



Organizational aspects of the Conformity Assessment: role and relationship between the Designating Authorities, Conformity Assessment Bodies, Certification Bureaus and Test labs

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Electronic Procedures of type approval for mobile terminals: Tunisian approach

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Plan

- 1 Introduction
- 2 Procedure
- 3 System Information & Business Application
- 4 One Stop Shop Online Services
- 5 Statistics
- 6 Conclusion

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1- Introduction



Control and examination organisms play a major role in security of property and of persons. They are involved in many areas of control such as: Industrial, electrical installations, welding, snap-on apparatus, food processing industry, health, environment, building, tourism, information technology.

In this context the One-Stop Shop of Information Technology and Communication has been created by decree 2639 on 21 July 2008 in order to provide administrative authorizations dealing with import operations and marketing systems.



Plan



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2- Procedure



Procedure is an orderly and formal description of series of operations and instructions to make the system consistent shared reliable and credible. It specifies in particular

- ✓ Different tasks and their modalities of execution,
- ✓ The respective responsibilities of the different dealers or operators,
- ✓ The methods of establishment of the different documents necessary for administrative, financial, accounting, operational and technical management,
- ✓ Control modalities at every stadium of the system information.

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2- Procedure



Written procedures, validated and integrated in our business applications allows each agent to:

- ✓ Act with Perfect knowledge of the system,
- ✓ Process documents according to the pre-defined conventions easily,

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2- Procedure



It represents also:

- ✓An efficient tool of training for newly recruited, transferred or appointed provisionally employee,
- ✓A written support for the execution of daily's agent tasks,
- ✓Monitoring tool for internal and external auditors.

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a) System Information (Definition)

A system information (SI) is a group organized by resources (hardware, software, personnel, staff, data and procedures) who allows to collect, to regroup, to classify, to deal and to broadcast information in a given environment.

The perimeter of the term System Information can be different from an organization to other one and can cover depending on circumstances all or part of the following elements.



a) System Information (Definition)

- ✓ Data base entreprise,
- ✓ Tool of Customer Relationship Management,
- ✓ Business applications,
- ✓ Network infrastructure,
- ✓ Data servers and of storage systems,
- ✓ Application servers,
- ✓ Security device.



a) System Information (objectives)

The system information coordinates the activities of the organization. It is the vehicle of communication in the organization. Besides, SI represent all resources and systems (persons, material, software) organized for following objectives:



3- System Information & Business Application



- ✓ The optimization of the processes of management
- ✓ The coherence and homogeneity of information (the single file articles, the single file clients, etc.) who allows to respect norms,
- ✓ Integrity and uniqueness of the System information,
- ✓ Sharing the same system information facilitating internal communication or mobility.

15

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3- System Information & Business Application



b) Business Applications (Objectives)

The One-Stop Shop has develop a specific business application in order to:

- ✓ Computerize and automate approval and technical control processes,
- ✓ Ensure the effectiveness and speed of processing customer requests,
- ✓ Ensure transparency of approval procedures and technical control,

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b) Business Applications (Objectives)

- ✓ Reduce the time required for the clearance of samples,
- ✓ Guarantee an adequate service and a better quality,
- ✓ Favor communication between colleagues,



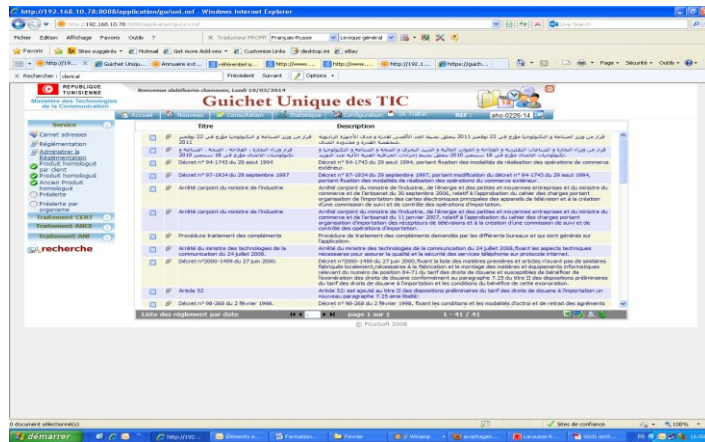
b) Business Applications

Modules to be integrated

- ✓ Consultation and regulation,
- ✓ Statistics and reporting,
- ✓ Workflow to ensure traceability,
- ✓ Risk management,
- ✓ Security,
- ✓ Backup,
- ✓ Search,



