Inquiries

Any inquiries concerning the new scheme will be answered by

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METI

NEW JIS MARK SCHEME

Conformity Assessment Division
Industry, Technology and Environment Bureau
The Ministry of Economy, Trade and Industry (METI), Japan

JIS Mark Scheme Has Been Renewed Now

1 What is the JIS Mark Scheme?

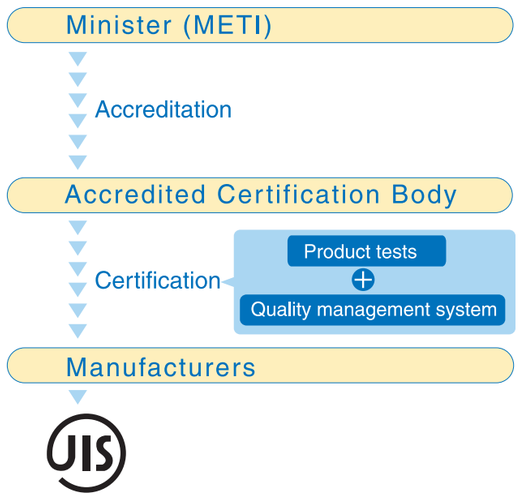
The JIS Marks are currently applied to various products. In the Japanese Industrial Standards (JIS) a number of standards and criteria are stipulated including product types, dimensions and quality, performance and safety criteria as well as test methods to verify such factors. Because any products affixed with a JIS Mark indicate that they have met the standards directed by JIS, such Marks have been broadly utilized as an easy indicator proving product reliability for such cases as transactions among businesses, public procurements, consumers' shopping and the like.
Following the recent revision of the Industrial Standardization Law, the new JIS Mark Scheme started on October 1, 2005.

2 New JIS Mark Scheme

■Certification by Private Certification Body

Under the new JIS Mark Scheme, product certification bodies accredited by the minister (Accredited Certification Organizations) conduct a series of tests to verify compliance of products with JIS and audit the quality management system of facilities at which the products are manufactured. Any products manufactured at the factory that successfully passed such audit and got through the testing are qualified to affix a JIS Mark on them.

New JIS Mark Scheme



■Applicable JIS for Certification

The JIS Mark scheme is applicable to any products that satisfy all requirements of JIS such as criteria to product quality, test methods for verification of the quality, and other conditions for JIS mark. Any product on which only a part of these required standards is set forth (e.g. only dimensions are standardized) is not eligible for the JIS Mark scheme.
The scope of certification will be different depending on respective Accredited Certification Bodies. Therefore, to begin with, it will be necessary for applicants to confirm the scope of certification within which your potential Accredited Certification Body deals.

■Applicants for Certification

According to the new JIS Mark Scheme, in addition to manufacturers of products, any merchants who sell, import or export products also may apply for acquisition of the JIS certification.

3 Procedure to Acquire JIS Certification

■Steps to Acquisition of Certification

Any entity that wants to affix any of the new JIS Marks on its products has to acquire JIS certification after selecting an appropriate Accredited Certification Body. After the certification is granted, in order to maintain its certification, the entity has to successfully pass the Certification Maintenance Surveillance implemented by the Accredited Certification Body. The diagram at right shows the process from application to acquisition of the certification.

❶ Selection of Accredited Certification Body

An entity that seeks acquisition of the JIS certification should check the scopes and geographical areas, in which the candidate Accredited Certification Bodies would provide the JIS certification service, first to select one suitable for its application. Every Accredited Certification Body has the obligation to disclose necessary information such as the dealing scope and geographical area of certification on its own web site.
In addition, each web site of such Accredited Certification Body provides detailed information concerning the method to estimate charges for its certification service, certification procedures and so on.

❷ Application for Certification

After selecting a proper Accredited Certification Body, the applicant has to have discussions with that Body in order to specify the items enlisted below:

- Product for certification
- Manufacturing site for audit
- Corresponding JISs for the product to be certified

❸ Quality Management System Audit & Product Tests

Audit of the quality management system includes review of the submitted documents and onsite audit. Document review will be implemented based on the description paper that the applicant had submitted together with the application form and the explanation of the condition of its own quality management system. As for the onsite audit, an auditor dispatched from the Accredited Certification Body audits the quality management level of the applied factory.
During audit of the quality management system, the Accredited Certification Body may use the result of ISO 9001 certification for the applicant's Quality Management System.

