



## Palestine Standard Institution



PSI facilitates trade in Palestine through meeting the needs of the private and the public sector in fields of standards, conformity assessment, quality, and metrology as well as contributing to protect the health and safety of the Palestinian citizen and protecting the Palestinian environment. The institution is the national body for standards in Palestine and the contact point with the international quality infrastructure.



### Vision

PSI is a modern institution specialized in providing and developing quality elements to meet the needs of business sector and the customers alike based on best international practices and standards.



### Mission

PSI is a public institution that seeks to ensure high competitiveness of Palestinian products, and facilitates trade, contributes to protect the health and safety of the Palestinian citizen and environment. PSI represents Palestine in the international system of standards and metrology by developing Palestinian standards that are internationally harmonized, by provide testing, inspecting, and metrology services as well as certification and conformity marks



### Goals

- Raise the competitiveness of Palestinian products by building and developing the quality infrastructure.
- Promote the health and safety of citizens, protect the environment, and contribute to organize the market.
- Tighten relations, cooperation and raise awareness among consumers and the business sector.
- Promote the legal status of the Institution and improve its performance.



## The Palestinian standard

### The standard is the base of the competitive ability of our products

The Palestine Standards Institution is the national standardization body in Palestine authorized to develop Palestinian standards, this is considered one of the most important tasks. The Institution is aiming at preparing standards, conditions, and technical requirements that must be available for goods, products and services to achieve the acceptable level of quality to maintain health and safety of consumers. The standards specify the characteristics of the product, or the service, and testing methods of the products. By implementing these requirements, the quality of the products and services will improve.

The standards are developed by a specialized technical committees. The members are experts representing the authorities, the private sector, academia, and consumer associations.

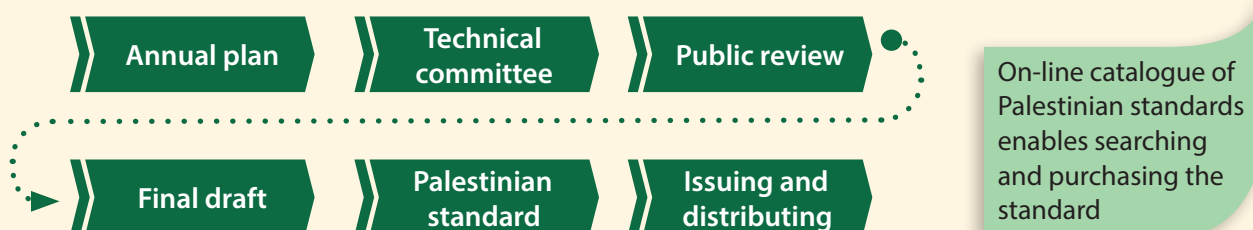
The institution develop standards within the following fields: food, agriculture, cosmetics, chemicals, plastics, textiles, leather, petroleum, construction, engineering products such as hydrologic and mechanical equipment, tools, information technology, management, and the environment, in addition to services in accordance with the law of standard and metrology NO. 6 of 2000.

### Computerised systems to develop standards:

- 1 Develop Palestinian standards in a manner that guarantees coordination and engagement among the members of the committees and to ensure participation of the widest expert base.
- 2 Actively engage public participation through comments and modifications of the standards before approval.
- 3 The system allows users to read, search, and purchase standard directly from a web site.
- 4 To allow manufacturers and experts to propose drafting of new standards.
- 5 Request to develop a new standard or to modify existing standards.
- 6 Publish titles, numbers, and prices of the approved Palestinian standards.

The Institution adopts international standards as Palestinian standards to ensure harmonization with the international standards and by taking into consideration the needs and requirements of the Palestinian economy and society.

### Stages of development a standard:



Development and implementation of technical regulations ensure the protection of safety, health, economy and environment of the citizens.



It is a legally binding document specifying the product characteristics or its related processes. It may include requirements for technical terms, symbols, packaging, marking, and labelling that applies to the product or the way of production.

