



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

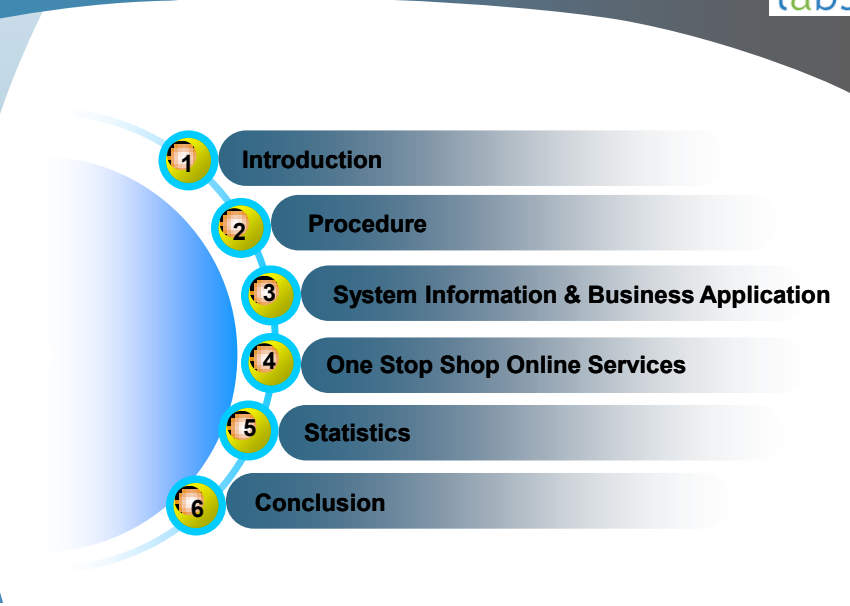
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Electronic Procedures
of type approval
Tunisian approach


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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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 **Plan** 



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1- Introduction



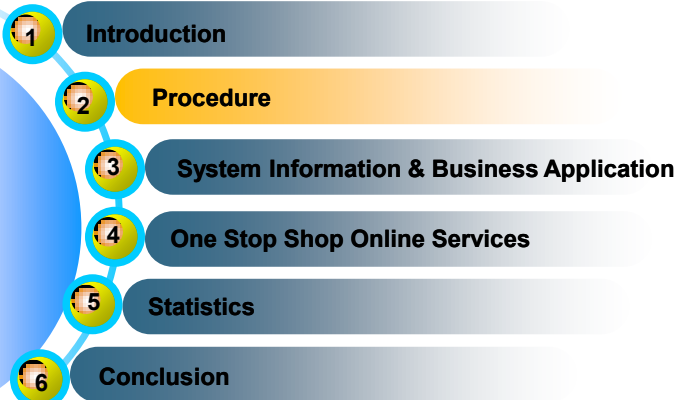
Control and examination organisms play a major role in security of property and of persons. They are involved in many areas of control such as: Industrial, electrical installations, welding, snap-on apparatus, food processing industry, health, environment, building, tourism, information technology.

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.

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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:

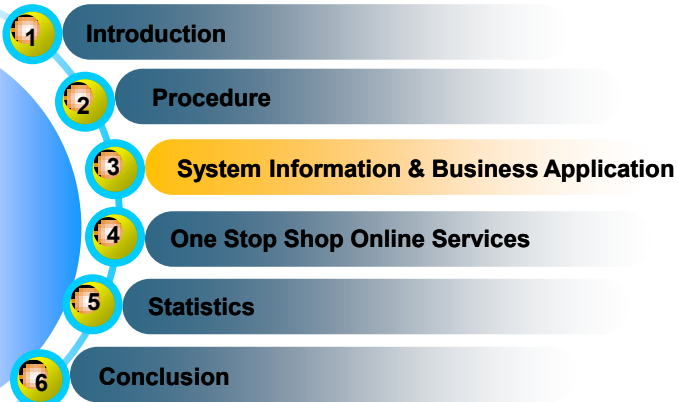
- ✓ An efficient tool of training for newly recruited, transferred or appointed provisionally employee,
- ✓ A written support for the execution of daily's agent tasks,
- ✓ Monitoring tool for internal and external auditors.