Product conformity tests against the corresponding JISs (product tests) are to be carried out as the responsibility of the Accredited Certification Body. The product tests will be conducted on a product sampled by the Accredited Certification Body from the products manufactured by the applied factory, and either one of the following methods will be employed:

a) To be conducted by the “testing laboratory” of the Accredited Certification Body.
b) To be conducted by a “subcontracted laboratory” of the Accredited Certification Body.
c) To be conducted using the “testing facility ” of the applicant (including a subcontracted laboratory) by or under witness of an audit from the Accredited Certification Body.
Note: In cases of the above b) and c), the Accredited Certification Body will verify conformance with ISO/IEC 17025 in relation to testing facility, testing personnel, test procedures, etc. of the applicant’s “testing facility" or "subcontracting laboratory.”

❹ Judgment by Accredited Certification Body

Based on results of the above ❸ audit and tests, the Accredited Certification Body judges conformity of the product and will notify the applicant of the result.

❺ Conclusion of Certification Agreement between Accredited Certification Body & Applicant

After the judgment was made by Accredited Certification Body, the successful applicant is required to sign on the Certification Agreement with the Accredited Certification Body that sets forth JIS Mark usage conditions, Mark affix method, frequency of the Certification Maintenance Surveillance and the like.

❻ JIS Mark Affixing on Products

Upon conclusion of the Certification Agreement, the applicant is entitled to affix a JIS Mark on their products.

❼ Certification Maintenance Surveillance

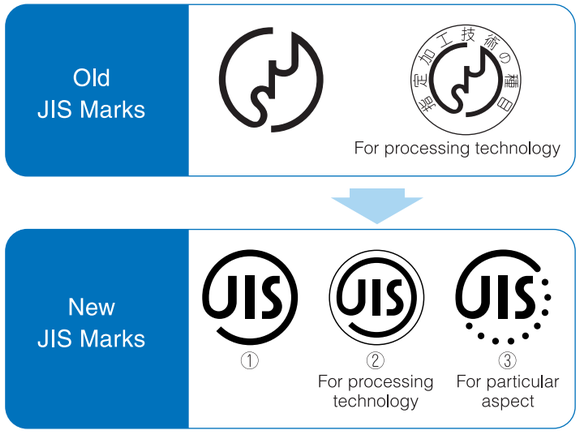
After acquisition of the certification, the entity is required to accept the surveillance conducted by the Accredited Certification Body in order to continuously maintain the certified status. It is required to undergo the Certification Maintenance Surveillance, that verifies continuous conformity of the quality management system of the certified entity as well as compliance of their products with JIS, at least every third year. The actual frequency of such surveillance will be defined in the above Certification Agreement.

Reference | Certification for a Unit of Lot or Batch

In the JIS Mark Scheme, the certification is assumed to be provided to products that are to be continuously manufactured in principle. However, it now becomes possible to acquire the certification for a lot or batch of products. The certification for a lot or batch is applicable to a certain quantity or volume of products that have already been manufactured.
While the certification for a lot or batch also requires both “product tests” and “audit of quality management system,” there are some cases in which an Accredited Certification Body may omit the onsite audit from the quality management system audit at its sole discretion.
In addition, if an Accredited Certification Body carries out tests on every applied product to verify conformity with JIS, the quality management system audit may be omitted.

4 JIS Mark Logo

The old JIS Mark logo has been well known among the Japanese people for about half a century. Now that the JIS Marking System is to be transformed to a more sophisticated system, it was decided to renew the previous mark designs in order to render a clear message of the transformation and updated standards.



■Types of New JIS Marks

The following are three different types of the new Mark:

① Mark that can be affixed on any products that conform with the JIS product standards

② Mark that can be affixed for processing technology

③ Mark that indicates conformity with JIS that stipulates some particular aspects such as performance, safety, etc.