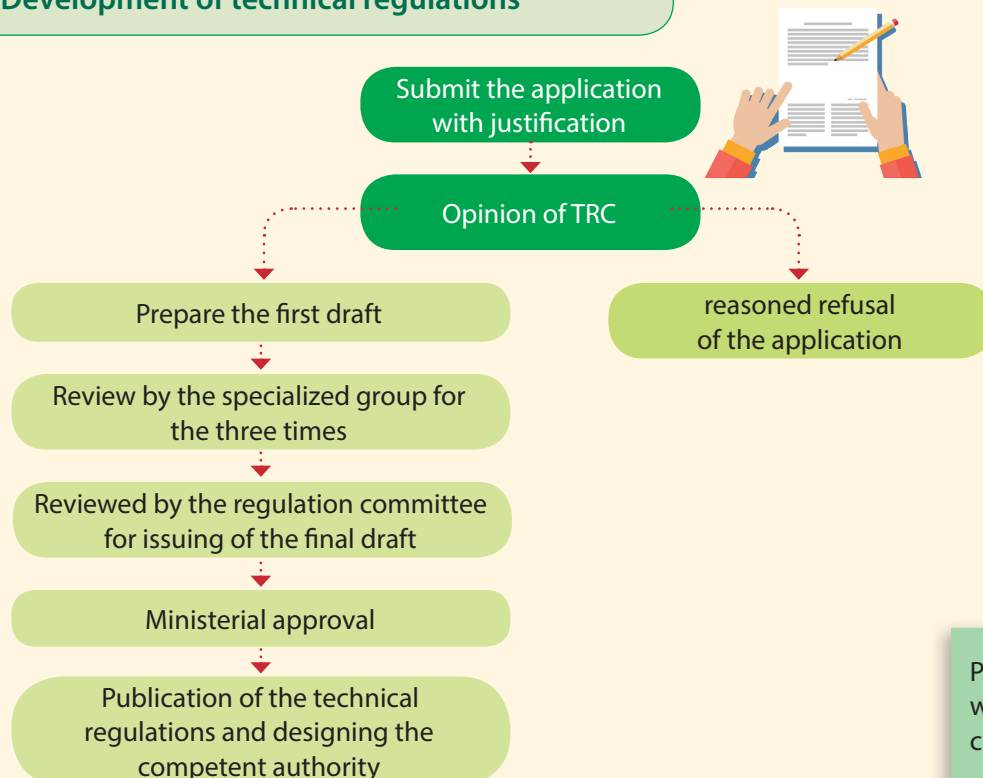


The Technical Regulations Committee (TRC) is the responsible body to drafting the regulation. It is formed of representatives of the following ten governmental: PSI, ministry of public works, Ministry of Agriculture, Ministry of Interior (Civil Defence), Ministry of Finance and Planning (Petroleum Authority), Ministry of Health, Environmental Quality Authority, Ministry of Labour, Ministry of National Economy, and General Union for the Palestinian Industries. TRC is supported by several technical working groups



The technical regulations aim at protecting health, safety and environment of citizens and against any act of deception and cheating. These regulations provide for fair competition between business operators. It is prohibited to place any good or material on the market unless it complies with the requirements of the applicable technical regulations.

## Development of technical regulations



Published at PSI website, free of charge

# PS Quality Certificate

The Palestinian quality certificate is a passport for national products and it promotes the trust of consumers.

A quality certificate is important because it is a tool to achieve total quality management which is considered the language of the century and the key of success to meet consumer needs. It is a proof that the product complies with health and safety requirements. The product is made based on standards and good manufacturing practices.

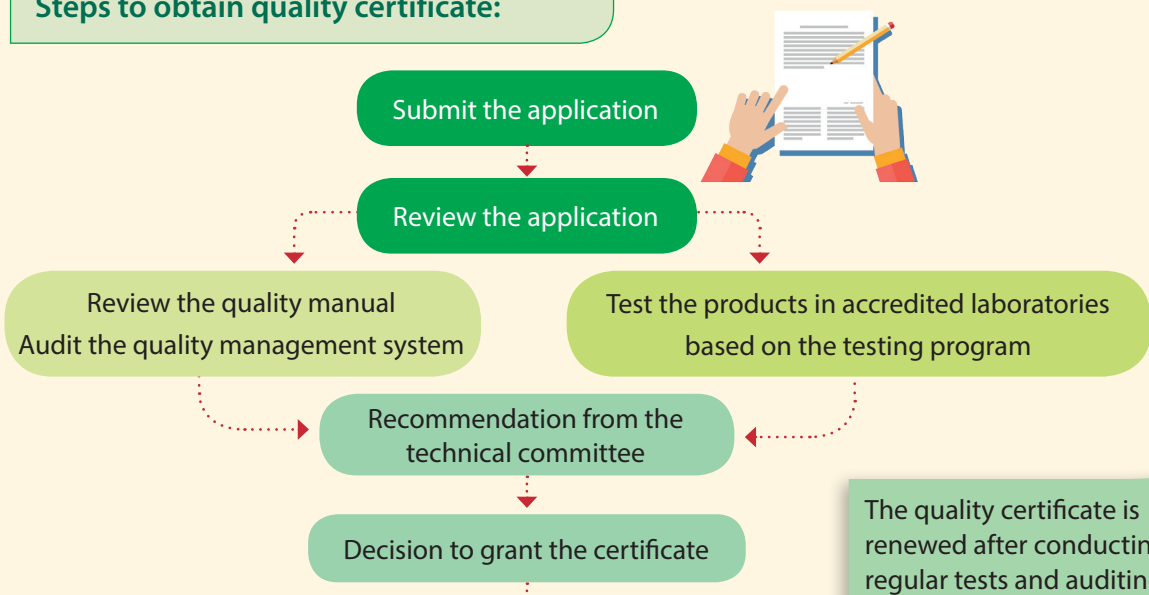


## Benefits to have the Palestinian quality certificate

Dear producer  
Dear consumer  
PSI is the authorized body to grant Palestinian quality certificates, and it is working as an independent and impartial party to make sure products comply with related Palestinian standards by conducting technical tests to these products and auditing quality management systems regularly.

