##### **Procedures for Granting the License to Use the UAE Quality Mark:**

If the establishment has the conditions provided for in Item 4 of this Law, the competent conformity assessment authority shall coordinate with the Authority:

##### **1: Initial Inspection:**

1/1: It aims to conduct technical studies, which include studying the means of inspection and testing available at the establishment and the methods of quality control at all stages, including the quality systems and other systems adopted and the extent of compliance with the relevant legislation in force in the State.

1/2: Random sampling of the raw materials and the different stages of production and the final product to be tested in one of the laboratories of the competent compliance authority or any laboratory approved by the Commission to ensure that the product meets the specified standards.

1/3: Prepare initial inspection reports in accordance with Form (3)

1/4: Ensure calibration all measuring devices for product production and laboratory equipment and provide valid calibration certificates.

##### **2: Granting the license to use the UAE Quality Mark.**

2/1: The supervision and control plan of the establishment shall be determined to ensure its continuation in the production of goods conforming to the approved standard specifications in accordance with Form No. 4 which includes the general rules of the supervision and control plan

2/2: Upon approval by the entity of the supervision and control plan, the competent conformity assessment authority shall submit a complete report to the Authority, including a statement of the results of the exhaustive inspection, as well as recommending to the Authority the license for the establishment using the quality mark, (Form No. 5), signed, stamped and sent to the Commission for the completion of the proceedings.

2/3: The Authority shall prepare the full report of the evaluation and results of the examination and presentation to the Executive Committee for Quality Mark.

2/4: The Authority shall inform the establishment of the decision of the executive committee of the quality mark and the fees prescribed in exchange for the right to use the mark.

2-5: The Authority shall adopt the license certificate after registration and numbering and meet the prescribed fees and then delivered to the representative of the establishment with the sending of a certified copy to the competent conformity assessment authority.

### **3 :Periodic inspection:**

The competent conformity assessment authority shall, in coordination with the Authority, conduct a periodic inspection of the licensed entity using the UAE Quality Mark at intervals of time throughout the year. This may be done on a sudden basis, so that the number of inspections shall not be less than twice a year.

3/1: Check the packages of the quality system and see the results of tests and ensure compliance of the entity with the plan of supervision and control.

3/2: Check calibration of measurement and test containers and provide them with valid calibration certificates.

3/3: Random sampling of the sample shall be taken in the presence of the compliance officer of the establishment or his representative to test it to ensure that it conforms to the approved standard specifications of this product according to the model No. 6

3/4: The competent conformity assessment authority shall consider the need to audit them after coordination with the Authority.

3/5: To prepare reports on this inspection in accordance with Model No. 7

3/6: The Authority shall inform the licensed company of the results of the periodic inspection in the case of non-conformity of the withdrawn samples or violation of the supervision and supervision system to avoid the causes of the violation, with the follow-up of the Authority to implement this.

4: In cooperation with the concerned parties, the Authority shall study the complaints submitted by producers or consumers on the relevant subjects5: If the Competent Assessment Authority or Competent Assessment Authority finds that the conformity of the goods with the UAE quality mark is not identical and working to find appropriate solutions.

5: If the Authority or the Competent Competency Assessment Authority finds that the goods that have the UAE Quality Mark are not identical to their standard specifications, the Company shall comply with the provisions of Item 8 of these Regulations.



### **Item 7:**

#### **Liability of Violations:**

Any commodity bearing the UAE Quality Mark shall be deemed to be an undertaking by the establishment that the product conforms to its approved standard specifications and that the enterprise shall bear full responsibility if it violates the provisions of these regulations.

### **Item 8:**

#### **General Provisions:**

1. If the Executive Committee refuses to grant the UAE Quality Mark for the commodity, the Authority shall, upon the decision of the Committee, notify the Corporation in writing of the reasons for refusing the UAE Quality Mark within a period not exceeding two weeks.
2. For industrial establishments in the event of non-approval of the license to use the mark the right to appeal the decision of the Executive Committee by submitting a request to the Commission within a maximum of 60 days from the date of notification of the decision to submit to the Committee the next meeting and its decision is final in this case.
3. The establishment may submit a new application for the UAE quality mark after the necessary correction and adjustment.
4. The license to use the UAE Quality Mark shall be valid for three years and may be renewed every three years at the request of the establishment and shall be accompanied by the costs of renewal at least two months from the expiry date of the previous license.
5. An entity with a UAE quality mark shall not be allowed to use it after the end of the license period without renewing it. The license shall also be deemed null and void if it fails to submit the renewal application within the period specified in the preceding paragraph.
6. The establishment has the right to use the UAE Quality Mark in advertising the item in various media during the period of validity of the license.
7. The establishment shall be entitled to call the products of the UAE quality mark from the market and other bodies and in the event that it is proved that the products contain defects or remnants of the requirements of the UAE quality mark system.
8. The Authority shall inform the establishment as soon as possible of the decision of cancellation and declare the cancellation of the right to use the establishment of the quality mark by the means deemed appropriate by the Authority.
9. The Authority shall issue the appropriate conformity assessment according to the decision of the Executive Committee for Quality Mark in coordination with the concerned authorities to take the legal procedures in the right of the establishment that has the license to use the UAE Quality Mark if it is proven to put the mark on goods that do not conform to the standard specifications or a licensed product.

10. The entity whose license has been revoked using the Emirates Quality Mark has the right to apply for the use of the UAE Quality Mark after the cancellation of the reasons for the suspension on the date of the end of the license.
11. An entity whose license has been revoked by using the UAE Quality Mark shall have the right to apply for the re-license, after the reasons for cancellation have been canceled. The establishment shall not start using the mark unless notified in writing and obtained a new license from the Authority.
12. Anyone who has used the Emirates Quality Mark without obtaining a license from the Authority or who continued to use the UAE Quality Mark despite a decision to suspend its use temporarily or revoke its license or after the license has expired or has been declared without any license by any media. He shall be subject to the penalties Stipulated in the laws and regulations of the country.

**Annex 1**  
**UAE Quality Marks Fees:**

NO	Type of fees	Fees in UAE Dirhams
1	Fee when applying to the Authority for the UAE Quality Mark.	1000
2	License fee using UAE Quality Mark.	15000
3	Annual license fee using UAE Quality Mark.	10000
4	Audit fee for the establishment.	2500/ work day for each auditor
5	Technical documentation review fees.	2500/ work day for each auditor