With regard to the Mark for particular aspects, it will be possible to affix this type of the Mark by establishment of a new standard or revision of JIS depending on needs.

■Presentation of Mark

Actual conditions to affix the JIS Mark will be designated in the Certification Agreement concluded between the Accredited Certification Body and the certified organization. But, in any cases it is necessary to indicate the name or symbol of the Accredited Certified Body at a location close to the JIS Mark and to place the name or symbol of the certified organization on the applicable products or packages.

5 Information

■Information about Accredited Certification Body

All of the Accredited Certification Bodies that implement certification services under the new JIS Mark Scheme are to be enlisted on the web site operated by the Japanese Industrial Standards Committee (http://www.jisc.go.jp/eng/index.html) upon their accreditation, and must include information such as the name of the Certification Body, address, scope and area of certification, JIS number, etc.

■Information about Certification Process and Others

Information such as scope and area of certification, method for estimation of charges, certification procedures, etc. of respective Accredited Certification Bodies can be seen on their own web sites.

Q&A Concerning New JIS Mark Scheme

Overall System

Q1 What are the differences between the new and old JIS Mark Schemes?

A1

	Old JIS Mark Scheme	New JIS Mark Scheme
Who certifies?	Minister or Approved/ designated Certification Body	Accredited Certification Body
Who applies?	Manufacturer and processor	Manufacturer, processor, retailer, wholesaler, and importer/exporter
What is the object to be applied?	Designated product	Principally all product standards that satisfy the required quality, test method and exhibiting item
What is the certification method?	Audit of quality management system at each factory	Audit of quality management system of factory + Product conformity test against corresponding JIS
What criteria are used?	Criteria defined by the minister for quality management system + Corresponding JIS	Audit criteria defined by Accredited Certification Body + Corresponding JIS
Post-certification surveillance	Notified inspection by Approved/designated Inspection Body	Certification Maintenance Surveillance

Accredited Certification Body

Q2 To which Accredited Certification Body should we apply?

A2

- It is necessary to apply to a Accredited Certification Body that is conducting conformity assessment of the products against JIS for which you want to apply.
- As accreditation of Certification Bodies already started on October 1, 2005, the list of all Accredited Certification Body is announced on Official Gazette and the web site of the Japanese Industrial Standardization Committee (JISC) upon their accreditation, including the scope of each accreditation (in which type of JIS each Accredited Certification Body can perform its certification activities), and the area where each Accredited Certification Body will provide the service.
- In case there are two or more Accredited Certification Bodies available for a certain JIS, the applicant can freely select a proper one at its discretion.

Q3 How can we obtain information concerning Accredited Certification Bodies?

A3

- Every Accredited Certification Body has the obligation to disclose its information regarding overview of its certification procedures, anticipated standard processing time for certification, estimation method of its certification charges, etc. on its own web site, while allowing potential applicants to peruse such information at the Body's office during the working hours.
- The certified bodies and other stakeholders are entitled to ask the Accredited Certification Body to show its financial statements or to ask for the copies of such documents during the working hours .

Q4 How should we proceed if there exits no Accredited Certification Body that are conducting conformity assessment of the products against the JIS for which I want to apply?

A4

- Since it is difficult for Accredited Certification Bodies to recognize all needs of certification in advance, such cases may sometimes occur. In such a case, please consult with METI (newjis@meti.go.jp).
- We are considering providing Accredited Certification Bodies with information about the needs for certification so that they can manage certification services adequately by grasping the actual needs for certification.

Q5 If the Accredited Certification Body that certified our products discontinuous its operations or is disqualified, how should we do?