- It is a proof that the products meet the quality requirements of the Palestinian standards.
- The production is planned in accordance with adopted quality management system.
- Preference is given when applying for governmental tenders and purchasing.
- Easy access to new markets and the marketing of products outside the country, especially in countries that signed the mutual recognition regarding quality certificates.
- Products having these certificates will be more trustworthy to the Palestinian customer.

## Steps to obtain quality certificate:



The quality certificate is renewed after conducting regular tests and auditing the quality management ensuring the product complies with requirements.





## Halal Certificate

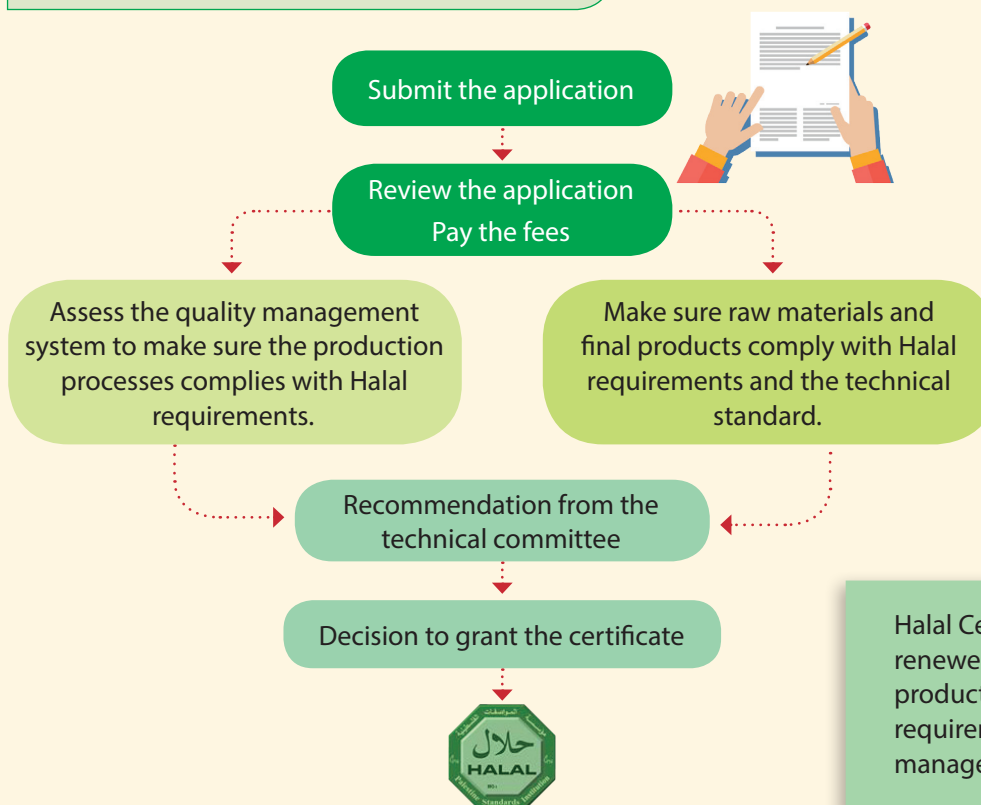
The importance of Halal Certificate is derived from being harmonized with the Halal standards that were issued by the Standards Institute for Islamic countries and the adopted quality standards. Halal products are demanded highly in Islamic, European countries, and America as well because of the increasing number of Muslims there. Factories having the Halal certificate will raise their competitiveness to enter the targeted markets. For the consumer it means he can trust products having the Halal certificate, because it will be produced based on the highest quality standards and Sharia Islamic Law.



### Benefits of having the Palestinian Halal certificate

- Implement requirements of the national or international agricultural quality certificates. This will increase the competitiveness of the product and give additional value.
- Help the Palestinian producers to enter the Islamic markets with their food and cosmetics products.
- Halal certificate is granted based on the adopted Palestinian standards that are harmonized with the Standard and Metrology Institute for Islamic Countries established by the Organization of the Islamic Conference.
- The products will meet the quality standards and Sharia Islamic Law.

### Steps to obtain Halal certificate



Halal Certificate is renewed annually after the product meets technical requirements and Halal management systems.