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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.

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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,



Modules to be integrated

- ✓ Consultation

The screenshot shows a web browser window displaying a 'Gestion des dossiers' (Document Management) interface. The interface includes a sidebar with navigation options like 'Consultation Dossier', 'Par Type', 'Par Etat', and 'Par Date'. The main area contains a table with columns for 'Date depot', 'Référence', 'Client', 'Type', and 'Activité (responsable)'. The table lists various documents with their respective dates, reference numbers, clients, and types of activities.

Date depot	Référence	Client	Type	Activité (responsable)
30 mai 2016	AMCD-0218-16	STE SAMF TECH	Autorisation de mise à la consommation	Etude par le Coordinateur(Labiburam chammem, Rabih Traid)
30 mai 2016	W-AMCD-0217-16	COMATRAL HIGHTEC	Autorisation de mise à la consommation	Etude par le Coordinateur(Labiburam chammem, Rabih Traid)
30 mai 2016	AMCD-0216-16	SBS Import - Export	Autorisation de mise à la consommation	Etude par le Coordinateur(Labiburam chammem, Rabih Traid)
30 mai 2016	W-AMCD-0215-16	COMATRAL HIGHTEC	Autorisation de mise à la consommation	Etude par le Coordinateur(Labiburam chammem, Rabih Traid)
30 mai 2016	W-AMCD-0214-16	COMATRAL HIGHTEC	Autorisation de mise à la consommation	Etude par le Coordinateur(Labiburam chammem, Rabih Traid)
30 mai 2016	W-AMCD-0213-16	COMATRAL HIGHTEC	Autorisation de mise à la consommation	Etude par le Coordinateur(Labiburam chammem, Rabih Traid)
30 mai 2016	W-AMCD-0212-16	Siemens S.A	Autorisation de mise à la consommation	Validation Finale(chuot ben hadj yelha)
30 mai 2016	AMCD-0211-16	Danoud Med Tahar	Autorisation de mise à la consommation	Validation Finale(chuot ben hadj yelha)
30 mai 2016	W-AMCD-0210-16	Siemens S.A	Autorisation de mise à la consommation	Validation Finale(chuot ben hadj yelha)
30 mai 2016	W-AMCD-0209-16	WAYCON	Autorisation de mise à la consommation	Validation Finale(chuot ben hadj yelha)
30 mai 2016	---	---	Allocation d'Homologation	Création Dossier(Administrateur)
30 mai 2016	AHD-0813-16	Société Business to Business 28 CCMI	Allocation d'Homologation	Etude par le Coordinateur(Labiburam chammem, Rabih Traid)
30 mai 2016	AHD-0812-16	Société Business to Business 28 CCMI	Allocation d'Homologation	Etude par le Coordinateur(Labiburam chammem, Rabih Traid)
30 mai 2016	AHD-0811-16	Société Business to Business 28 CCMI	Allocation d'Homologation	Etude par le Coordinateur(Labiburam chammem, Rabih Traid)



3- System Information & Business Application



Modules to be integrated

- ✓ Workflow to ensure traceability

Action	Date	Exécuteur
Création Dossier	10/12/2015 16:42:11	Goukhat Unique/CERT
Création de la demande	10/12/2015 16:42:11	Goukhat Unique/CERT
Accepter le dossier	10/12/2015 18:30:25	Rachid Tradi/CERT
Accepter le dossier	10/12/2015 19:07:00	Chokri ben hadj yahia

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3- System Information & Business Application



Modules to be integrated

- ✓ Security

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3- System Information & Business Application