✓ Consultation and regulation

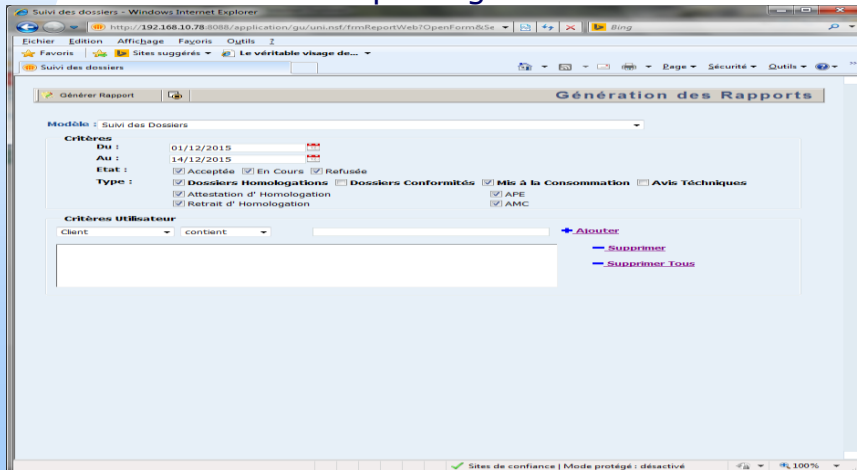


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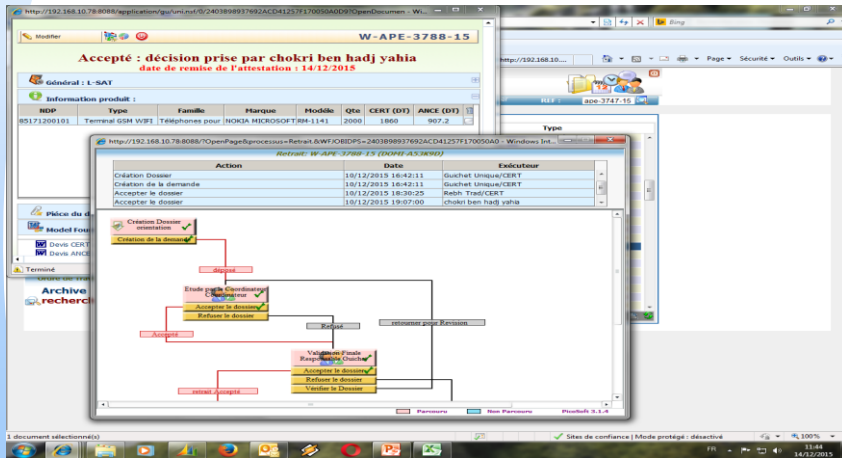
✓ Statistics and reporting



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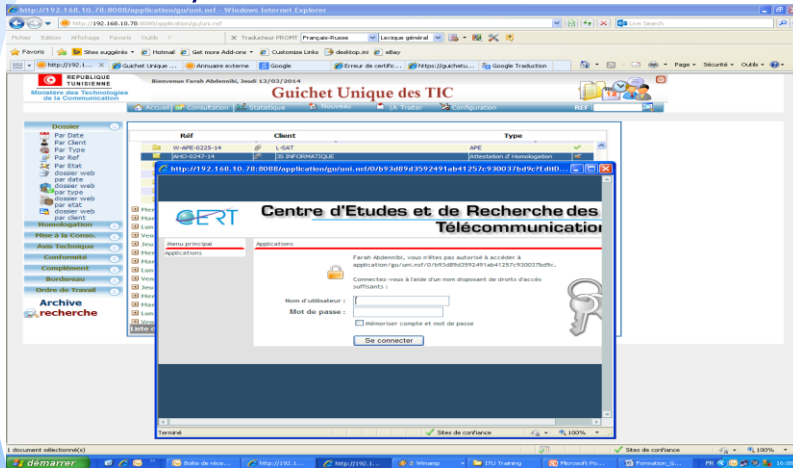
✓ Workflow to ensure traceability