# Conformity Certificate

## Have conformity certificate to enter the market

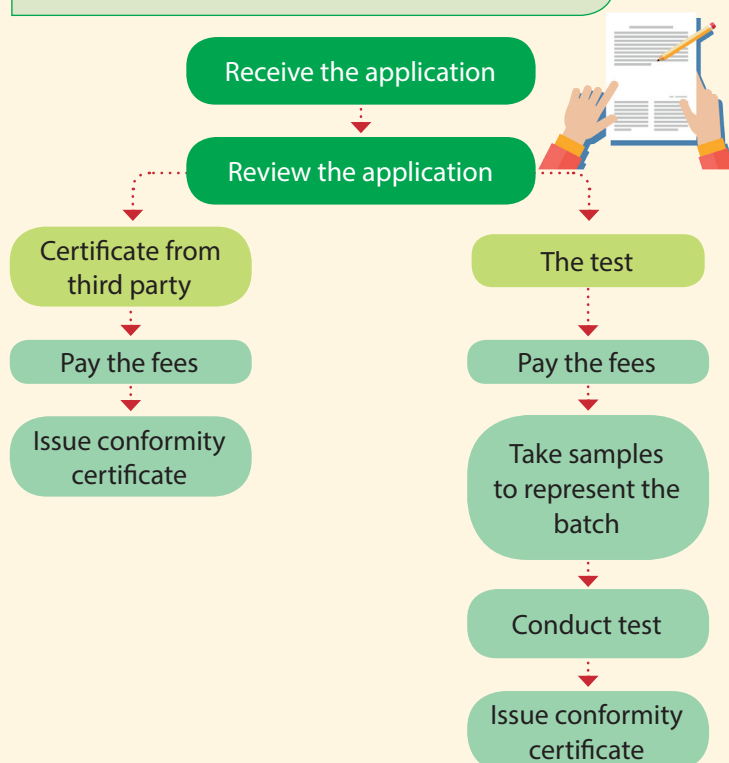
The Institution issues conformity certificates being the authorized body to grant such certificates. The certificate states that the sample or batch conforms with the technical regulation or related standards. The aim is to protect the consumer and the economy alike, to facilitate for importers by guiding them for the easiest way to have this certificate, which is in line with technical barriers to trade agreement. Conformity certificates are issued in fields of food, chemical, constructional, mechanical, industrial and electrical industries.

The Institution conducts conformity tests for goods and products upon request by any concerned party. The Institution also tests the conformity of the products to be imported to Palestine. Conformity certificate can be issued for a sample or batch.

## Benefits to have conformity certificates:

- Proof that the product meets requirements of the related Palestinian standard.
- Preference is given when applying for governmental tenders and purchasing.
- Conformity certificate is considered as a passport to the Palestinian and international markets.
- Increase competitiveness between products based on quality, and to distinguish between them by continuous improvement and development.
- Products having these certificates will be more trustworthy to the Palestinian customer.

## Steps to obtain conformity certificate



Have conformity certificate to be given preference in official procurements.

Having conformity certificate means that your product meets specific requirements.



# Palestinian Quality Charter

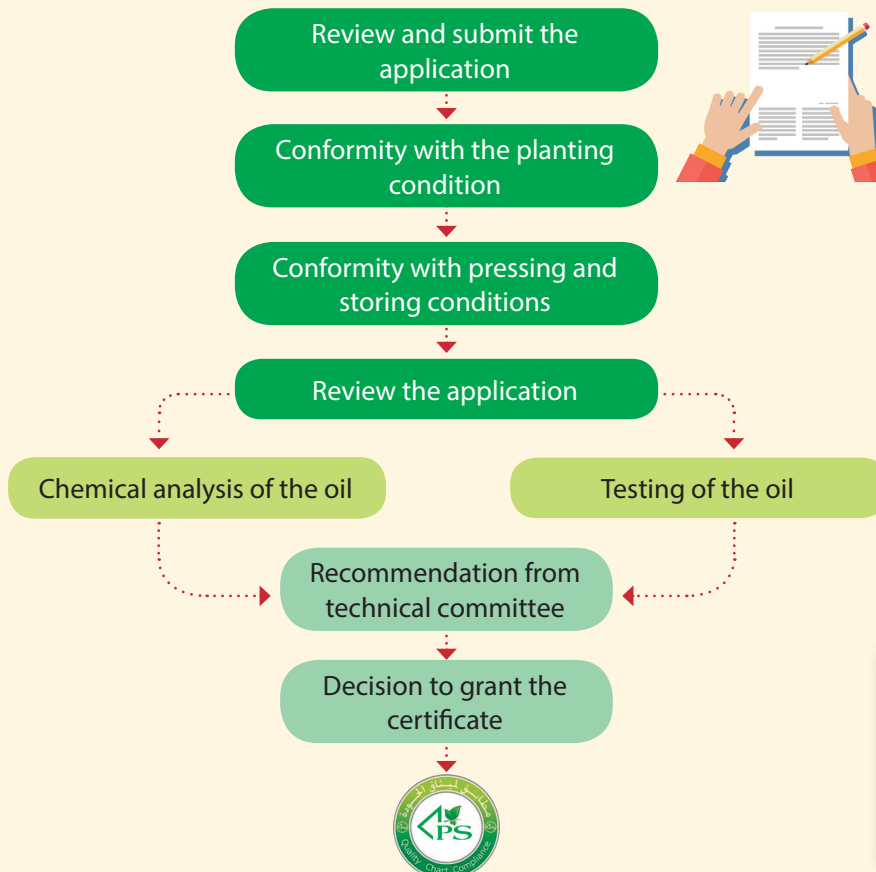
## Guarantee quality and exporting channels