Modules to be integrated

✓ Product administration

NDF	Type	Famille	GERT	ANCE	810	885
84433100016	Imprimante Multitendres avec fax	Machines assurées les fonctions de copie et de transmission de copie, même munies d'une fonction imprimante, dont la vitesse de copie maximale est de 12 pages monochromes par minute* (1)	Class B		Oui	Oui
84433100016	Imprimante Multitendres sans fax	Machines assurées les fonctions de copie et de transmission de copie, même munies d'une fonction imprimante, dont la vitesse de copie maximale est de 12 pages monochromes par minute* (1)	Class B		Oui	Oui
84433100016	Imprimante Multitendres HPFI	Machines assurées les fonctions de copie et de transmission de copie, même munies d'une fonction imprimante, dont la vitesse de copie maximale est de 12 pages monochromes par minute* (1)	Class C	Class A	Oui	Oui
84713000019	Tablette électronique VM	Tablette électronique	Class C	Class A	Oui	Oui
84713000020	PC, Portable avec Microsoft VSAFE	Machines administrées de traitement de l'information portables, d'un poids maximal de 10 kg, alimentées au moyen d'un autre mode de traitement de l'information ou d'un autre mode de traitement de l'information	Class C	Class A	Oui	Oui

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3- System Information & Business Application



Modules to be integrated

✓ Document administration

Colonne A1	Exposé A1	Show	10	25	50	All	Items per page	Previous	1	2	Next
Non papier		Type papier									
<input type="checkbox"/> Applications techniques		Documents techniques									
<input type="checkbox"/> Doc. Techniques		Autres									
<input type="checkbox"/> Prêt-à-d'acheter		Autres									
<input type="checkbox"/> Avis de FAMP		Autres									
<input type="checkbox"/> Déclaration de la marchandise en douane		Autres									
<input type="checkbox"/> Contrat d'achat		Autres									
<input type="checkbox"/> Avis Bureau JAF		Autres									
<input type="checkbox"/> Liste de cotage		Autres									
<input type="checkbox"/> Copie de la CIN		Autres									
<input type="checkbox"/> Reçu de Cession		Facture									
<input type="checkbox"/> Demande		Demande									
<input type="checkbox"/> Registre de commerce		Autres									
<input type="checkbox"/> CERT		Autres									
<input type="checkbox"/> ANE		Autres									
<input type="checkbox"/> Demande Travaux		Autres									
<input type="checkbox"/> Révisé de paiement		Autres									
<input type="checkbox"/> Avis d'annulation		Autres									
<input type="checkbox"/> Certificat d'origine		Autres									
<input type="checkbox"/> Autorisation de retrait pour conformité		Autres									
<input type="checkbox"/> Dem. ANCE		Autres									
<input type="checkbox"/> Bon de Commande		Autres									
<input type="checkbox"/> Complément d'information		Autres									
<input type="checkbox"/> Administration de Navigation		Autres									
<input type="checkbox"/> Rapport de Test		Autres									
<input type="checkbox"/> Délégation		Autres									

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b) Business Applications

Modules to be integrated

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



Case Study Type Approval File

Selection of the appropriate desks (stakeholders)

NDP	TypeNDP	FamilleNDP	Marque	Modèle	Quantité	Montant Cert	Montant ANCE
817F28025	Routeur VNF1	Routeurs, cartes interface, interfaces, ports, appareils (RTE)	Alcatel	Alcatel-N mini router	CLWR82	800.5	896.5



Case Study Type Approval File

Creation task for each stakeholders

Document	Date Creation	Etat
CERT	29/4/2016	Accepté le 26/05/2016
ANCI	29/4/2016	Accepté le 27/05/2016

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Case Study Type Approval File

Creation of a work order

Dossier	Observation	Espace
AHO-0648-16		

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Case Study Type Approval File

File transfer to the lab

The screenshot shows a web application interface for a task titled "Tâche AHO-0648-16". The interface includes a navigation menu with options like "Information Général", "Demande de Complément de dossier", "Ordres de Travaux", and "Mouvements Bureau et Laboratoire". A table displays the following data:

Date	Auteur	Type	C-Intervention
2016/02/16 14:46:00	responsable.garhet	Réception de Dossier	Date Réport du dossier 2016/02/16 14:46:00
2016/02/16 14:46:20	Administrateur	Mouvement OT par	Mouvement OT par "OT CERT-0735-16"
13/05/2016 11:37:47	LABO DEIN	Rapport d'intervention	Rapport d'intervention
2016/02/16 14:46:00	chicki ben hadj yahia	Dépot de Réponse Client	Liste des pièces fournies et Matières
23/05/2016 17:28:23	Administrateur	reponse	reponse
24/05/2016 10:49:10	Administrateur	Réception Mouvement par	Réception Mouvement par Fourniture complétement documentée
26/05/2016 15:00:24	LABO DEIN	rapport concluant	rapport concluant