A5

- In the event that a Accredited Certification Body reports to dissolve its certification service operation or is eliminated from the list of Accredited Certification Bodies by the minister as an administrative disposition, the certification you acquired from that Accredited Certification Body will become invalid, and it then becomes impossible to affix the JIS Mark acquired based on the Agreement with the said Body any longer. Accordingly, in order to affix the JIS Mark on your products again, you need to acquire the certification from another Accredited Certification Body.
- Such important information concerning Accredited Certification Bodies will be immediately announced by the ministry on the web site as the following instances so that any JIS certified organizations and applicants for the JIS certification can access to the updated information:
  * Every Accredited Certification Body has the obligation to notify the ministry six months prior if it intends to dissolve or suspend all or a part of the its certification service activities. Such a fact will be announced upon receipt of such notification.
  * Whenever the ministry issues an order for compliance (order to take necessary measures to comply with the requirements when an Accredited Certification Body does not conform with the criteria for accreditation) or an order for improvement (order to take necessary measures when an Accredited Certification Body is in violation against its obligation for certification service operation) to an Accredited Certification Body, the fact will be disclosed.
  * When an Accredited Certification Body is ordered by the minister to suspend all or a part of its certification service operations, it will be announced.
  * When accreditation of an Accredited Certification Body was withdrawn for some reason, the fact and reason will be disclosed.
- Moreover, Accredited Certification Bodies are imposed a duty to give notification in the following cases:
  * If all or a part of certification service operation is suspended or dissolved, all of the certified organizations and applicants for JIS certification must be informed at least six months prior to such suspension or dissolution.
  * When the minister suspends or withdraws the accreditation of all or a part of certification service operations, the Accredited Certification Body must immediately notify all of its JIS certified organizations and applicants for JIS certification of the fact.

Applicable Product Standards

Q6 How can we obtain information concerning the applicable JISs under the new JIS Mark Scheme?

A6

- The list of JISs that can be used for the JIS certification under the new JIS Mark Scheme is disclosed on the web site of the Japanese Industrial Standard Committee (JISC).

Q7 Are any product standards applicable to the new JIS Mark Scheme?

A7

- The applicable standards under the new JIS Mark Scheme are for products of which JISs are properly defined in terms of three elements; quality requirements, test method and exhibiting items with the JIS Mark.
- For example, there are some product JISs that define only dimensions of the products. If the JIS Mark is affixed on such a product, consumers may misunderstand that it was certified including other quality factors. This is the reason why all of the above three elements must be stipulated in those JISs.
- However, even if a product JIS satisfies these requirements, the JIS that was established without intention to be applied to the certification is unable to be used for the JIS certification and the scope of the JIS must include such statement clearly in it.

Applications by Retailer or Wholesaler and Importer/Exporter

Q8 What are the actual cases assumed for applications by retailer or wholesaler and importer/exporter?

A8

- Any entities that fully understand the condition of quality management at the domestic or overseas factory which manufactures the product for certification can be an applicant for the JIS certification if an Accredited Certification Body is able to conduct on site audit at such factory.

Q9 What kind of assessment is implemented in case retailer or wholesaler or importer/exporter applies for the certification?

A9

- The document that the applicant submitted describing the condition of quality control is to be reviewed. In addition, onsite audit will be carried out at all of the relevant factories involved in manufacture of the products subject to the certification. In this case, it is audited whether or not the quality management system of the said factory or factories complies with the “audit criteria for quality management system” stipulated in Article 2 of the “Ministerial Ordinance Concerning Certification of Conformity with the Japanese Industrial Standards (“JIS Mark Ordinance”) (The Ministry of Health, Labor and Welfare; The Ministry of Agriculture, Forestry and Fisheries; The Ministry of Economy, Trade and Industry; The Ministry of Land, Infrastructure and Transport Ministerial Ordinance No. 6 of 2005).” Furthermore, product tests stipulated in the corresponding JIS are to be conducted to audit the conformity with JIS.
- As for application of a lot or batch certification, the review will be implemented on the document describing the quality management condition during manufacturing of the applied products and the product test will be conducted. However, if it is possible to conduct product tests of conformity against the JIS on all of the products within the lot or batch, onsite audit may be omitted. (Such omission is subject to judgment by the Accredited Certification Body)

Guideline for Certification

Q10 What is the Guideline for Certification?