The Palestinian Quality Charter is important because it proves that olive oil meets good agricultural practices and that principles of health and safety are met, as it is produced based on requirements of good manufacturing practises. Olive oil is a food product that is important domestically and internationally as the world is heading to have the highest quality. Many olive oil producing countries start to concentrate on production of high quality oil in addition to production of large quantities.

## Benefits of the Charter

- Protect the Palestinian olive oil from oils that enter the Palestinian market informally.
- Export the Palestinian olive oil to the world markets.
- Ensure high quality and safety of produced oil according to the charter.
- Add historical facts to the oil by defining geographical locations

## Steps to obtain quality charter certificate



It is good agricultural practices starting from the field and ending with storing oil in containers.





# Tasting Laboratory

## Olive oil from tree to press

A tasting laboratory has been established for sensory testing aiming at classifying olive oil (extra virgin – ordinary virgin – virgin). The Palestinian National Team for tasting olive oil conducts sensory tests in the Institution’s laboratory which is equipped based on the requirements in the standard of the International Olive Council, to enable the taster to define defects and the good characteristic in the sample of olive oil in right way. Based on the results the oil sample is classified.

There are two tests:

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**1** Chemical tests: define the characters of olive oil and its compliance with national and international standards. It is conducted in accredited laboratories.
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**2** Sensory tests (sensory assessment by tasting and smelling): it defines the quality of the chosen olive oil and its characteristics.

Olive oil is classified as provided in the following table:

### Chemical and sensory characters of olive oil:

Defined sensory standard				
	Extra virgin	virgin	ordinary	Lampante
International Codex	MD = 0 MF > 0	0 < MD ≤ 3.5 MF > 0	3.5 < MD ≤ 6.5 MF > 0	MD > 6.5 MF = 0
European EU	MD = 0 MF > 0	0 < MD ≤ 3.5 MF > 0	3.5 < MD ≤ 6.5 MF > 0	MD > 6.5 MF = 0

MD: Defect median      MF: Defect median

Defined acidity standard				
	Extra virgin	virgin	ordinary	Lampante
International Codex	< 0.8%	< 2%	< 3.3%	< 3.3%
European EU	< 0.8%	< 2%	-	-

The value specified for proved peroxide		
Extra virgin	virgin	ordinary
<20.0 mEq O2 / kg Oil		

Developed laboratory to taste the olive oil.





## Inspecting operational systems

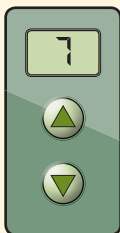
### To ensure the protection and safety of citizens

To ensure the safety of the citizens and to maintain their properties the Institution provides inspection services to different technical systems such as lifts, amusement parks, LPG tanks, and petrol stations. The inspection is done by qualified staff, in cooperation with concerned parties, in accordance with requirements of technical regulations and related Palestinian standards.

### Steps to obtain report on inspecting technical systems

- Submit application to inspect technical systems attached with required technical documents.
- Review the applications and ensure completed documents based on the technical system.
- Coordination with related authorities.
- Conduct the inspection and pay the fees for the services provided.
- Issue the report of inspecting the technical system and send the file to the concerned authority.

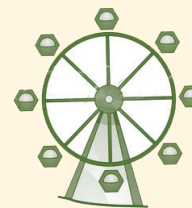
Inspecting lifts



Inspecting LPG tanks



Inspecting amusement parks



The safety of the citizen is our highest priority.



# Conformity of imported products

## Organize the market to ensure fair competitiveness

The role of PSI in organizing the market is to assist the importers to enter their products conforming with the technical regulations and the adopted standards to ensure protection of consumers, and to prepare fair competitive environment in the Palestinian market. PSI assists the importers by issuing all official and important correspondence for concerned parties, and by facilitating the process and procedure of importing products complying with Palestinian requirements.