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Case Study Type Approval File

Intervention report

The screenshot shows a web application interface for a task titled "Tâche AHO-0648-16". The interface includes a navigation menu with options like "Information Général", "Demande de Complément de dossier", "Ordres de Travaux", and "Mouvements Bureau et Laboratoire". A table displays the following data:

Date	Description	Commentaire	OT DEIN	Ref DEIN	Document
13/05/2016	Prelevé (1)	Prelevé	OT CERT-0735-16	14.0000.14	BS-0648-0151-16
23/05/2016	Prelevé (1)	Fourniture complétement documentée	OT CERT-0735-16		BS-CERT-0165-16
26/05/2016	Rapport concluant (1)	RPT (1)-Document archivé	OT CERT-0735-16	14.0000.16	BS-0648-0165-16

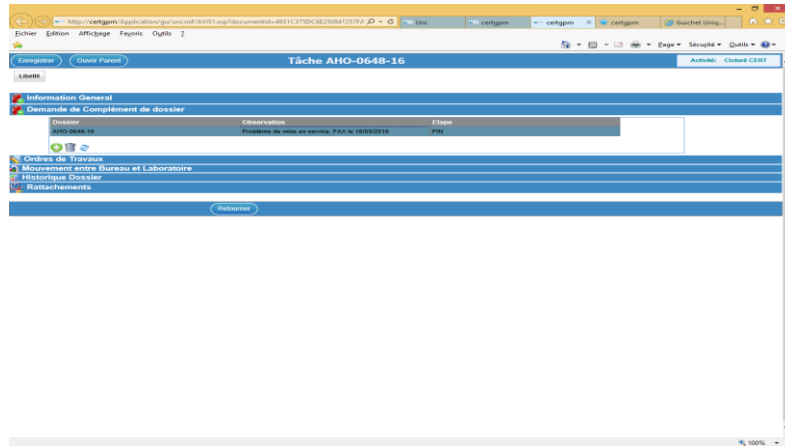
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Request for additional information



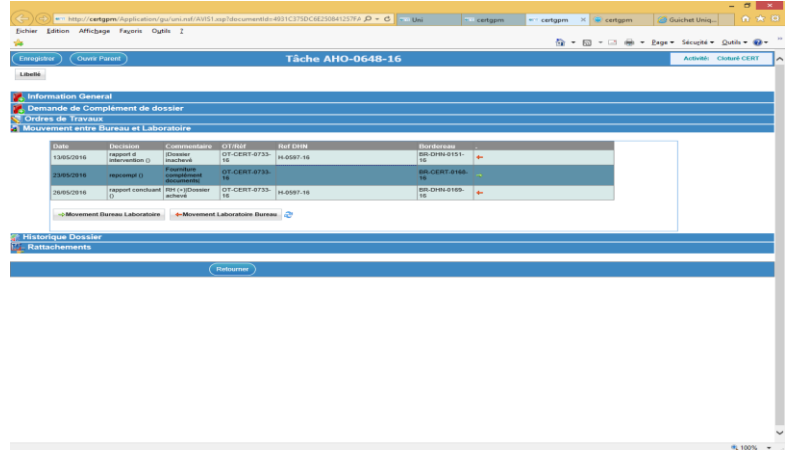
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Case Study Type Approval File

Retransmission file to the lab



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Case Study Type Approval File

Transmission of final report

Date	Decision	Commentaires	DT/REF	Ref DIN	Boursoires
15/05/2016	rapport d'information ()	document inchangé	DT-CERT-0733-16	H.0507-16	BR-DIN-0151-16
23/05/2016	rapport ()	Finaliser complément document	DT-CERT-0733-16		BR-CERT-0165-16
26/05/2016	rapport concluant ()	document inchangé	DT-CERT-0733-16	H.0507-16	BR-DIN-0165-16