A10

- Based on Section 2, Article 31 of the Industrial Standardization Law, the ministers were to define standards for certification service operations provided by Accredited Certification Bodies. Accordingly, the JIS Mark Ordinance was promulgated on March 30, 2005.
- In the Guideline for Certification, “standards for certification service operations” stipulated in the Chapter 3 (Articles 9 to 26) of the JIS Mark Ordinance was re-compiled with the addition of interpretation of the Articles of the JIS Mark Ordinance in an easy-to-understand manner for the interested parties.

Q11 How can I obtain the Guideline for Certification?

A11

- Since the Guideline for Certification was established as JIS Q1001, you can peruse it on JISC’s web site.
- Also, the printed copies are sold in the book let format by the Japanese Standards Association (http://www.jsa.or.jp/default_english.asp).

Audit of Factory Quality Management System

Q12 How do you change the audit process for quality management system as a result of the revised JIS Mark Scheme?

A12

- Although there is a fundamental difference between the certification bodies before and after the revision of the JIS Mark Scheme (under the old scheme, they were the minister itself or approved/designated certification bodies by the minister, while under the new scheme, they are private accredited bodies), requirements for quality management system remain almost the same.

Q13 When a factory certified under the old JIS Mark Scheme (JIS Mark Factory) applies for certification under the new scheme, what kind of assessment will be carried out?

A13

- All applicants need to acquire the new JIS Mark certification from an Accredited Certification Body. However, if an applicant shows the original certificate acquired under the old scheme and attaches its copy to the application form, the Accredited Certification Body may only survey the contents of the documents when it judges that the corresponding part of the quality management system is adequate, as far as the scope of the previously certified factory matches that of the new application. But, even so, product tests and onsite audit cannot be omitted.

Application for Certification

Q14 What preparation should we make to apply for certification?

A14

- Accredited Certification Bodies carry out certification services in accordance with the procedures they themselves established. Application form, certification charges, etc. differ depending on each Accredited Certification Body.

Q15 I understand that the particular requirements for audit is to be abolished. How should we judge that the quality management system of our factory conforms to the criteria?

A15

- Since the audit criteria for quality management system of factory are stipulated in Art. 2 of the JIS Mark Ordinance (Audit Criteria for Quality Management System), please check it to determine if your system satisfies the criteria.
- It is not necessary to reconstruct your current quality management system because of this revision of the Industrial Standardization Law, if your factory certified under the old scheme.

Q16 How should we set up classification of the certification?

A16

- According to the General Guidance on a third-party certification system for products (JIS Q1001), the Accredited Certification Body is to discuss with each applicant to determine classification of the certification. Also, because this Guidance defines that certification is provided for the applicable JIS and that, depending on characteristics of the product, it is possible to choose one (or combine) of the following conditions or to combine JIS with one (or combine) of the following conditions, the applicant should discuss with its Accredited Certification Body about it.

1) Each type or grade designated by JIS
2) Product defined by the applicant (model defined by the applicant)
3) Group of two or more JISs

Product Tests

Q17 What is the difference between onsite product test under the old system and product tests conducted by an Accredited Certification Body under the new system?

A17

- While the old system requires witnessed test of the product conducted by the applicant (test method, inspection method, processing of inspection result, etc., that are carried out by the applicant, are to be verified. It is called “onsite product test”) in principle, the new system requires product tests to be carried out by an Accredited Certification Body. In this case, that Accredited Certification Body shall satisfy the relevant requirements of ISO/IEC 17025 (JIS Q17025) in accordance with Clause 3 of Art. 11 of the JIS Mark Ordinance.
- In principle, product tests are to be conducted by an Accredited Certification Body's laboratory or any other laboratory designated by the Accredited Certification Body, but such tests may be implemented at the applicant’s own laboratory if there is a rationale.

Q18 Is it necessary that a Accredited Certification Body conducts product tests?

A18

- It is not always necessary.
- Any product tests for acquisition of the JIS Certification are always carried out in the responsibility of a Accredited Certification Body.
- Any Accredited Certification Body shall ensure the laboratory conducts product tests satisfys the relevant requirements of ISO/IEC 17025 (JIS Q17025). For implementation of such product tests, there are four possible combinations; (1) An Accredited Certification Body conducts product tests at its own laboratory, (2) tests are subcontracted to a third party laboratory, (3) test staff from the Accredited Certification Body conduct tests at the applicant’s own laboratory, (4) applicant’s test staff conduct tests at the applicant’s laboratory under witness of personnel from an Accredited Certification Body.