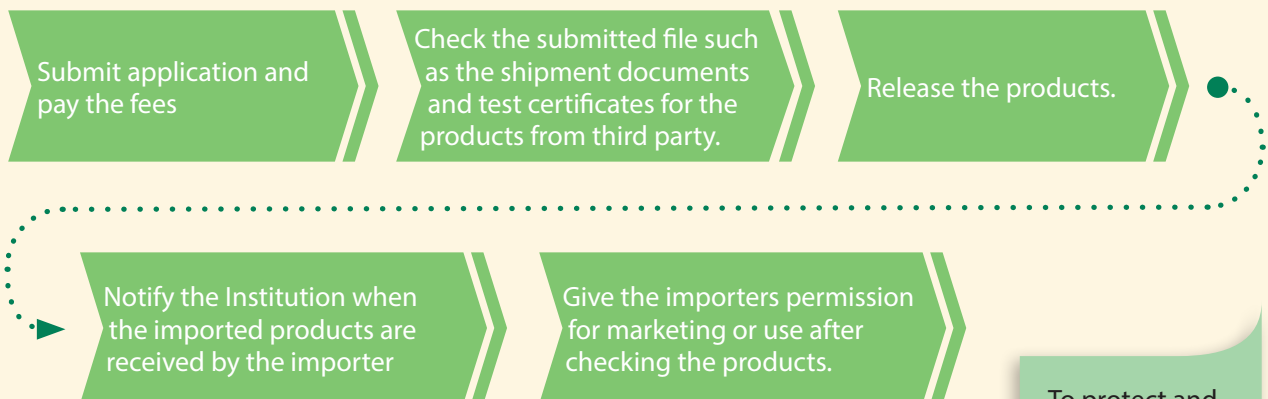
The institution is aiming to protect the Palestinian customer by supervising products that need some modifications to make them in conformity with requirements of the Palestinian standard before distributed in the Palestinian market.

## Conformity procedures of imported products

1. Steps to obtain the conformity service of tested imported products that need to be checked and followed:



2. Steps to release imported products that are excluded from conformity tests:



To protect and organize the market



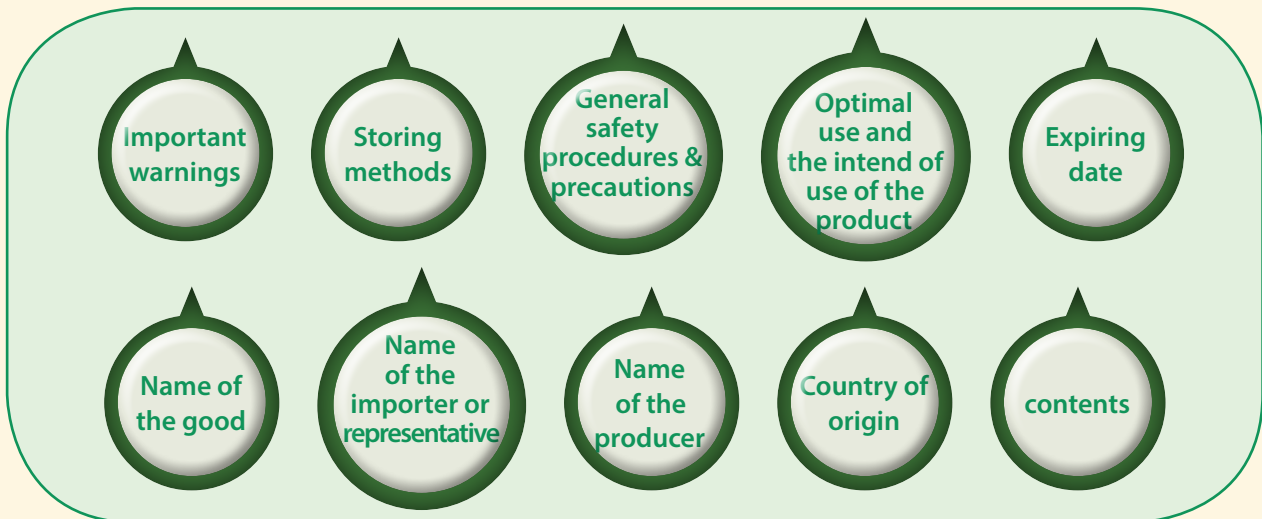
# Labels

## Label: Identity and specifics of the product

In order to ensure health and safety and to protect against cheating and deception of consumers, a label is affixed. The institution approves labels through a committee for all products, either they are food, chemicals, construction materials, electrical appliances, and equipment and many others. The label is approved at later stage and after detailed review to ensure it includes all the essential information that must be written, depicted, painted, inscribed, affixed, or attached firmly to the product or its packaging, in accordance with the related Palestinian standard and technical regulations.



## The label is an essential part that includes basic information such as:



## Steps of approving labels:

- Submit the application and pay the fees
- Review the application in accordance with related standard requirements.
- Modifications to be made by the applicant if any.
- Approving the label
- Applicant must follow up with concerned parties (Ministry of National Economy and/or Ministry of Health)



Reading the label will help you to choose the appropriate product





# Legal Metrology

Assure rights and health of citizen and environment.