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Case Study Type Approval File

Consultation of the report

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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

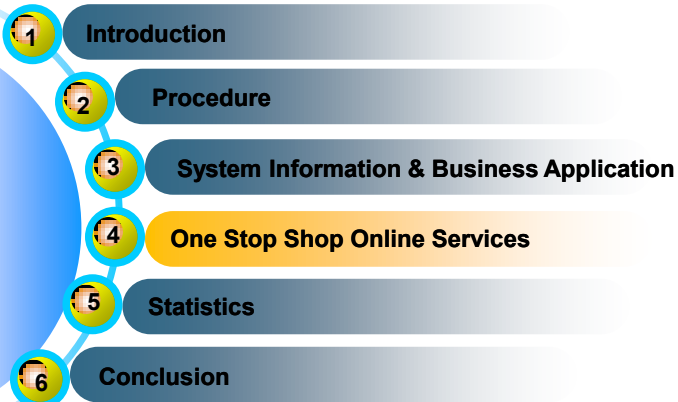


Customer's samples management

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



Plan





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 'Guichet Unique des Technologies de l'Information et de la Communication' website. The main navigation bar includes 'Services en ligne', 'Préstations & Procédures', and 'Outils & Téléchargement'. The 'Services en ligne' section is active, showing a login form with 'Utilisateur' and 'Mot de passe' fields and a 'Connexion' button. Below the form, there are sections for 'Activités', 'Préstations & Procédures', 'Téléchargement', and 'Liens utiles'. The 'Préstations & Procédures' section lists various services like 'Certificat d'homologation', 'Certificat de conformité', 'Avis Technique', and 'Autorisation d'admission temporaire'. The 'Téléchargement' section lists documents like 'Déclaration Relative aux Equipements et Systèmes Electroniques' and 'Formulaire Liens Uniques'.

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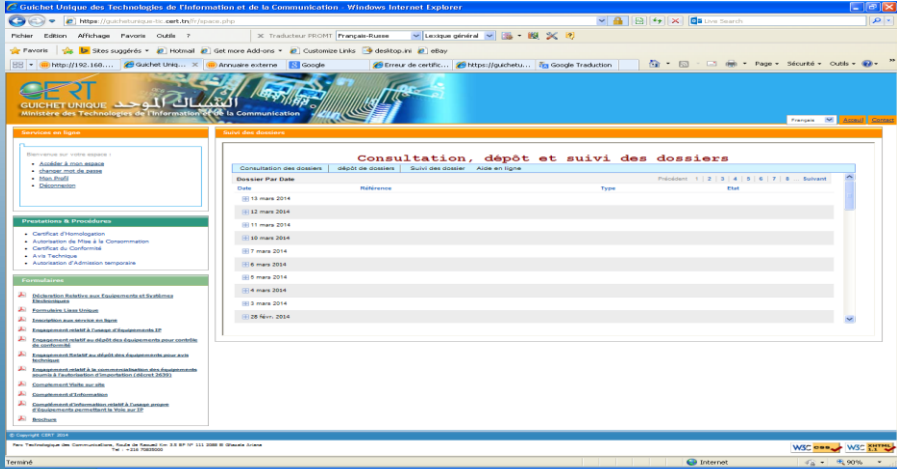
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4- One-Stop Shop online services