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✓ Security

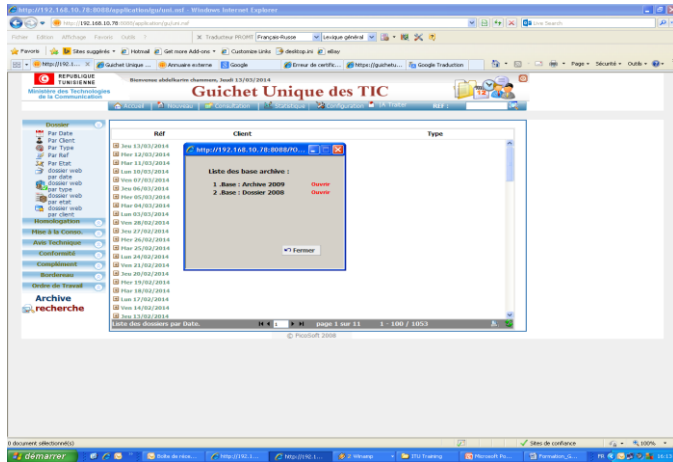


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✓ Backup

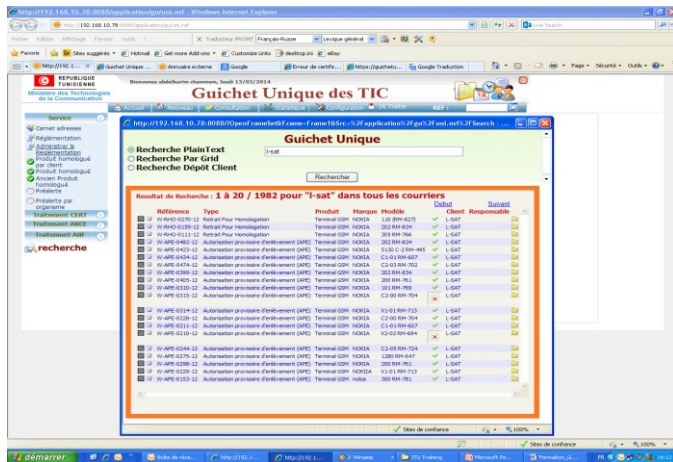


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✓ Search module



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Customer's samples management

An organization of technical control or a measurement laboratory should have a store in its places to take delivery of samples taken by the inspector or deposited directly by the importer.

The reception of these samples, their stocking, their exit and all the input and output movements have to be managed by a written procedure.



Customer's samples management

The automation of procedures using a working flux (Workflow) included into a module of management of samples will provide a quick access to the various locations of products.

The responsible of the store must index the sites of samples while creating zones (zones of products object of requests of approvals, a second zone reserved for articles object of requests of conformity, a third one for those of technical import control).



Customer's samples management

The place of warehousing of samples must be a sure place secured and monitored by surveillance cameras. It is primordial that it is not wet or basement to preserve the proper functioning of the product and to avoid any flood disaster.

The IT management module of these samples should include mandatory fields such as:



Customer's samples management

- ✓The type or designation,
- ✓The brand name,
- ✓The model,
- ✓The quantity,
- ✓The customer name,
- ✓The serial number,
- ✓The folder reference,





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4- One-Stop Shop online services

The one-stop shop gives to his customers and to the various partners (control organism) a multitude of benefits and of services across client services, partner and job included at the level of its site web <https://guichetunique-tic.cert.tn>.

He assures besides a big suppleness and simplicity of use for the store of requests client, their consultation and their coherent.

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4- One-Stop Shop online services



✓ Authentication

The screenshot shows the 'Espace Client' (Client Space) section of the Guchet Unique website. It includes a login form with fields for 'Nom de l'utilisateur' (User Name) and 'Mot de passe' (Password), and a 'Connexion' (Login) button. Below the login form, there are several informational panels: 'Actualités' (News), 'Certificat de Conformité' (Certificate of Conformity), 'Autorisation d'admission temporaire' (Temporary Admission Authorization), and 'Téléchargement' (Download). The 'Certificat de Conformité' panel contains text in Arabic and French regarding the certification process for radio equipment. The 'Téléchargement' panel lists various forms and documents available for download.