Supervision of implementation of articles of national measurement system and implementation of legal metrology regulations. This includes regularly calibration of legal measuring devices. Equipment is calibrated for a fee.

### Legal metrology aims at:



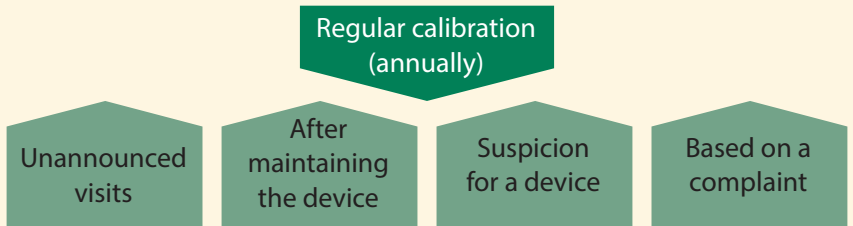
- Ensure transparent commercial transactions by calibrating measuring devices that are used in trade.
- Ensure health and safety of humans by calibrating medical devices that are used within this field.
- Health and safety of environment by calibrating measurement devices that are used in monitoring water and air pollution.

### PSI provides legal metrology services in the field of calibrating the following measuring devices:

- Commercial scales
- Gold scales
- Meters of fuel distributing pumps.
- Meters of road tankers for fuel distribution.
- Weighbridges
- Verifying weight and volumes of pre-packaged products.



All the activates of metrology and measurement are executed in different fields according to the national measurement system and legal metrology regulations and their annexes that meet with local needs and international requirements.



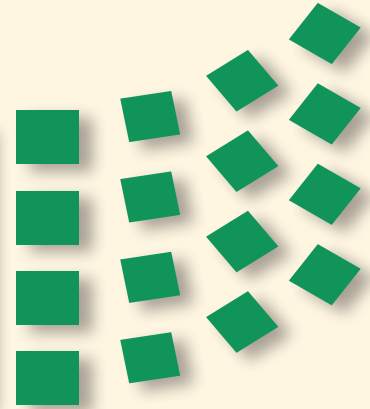
Calibration process guarantees the rights of the buyer and seller alike



## Scientific and industrial metrology

### Calibration achieves similarity in quality world.

National reference standards are maintained and calibrated against international standards, and developed according to the needs of Palestine. Calibration of measuring devices used in factories and laboratories ensures the accuracy of measuring results, ensuring a better quality of product. This contributes to support and develop the Palestinian economy.



### Scientific and industrial metrology aims at:

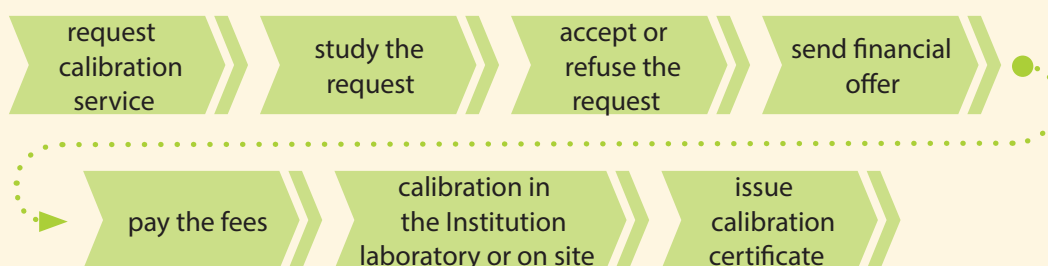
- Meeting the needs of public and private sector in the field of calibration and control of measuring devices used in factories and testing laboratories.
- Achieve accurate results in fields of testing and measuring.
- Enable factories, companies and testing laboratories to obtain local and international quality certificates.
- Provide and maintain national reference standards, based on international requirements.
- Assure traceability of the national standards to international references.



### PSI provides the following industrial metrology services in the field of calibration

- 🕒 Scales (Class: I,II,III,IV) (Range: up to 120 tons)
- 🕒 Weights (Class: E1, E2, F1, F2, M1, M2, M3) (Range: 1 mg – 20 kg)
- 🕒 Lengths (micrometres "Dial Gauges" .etc.)(up to 1000 mm)
- 🕒 Block gauges (Range: 1.005 to 1000 mm): (Grade: 1, 00, k) (Block Gauges)
- 🕒 Temperature (different thermometers, refrigerators, freezers, incubators, ovens) (Range: -80 up to 1100 °C)
- 🕒 Pressure Gauges (Range: -1 up to 700 bar).
- 🕒 Compression and tension machines (up to 2000 kN).
- 🕒 Volume: micro pipettes (up to 5 ml) (different container sizes) (up to 1000 Litre)
- 🕒 Electrical measurement devices (voltage, resistance, current)

### Procedures to request industrial metrology services:



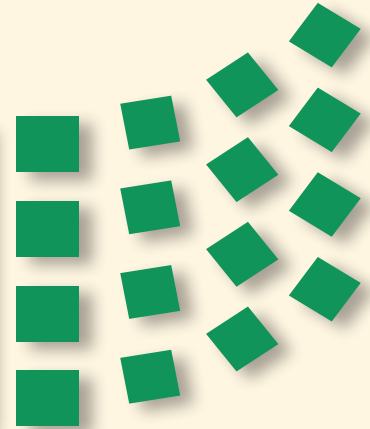
Specialized calibrating laboratory to improve the quality of national products.