✓ Consultation




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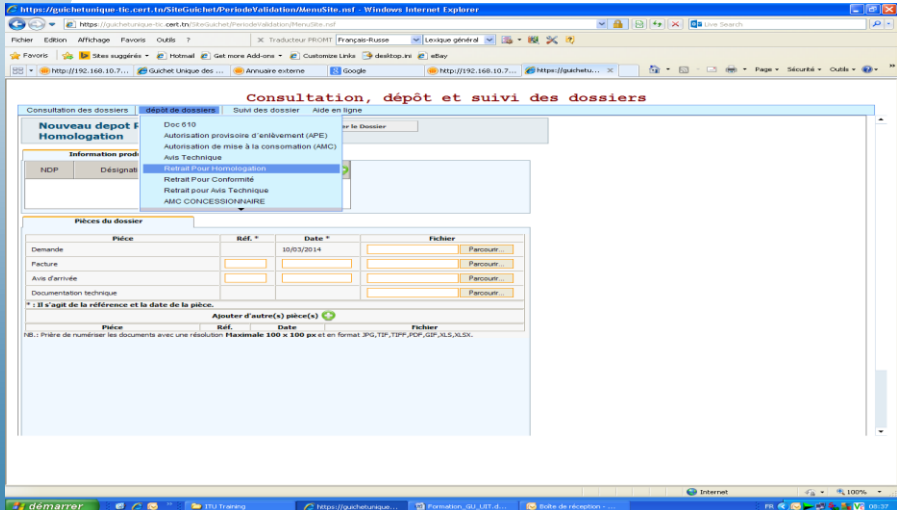
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4- One-Stop Shop online services

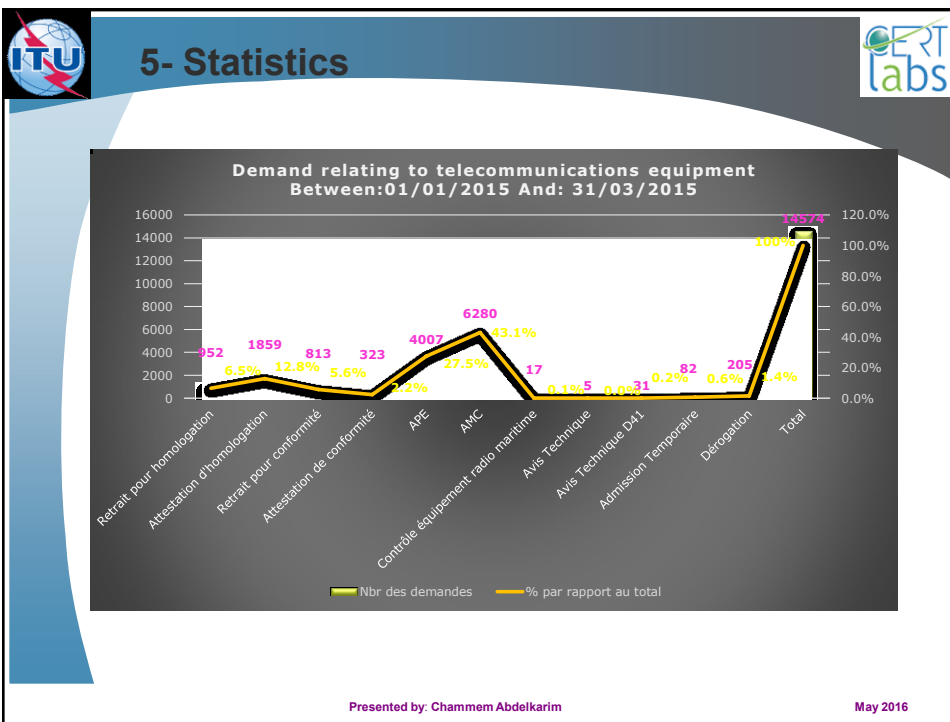


✓ Deposit of application



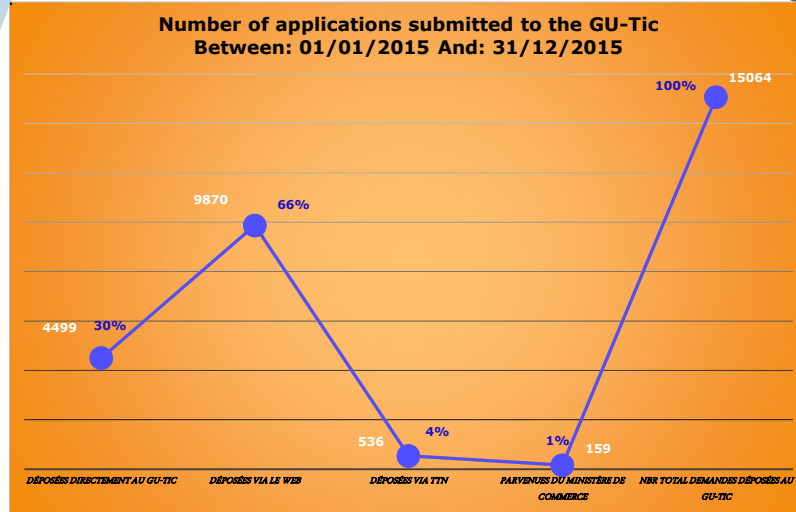
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5- Statistics