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4- One-Stop Shop online services




✓ Consultation


The screenshot shows the 'Consultation, dépôt et suivi des dossiers' (Consultation, deposit and follow-up of files) section of the Guchet Unique website. It features a table with columns for 'Date', 'Référence', 'Type', 'Préambule', and 'Statut'. The table lists several entries with dates ranging from 10 March 2014 to 28 February 2014. The 'Statut' column contains various status indicators. The page also includes a sidebar with navigation links and a footer with contact information.

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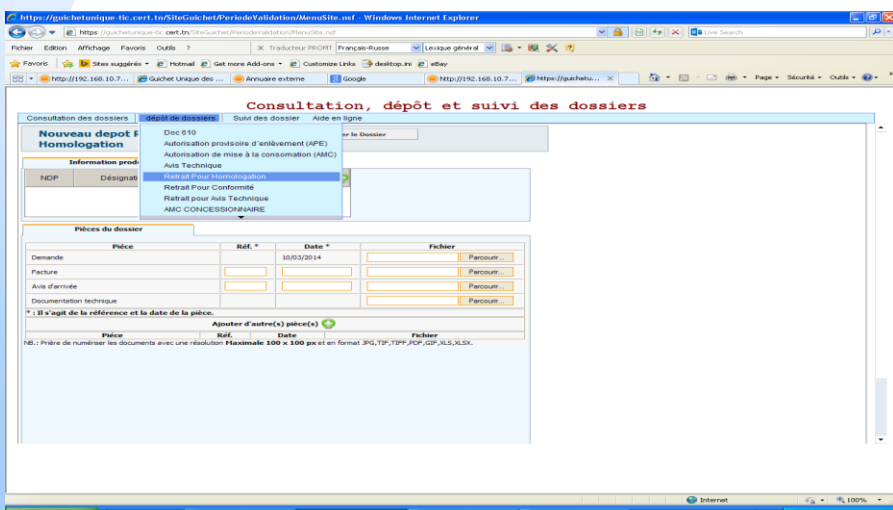
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4- One-Stop Shop online services



✓ Deposit of application



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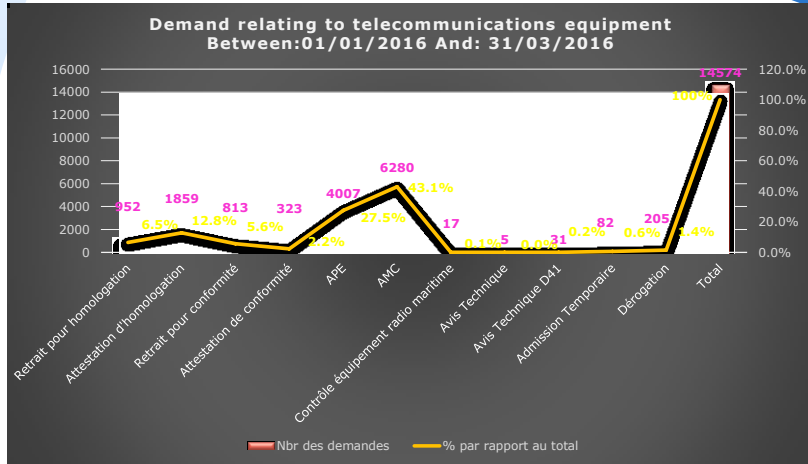