## Information centre

### Information centre is your gate to knowledge

It provides information regarding standards and technical regulations, testing, inspection, calibration, accreditation, and grating certificates, on national, regional, and international level through a central services unit that enables beneficiaries of having fast and easy access to services in an integrated working environment



### Information centre provides the following services:

- updated information on the adopted Palestinian and international standards (ISO, BS, DIN, CODEX, AIDMO, ASTM, IEC, etc.)
- Palestinian technical regulations and regulations of other countries.
- Palestinian and international conformity assessment procedures
- List of companies certified by the Institution, and accredited laboratories in Palestine.
- Contact point with WTO information centre.
- Palestinian contact point with other contact points in the world to obtain technical information regarding global markets.
- Calibration and measurement services.
- Receive complaints and suggestions from beneficiaries and respond to them in time.
- Answering all technical inquiries regarding standards and technical regulations, testing, calibration, and certificates services.
- Any other services for the Institution.

### information

Inquiry application



Review application



Provide needed information



If you have any inquiry the information centre is the solution.



## Training centre

### Increase your skills to increase your performance

Starting from the strategy of the institution to build and promote the skills and abilities of human resources in PSI and the private and public sector alike, and promotes its technical level to enable it to provide best services and distribute quality culture. The training centre conducts many specialized training programs regarding elements of quality infrastructure in areas like (standards, calibration metrology, quality systems, conformity assessment, accreditation, rules and conditions of food safety, health and environmental conditions, international trade agreements...) to meet the training needs and to achieve a number of goals as the following:

Contributing to build and promote abilities and skills of human resources in public and private sector to enable it to offer best services.



Contribute to support national industry and increase commercial trade off by implementing unified terms that aim to remove technical barriers to trade.



Contribute to distribute quality culture and apply number of working procedures and terms that will achieve the health and safety of consumers and environment.



### How can you participate in training course?

1. Choose proper training course
1. Entering all the required information to register in the course
1. Pay the course fees (cash or electronically)
1. Register the applicant
1. Download course program and training material
1. Participating in the course
1. Having training certificate
1. Assess the training course

More than just  
training  
It is knowledge  
Between your  
hands



## Awareness centre

Our most important priority is to increase citizen awareness of the importance of quality.

Starting from the pioneering role of the Institution on dissemination of awareness regarding the importance of standards, technical regulations, quality, conformity assessment, calibration and metrology; the Institution established a specialized awareness centre that shows the the role and importance of quality infrastructure in Palestine. The Awareness centre introduced the Institution activities and the importance of granting its certificates and shed the light on its role and mission to tighten the relation between the Institution and concerned parties in metrology and quality, and explained its role, services and potentials that it provides to its beneficiaries and communicate with them via by social networks.



### Awareness

Define the role of the institution

Importance of having the Institution certificates

Distribute awareness regarding standards, technical regulations

Promote confidence in national products

## The Palestine Quality Infrastructure Portal

www.psi.pna.ps

The screenshot shows the website interface for the Palestine Quality Infrastructure Portal. At the top, there is a navigation bar with a search bar and several menu items: 'حول المؤسسة' (About the Institution), 'التوصيف' (Classification), 'الجودة ومنح الشهادات' (Quality and Certificates), 'القصص والتفصيل' (Stories and Details), 'المتولوجيا' (Metrology), 'التعليمات الفنية' (Technical Instructions), and 'كلمة البحث' (Search). Below the navigation bar, there are five main service icons: 'مركز التوعية' (Awareness Center), 'دليل المواصفات' (Standards Guide), 'مركز المعلومات' (Information Center), 'مركز التدريب' (Training Center), and 'خدمات المؤسسة' (Institution Services). The main content area features a large image of wheat and a text box titled 'الرقابة على المنتجات' (Product Control) with the subtitle 'تضمن لكم السلامة' (Ensure your safety). The text describes the process of product control, mentioning that it involves ten groups of ten samples each, with five groups of ten samples each, and that the process is conducted in a controlled environment. Below this, there is a section for 'آخر الاخبار' (Latest News) with two articles, each featuring a photo and a caption: 'وتستخدم في صناعات المطابع ودور النشر كان' (Used in printing and publishing industries).