Q19 Is it necessary to acquire the accreditation of ISO/IEC 17025 (JIS Q17025) regarding our own laboratory?

A19

- It is not always necessary.
- Daily product tests for quality management at a factory are different from the product tests for acquisition of the certification by nature.
- The former is the internal tests conducted for the purpose of verifying conformity of the quality of products, manufactured within the factory as a part of quality management activities, within the requirements of JIS (company standards), while the latter is the tests conducted by an Accredited Certification Body as a part of the procedures for certifying products.
- Although the latter requires conformance with the relevant requirements of ISO/IEC 17025 (JIS Q17025) according to the international guide, it does not require the accreditation (see Q18).

Q20 How is the sampling for product test made?

A20

- Sampling required for product tests is to be carried out by an Accredited Certification Body.
- The sampling method shall be random sampling, and the required number of samples for product tests shall be the number of the products that are needed to implement all tests stipulated in the corresponding JIS.

Decision on Certification, Grant of Certification, Conclusion of Certification Agreement

Q21 How does an Accredited Certification Body decide on awarding of the certification?

A21

・Every Accredited Certification Body evaluates whether or not results of factory audit and product tests satisfy all of the requirements specified in the corresponding JIS and in Chapter 3 of the JIS Mark Ordinance as well as the certification procedures of the Accredited Certification Body, and then makes decision on granting of the certification.

Q22 How long will it take to acquire the certification after application?

A22

・The entire process from application to granting of the certification is to be implemented in the responsibility of the Accredited Certification Body.
・The Industrial Standardization Law stipulates that every Accredited Certification Body must proceed with the assessment without delay upon receipt of an application unless there is any reason not to do so.
・Each Accredited Certification Body has to establish the standard processing period from the time of application up to the final decision on granting of certification.
・The typical processing time needed for assessment of factories and others for JIS certification under the old system was three months, but the processing time anticipated under the new system may be longer when we consider the extra time required for product tests. For detailed information concerning the processing time, please ask your potential Accredited Certification Body.

Q23 Is the new certificate replaced for the JIS Certificate under the old scheme?

A23

・According to Art. 8 of the JIS Mark Ordinance, each Accredited Certification Body is to issue its own certificate upon conclusion of the Certification Agreement, and its contents should be almost the same as that of the old certificate.
・Contents of the certificate defined the General Guideline for Certification are enlisted below:
a) Date of the Certification Agreement and Certification No.
b) Name and address of the certified organization
c) Corresponding JIS No. and category or grade if defined in JIS
d) Name of the JIS product
e) Classification of the certification (may be omitted if it is same as that of the corresponding JIS)
f) Name and location of every relevant factory for certification (except for the certification when product tests have been done for the entire products, or certification of lot or batch of products that have already been manufactured)
g) Quantity or volume of the lot or batch and identification No. or symbol (in case of lot or batch certification)
h) Article number of the provision in the relevant law regarding the certification

Q24 What is the nature of the Certification Agreement?