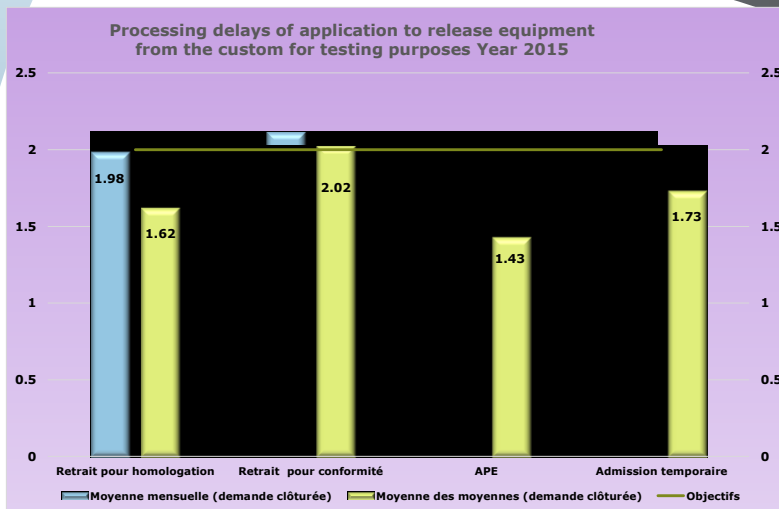


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5- Statistics

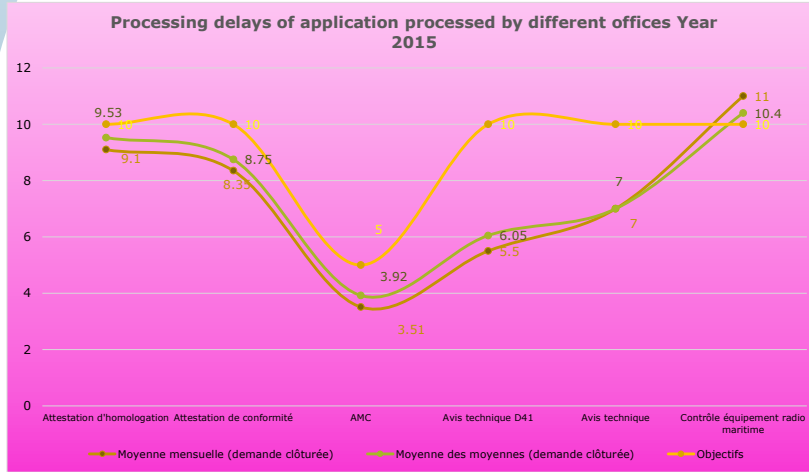


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5- Statistics

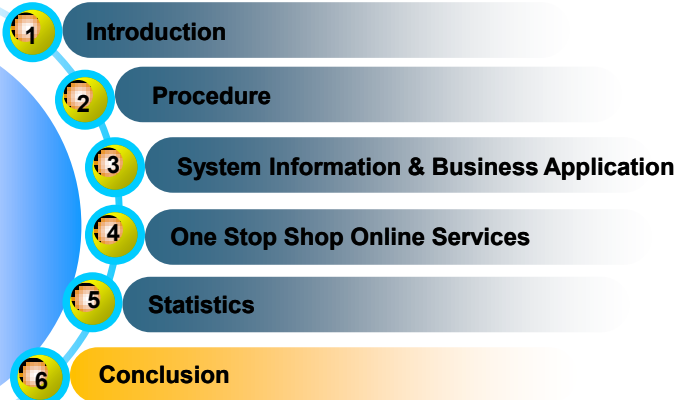


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6- Conclusion



- ✓ 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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**Thanks for
your attention**

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