QUALITY MANAGEMENT SYSTEMS

COMMON STANDARDS AND CERTIFICATIONS FOR SERBIAN BUSINESSES

The introduction of certifications and requirements of for the quality management systems (QMS) in most cases occurs to take advantage of and to support prevailing market standings, and on the other hand, initiates the likelihood of engaging in new markets. In the longer perspective, it reinforces the viability of the company and fulfils the obligations of national, foreign and global rules and regulations.

Globally accepted and acknowledged standards and certificates, achieved through the effective completion of requested procedures, give business entities the advantage to display to contemporaries the groundwork to develop the competence and obligation to continue the improvement of business dealings with customers and the work to attain and maintain a notable level of professional business reliability in doing business.

Listed below are the most common standards and certifications Serbian businesses may expect, ranging from ISO, HACCP, CE mark, GlobalG.A.P., Halal, GMP and organic.

ISO

ISO (International Organization for Standardization) is certification awarded from a consulting agency which is recognized by ISO internationally in each country.   ISO is a certification which supports a company's product and service reliability, but is also an instrument which acts as a guarantee.

Besides achieving greater sales and operational capacity, in many cases, public and private sector tenders demand an ISO certification.

Listed below are the most common ISO certifications:

- **ISO 9001: 2015** (Quality Management Systems) The standard details how to put a QMS in place to better prepare your organization to produce quality products and services. It is customer focused, and places an emphasis on continuous improvement and top management processes that extend throughout the organization.
- **ISO 14001: 2015** (Environmental Management Systems) It establishes requirements for an Environmental Management System (EMS) and is based on the continuous improvement model PDCA (Plan-Do-Check-Act). It is a voluntary standard, put in place by companies who want to improve their processes, and is very popular, with over 300,000 certifications in 171 countries worldwide.
- **ISO/IEC 27001: 2013** (Information Security Management Systems) This family of standards concerns information technology, with the goal of improving security and protecting company assets.
- **ISO 22000: 2005** (Food Safety) This standard is focused on the development and implementation of a food safety management system, and can help any organization that works in the food chain.
- **ISO 50001: 2018** (Energy Management Systems) Released in 2011, the standard is meant for companies to put in place Energy Management System (EMS) dedicated to improving energy usage and efficiency.
- **ISO 13485: 2016** (Quality Management Systems) It puts a QMS in place for the production of medical devices and equipment, and is very specific to the health industry.
- **ISO 26000: 2010** (Social Responsibility) It cannot be certified to, but rather provides guidance on how businesses can operate in a socially responsible way.
- **ISO 31000: 2009** (Risk Management) The standard allows a company to better identify threats before they occur, and effectively allocate and use resources for risk treatment

HACCP

HACCP (Hazard Analysis and Critical Control Point) is known as a global procedure for controlling the risk of hazard during production of food. HACCP is a preemptive program which tries to control food safety and quality from the side of the end user to the food production process itself, allowing the production facility to implement measures along the way. HACCP is in force in all stages of the food processing stage, from food production, preparation to packaging.

Businesses in the food production industry need HACCP for various reasons. In many cases, it can be a basic condition to do business, with proof of HACCP certification.   Forward thinking businesses will take on HACCP certification to safeguard that all food safety risks are taken into consideration.

With HACCP, hazards in the food production/handling process are recognized, evaluated and controlled through seven crucial principles:

- Execute a hazard analysis
- Recognize critical control points
- Establish critical control points
- Create monitoring procedures
- Create corrective procedures
- Create verification processes
- Determine procedures for record keeping and documentation

In Serbia, a number of organizations offer HACCP consulting and certification. Please refer to your local business directory for one of these agencies.

CE

CE Mark might appear like a straightforward notion, in reality is quite complicated since it does not relate to every product on the market. Different products placed on the European Union market have to meet different conditions. To place your product on the EU market, you will have to understand a number of rules and regulations, namely, CE marking is a self-certification plan to verify that products fulfill the EU's health, safety and environmental protection legislation. Products that meet these requirements can be marked with a logo to prove their conformity throughout the EU. CE marking is considered a European passport for products.   The 31 countries of the European Economic Area require CE marking.

CE marking is not needed on all products. It is required on a large number of products, such as toys, machinery, medical devices, vehicles, including many construction products. Construction items requiring CE marking: ceilings, doors, facades, finishes, floors, roof, insulation, vents, walls and windows.

CE marking is the manufacturer's obligation to ensure products are produced within regulation of EU legislation. Once compliance has been confirmed, the manufacturer composes a declaration of performance and certificate of compliance, attaching the CE mark to the product.

GLOBALG.A.P.

GLOBALG.A.P. (Global Partnership for Good Agricultural Practice) is a private sector body that sets voluntary standards for the certification of agricultural products around the world.

GLOBALG.A.P. represents a globally accepted set of agricultural standards and is accepted in more than 100 countries. GLOBALG.A.P. provides assistance on sustainable production practices, animal protection and worker health and safety.   Certification assists producers to address the demand for quality, sustainable food and permits vendors to select produce with assurance.

GLOBALG.A.P. certification demonstrates to buyers and consumers the commitment to safe, sustainable food production.   The program is respected by retailers globally and can introduce products to new markets.

GLOBALG.A.P. is a business-to-business standard that is not visible to consumers.

HALAL

HALAL (rules and guidelines for the production and preparation of food in accordance with Islamic religious customs)

Muslims eat Halal food because it meets requirement which they believe makes it suitable for consumption. Halal is based on decrees written in the Quran, the Prophet Muhammad's example and through generations passed down through Islamic practice.

There are different types of Halal certification. Individual products can be certified, meaning the production process and ingredients in the products are Halal.   Production facilities can be certified, meaning any products produced in accordance with the certification standards can be claimed as Halal.   Retail shops may also be Halal certified so that all food prepared and sold from the premises is Halal.

The Halal market globally is estimated to be worth $1.75 trillion annually. Muslim markets provide a lucrative trade for Serbian companies. To tap into this market, Serbian companies need to have Halal certification.

GMP

GMP (Good Manufacturing Practice) are practices used to conform to guidelines recommended by agencies that control the authorization and licensing of the manufacturing and sale of food, beverages, cosmetics, pharmaceutical products, dietary supplements and medical devices. These practices ensure that a manufacturer meets minimum guidelines to assure consistently high quality products from batch to batch. The main purpose of GMP is to always prevent harm from occurring to the end user.   GMP is typically ensured through the usage of a quality management system (QMS).

GMP inspections are performed by National Regulatory Agencies in the European Union and respective bodies in Serbia. Please refer to your business directory to locate one of these agencies.

ORGANIC

ORGANIC certified products must go through a procedure which have been produced, stored, processed, handled and marketed by precise specifications and certified as organic by the proper certification organization. After compliance with organic standards has been confirmed by an organization, the product is awarded an organic mark.

This mark will vary subject to the organization, but can be seen as a guarantee that the basic steps established as an organic product have been achieved from the producer to the consumer.   To note, it is essential that an organic mark is affixed to the production process, assuring that the product has been produced and processed in a naturally rigorous manner. Organically marked products are therefore attained in the production process stage as opposed to simply a product quality claim.

Control of organic products are controlled through inspection enforcement on the Law of Organic Production in Serbia, enforcement of the regulations have been approved through this law, executed by Inspectors for Organic Production in Serbia. Please refer to your business directory to locate one of these agencies.

For more information, please refer to the respective certifying bodies in Serbia for each certification.