A24

・The Certification Agreement is to be concluded between an Accredited Certification Body and the applicant when the Accredited Certification Body finally decides to grant the certification.
・Contents of the Agreement follow the requirements of Art. 18 (Requirements Concerning the Contents of Certification Agreement) of the JIS Mark Ordinance.
・They include the following items:
a) It is the Agreement regarding certification based on the provisions of Clause 1 or 2 of Art. 19, or Clause 1 of Art. 20 or Clauses 1 to 3 of Art. 23 of the Industrial Standardization Law.
b) Term of the Certification Agreement (if the valid date is defined)
c) Provisions concerning exhibition of the new JIS Mark, its supplementary information and its exhibition method
d) The following conditions allowing exhibition of the new JIS Mark:
1) In case a certified organization wishes to announce to the public on advertisement or any other way that it acquired the JIS Mark certification from an Accredited Certification Body, special care shall be taken to confusion between any mixture of JIS certified products and others.
2) In order to confirm the operation regarding the JIS certified product is being carried out properly, the Accredited Certification Body shall have a right to require the certified organization to submit a report or to visit the factory or any other relevant facility of certified organization in order to survey the relevant product, their raw materials and the quality management system.
3) Frequency of surveillance stated in the above 2), bearer of the surveillance costs and other conditions
e) Provision of method to identify the factory that made the product if two or more factories are involved,
f) Provision of measures to be taken in case the certified organization changes specification of the JIS certified products or its quality management system
g) Provision of measures to be taken if the certified organization receives any complaint from a third party regarding the JIS certified products
h) Provision of mutual non-disclosure agreement between the Accredited Certification Body and the certification certified organization
i) Provision for any dispute raised by the certified organization in relation to the measures taken by the Accredited Certification Body
j) Provisions of measures to be taken for illegal exhibition of JIS Mark, withdrawal of the JIS certification and termination of the Certification Agreement

Affixing of New JIS Mark

Q25 After abolition of the notification regarding the exhibition of JIS Mark and other items, how should we affix the new JIS Mark?

A25

・You need to exhibit several information in accordance with the applicable provisions in the JIS Mark Ordinance, requirements specified in the corresponding JIS and the Certification Agreement. This information shall include the new JIS Mark, name or symbol of the Accredited Certification Body, JIS standard No., etc.

Q26 Is it essential to affix the JIS Mark on every certified product?

A26

・It is not always necessary to affix the JIS Mark.
・Whenever the JIS Mark is affixed, it always must be accompanied with the supplementary information that is defined by the JIS Mark Ordinance, the corresponding JIS and the Certification Agreement.

Q27 Is it allowed to use the JIS Mark on catalogues of the certified products or business cards?

A27

・JIS Mark indicates that a certain products comply with all of JIS requirements, and such mark is usually exhibited on each product or invoices.
・If you want to use JIS mark on catalogues or business cards, you are required not to mislead users in a manner that gives an impression that other non-applicable products are also JIS certified.

Addition or Change of Certification Classification

Q28 What procedure should we follow if we want to get the JIS certification for another product type?

A28

・Ask the Accredited Certification Body, with whom you concluded the Certification Agreement, to add a certification classification.

Q29 What procedure should we follow when we want to add a factory or change the existing factory with regard to the products that have already been certified?

A29
- You have to make an additional application to the Accredited Certification Body, with whom you concluded the Certification Agreement, for the factory.

Q30 In case the certification was granted for a limited type or grade stipulated in a single JIS, and if we want to add or change such type or grade, what is the procedure we have to take?

A30
- Apply to the Accredited Certification Body, with whom you concluded the Certification Agreement, for addition or change of product type or grade defined in the certification classification.

Certification Maintenance Surveillance

Q31 What kind of assessment is the Certification Maintenance Surveillance?

A31
- There are two kinds of surveillance; Periodical Certification Maintenance Surveillance and Extra-ordinary Certification Maintenance Surveillance. Both of them consist of the factory audit and product tests.

Q32 What are the frequency and contents of the Certification Maintenance Surveillance to be implemented periodically?

A32
- It will be executed at least once every third year based on the provision of the Certification Agreement between the certified organization and the Accredited Certification Body. The surveillance includes all of or a part of quality management system audit and the product tests.

Q33 In case we already acquired ISO 9001 certification/registration, is it possible to utilize its surveillance result for the JIS Certification Maintenance Surveillance?

A33
- It depends on the judgment by the Accredited Certification Body whether or not the result of ISO 9001 surveillance can be utilized for the JIS Certification Maintenance Surveillance, and how it is to be utilized.

Q34 In what case is the Extra-ordinary Certification Maintenance Surveillance to be carried out?