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5- Statistics

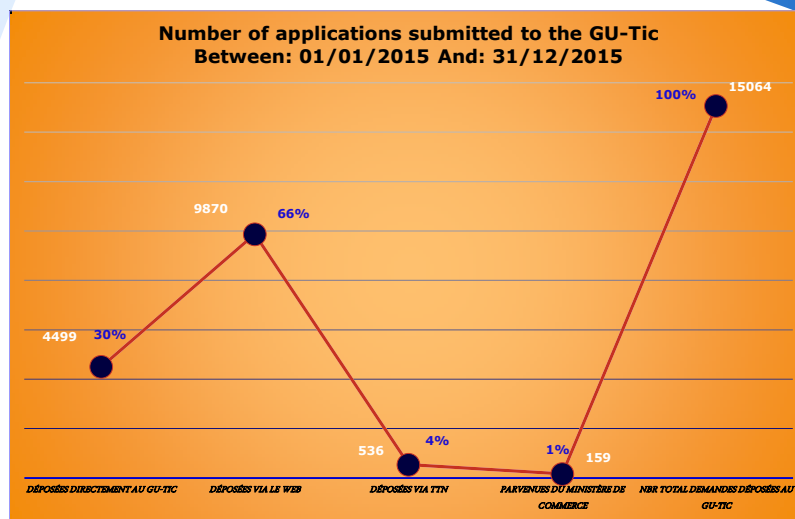


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5- Statistics

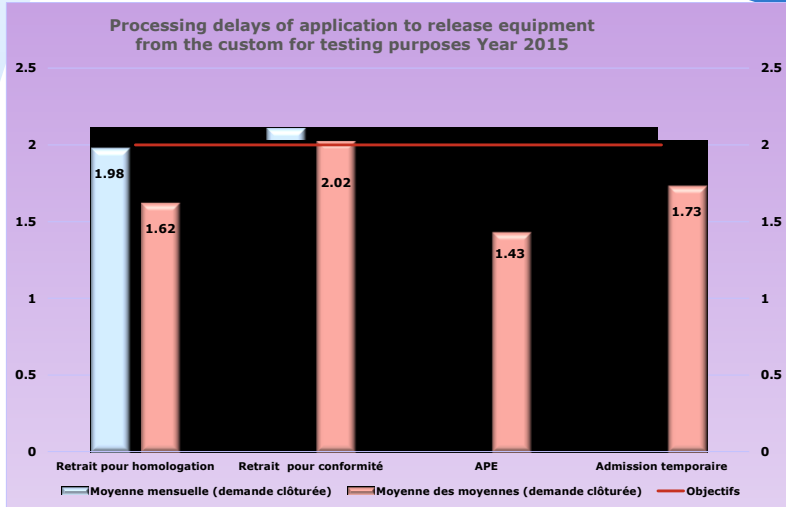


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5- Statistics

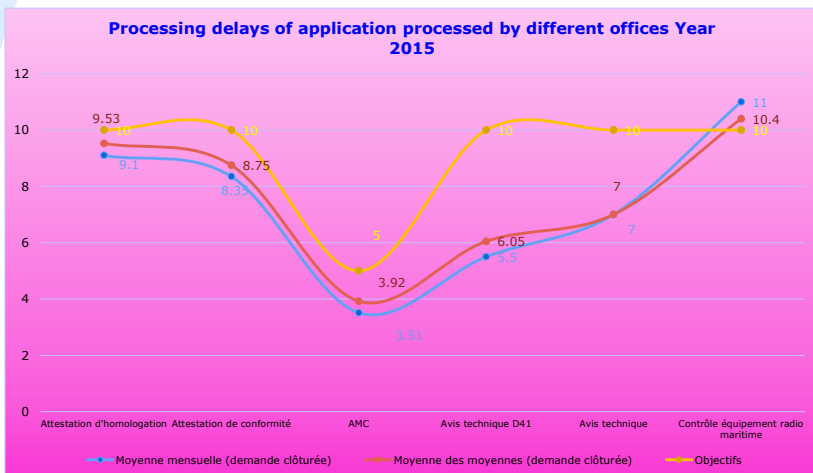


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5- Statistics



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6- Conclusion

- ✓ Following a well-written set of procedures helps employees to learn about and to do many or all aspects of their jobs independently,
- ✓ They are also sets of instructions employees follow to ensure that they carry out specific tasks thoroughly and consistently
- ✓ They are tailored for the organization and the job, not to a specific employee,

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6- Conclusion



- ✓ By following procedure, even the newest employee can learn quickly about how the organism operates and why,
- ✓ Procedures should be reviewed and updated periodically to reflect changes.

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**Thank you for
your attention**

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