A34
- Art. 9 of the JIS Marking Ordinance defines as follows:

  a) Whenever a certified organization changes or adds the specification of a JIS certified product, or changes its quality management system.

  b) In case there is a possibility that a JIS certified product would not conform with the requirements of the corresponding JIS due to a revision of JIS, or when it becomes necessary to change the certified organization's quality management system.

  c) When a third party claims that a JIS certified product does not conform with JIS or that the quality management system of the certified organization does not satisfy the requirements for the quality management system, which is deemed to be highly probable.

  d) Besides the above a) to c), if a fact that the JIS certified product does not or may not conform with JIS or that the quality management system of a certified organization does not or may not meet the requirements for quality management system.

Q35 Can we decide the execution date of the Extra-ordinary Certification Maintenance Surveillance by discussion with our Accredited Certification Body? In case our factory is not ready to accept the Surveillance, can we reject it?

A35
- If a third party claims that the certified products do not conform with JIS or that the quality management system of the certified organization does not satisfy the requirements for the quality management system, which is deemed to be highly probable, or if a fact that a JIS certified product does not or may not conform with JIS or that the quality management system of manufacturing process for a certified product does not or may not meet the requirements for quality management system, the Extra-ordinary Certification Maintenance Surveillance must be executed promptly after discovery of such a fact according to the regulation. Therefore, the certified organization is not allowed to negotiate with its Accredited Certification Body in advance nor reject the surveillance without any fair reason.
- If a factory or works that manufactures JIS certified products sells products that do not conform with the JIS requirements, or if the quality management system of its factory or works is found to be inadequate, the minister may order removal or erasure of the JIS mark from such products or to stop the sales of such products in accordance with the applicable law.

Action to be Taken Against Illegal Exhibition of JIS Mark or JIS Non-conformity

Q36 Under the old scheme, the minister orders to take necessary measures for improvement or others if it is detected that the quality management system or the certified product does not conform with the requirements as a result of its Extra-ordinary Certification Maintenance Surveillance. Now, under the new system, is it Accredited Certification Bodies that play the same role?

A36
- When it is detected that a certified product does not conform with the requirements of the corresponding JIS, it is a responsibility of the Accredited Certification Body, which granted the certification, to give a conduct Extra-ordinary Certification Maintenance Surveillance to take necessary measures for improvement
- Also, in case a factory or works that manufactures JIS certified products sells any non-conforming JIS products, or if the quality management system of its factory or works is inadequate, the ministry may conduct audit, when necessary, based on the applicable law. As a result, the minister may order the company to remove or erase the JIS Mark from their products or to stop sales of such products.

Q37 What are the criteria and procedure to be used by the Accredited Certification Body that demanded a certified organization to take a corrective action after granting of the JIS certification?

A37
- Art. 15 of the JIS Mark Ordinance defines the criteria and procedures to be used when corrective action is to be demanded as measures to avoid any wrong usage of the JIS Marks. If it falls within one of the following cases from a) to d), the Accredited Certification Body must demand the certified organization to take an appropriate corrective action as well as a preventive action:

  a) The quality management system of a certified organization does not satisfy the requirements of the JIS Mark Ordinance.

  b) A new JIS Mark or misleading mark is exhibited on products other than the products certified by an Accredited Certification Body, or on their package, container or invoice.

  c) A new JIS Mark or a misleading mark is placed on an advertisement for products other than the products certified by a Accredited Certification Body in a manner that it gives an impression that the advertised product is JIS certified.

  d) An advertisement related to a certified organization contains some content that may mislead a third party in terms of a certification granted by the Accredited Certification Body.

Dispute with Accredited Certification Body

Q38 If we have a complain about the decision made by the Accredited Certification Body to which we applied or that certified our products, what should we do?

A38

- In general, the complaining organization should interpose an objection against the Accredited Certification Body.

Q39 If we state a complaint with the ministry regarding a certain Accredited Certification Body, what action will the ministry take?

A39

- With regard to decisions made by Accredited Certification Body, no one is allowed to request the ministry to conduct an investigation based on the Law for Investigation of Objections Against Administration. However, should an Accredited Certification Body breaches any provision of laws in its operation, the minister will order it to take necessary measures for improvement.
- If you find any doubt concerning an accreditation requirement of an Accredited Certification Body, please inform the METI.

This brochure is a provisional translation for international publicity and, therefore, a part of its contents is omitted.