

## Halal Quality Control (HQC) Germany

Bramscher Str. 67/69 • 49088 Osnabrück

<http://halalquality.de/>



# General Information

about Halal Quality Control (HQC) Germany  
and its Halal Certification Services

## About Halal Quality Control

Halal Quality Control (HQC) was founded in Den Haag (Netherlands) in 1983 by Dr. Abdul Munim Al Chaman who realized that the growing demand and need for the Halal meat products in the Islamic countries needed help from foreign stable markets, such as the EU. Since then HQC got recognised by many accreditation bodies of Muslim countries and Muslim organisations all over the world such as The United Arab Emirates (UAE), Jabatan Kemajuan Islam Malaysia (Jakim), Majelis Ulama Indonesia (MUI), Majlis Ugama Islam Singapura (MUIS) and many others.

In 2014 Halal Quality Control (HQC) Germany was founded in Osnabrück by Halal Quality Control Netherlands and Dr. Ibrahim Salama to be near by the supervised companies in Germany. Halal Quality Control (HQC) Germany is an independent, third party certification body which legal status is a limited association.

Halal Quality Control (HQC) Germany offers certifications of products in conformance with the latest issue of international halal standards like UAE.S 993:2015 *Animal Slaughtering Requirements According to Islamic Rules* and other standards of the respective accreditation organisations.

In the founding year Halal Quality Control (HQC) Germany was recognised by the responsible Ministry of the United Arab Emirates as halal certification body.

Halal Quality Control (HQC) Germany has adopted a quality management system to guarantee that their procedures are permanent in accordance with the regulations of ESMA. Furthermore the Quality Management System (QMS) ensures an efficient use of all resources, the best possible services for the customer and reliable results.

## Organisation policy

### Confidentiality

HQC Germany keeps all information confidential and guarantees this each customer by contract that stipulates the condition for our performed certification services and the responsibilities of the customers.

### Impartiality and non-conflict of interest

HQC Germany is an impartial, independent, third party certification body that handles all applicants impartially. HQC Germany will never allow commercial, financial or other pressures having influence to its decision making. This includes that all employees and their relatives do not have secondary employments that are in the same branch in that the customer is.

### Financing

To ensure that all certification decisions are unbiased HQC Germany is financed by the certification fees and is not receiving money from any other source. Therefore it is important to spend money is spent in an effective way whilst creating and preserving confidence in the certification system.

### Responsibility and reputation

With our certification activities we are supporting companies to generate trust of governmental organisations, consumers and industries in the approved products. With deep respect of all mentioned groups and in aware of our high responsibility we train our employees and adopt our Quality Manual System to the latest issue of the relevant regulations, standards and laws. The

manager and department chiefs have a role model status and behave ethical flawless. This includes being respectful, correct and fair to all people from governmental organisations, customers, the public, colleagues, suppliers and competitors. Halal Quality Control Germany provides its services in an impartial and non-discriminatory manner to all applicants whose activities fall within our field of services by strict adherence to Scheme rules. The integrity and a good reputation are significant for the success of Halal Quality Control Germany.

### **Complaints and appeals**

If HQC Germany receives a complaint or appeal the sender of the message will be informed that the office received the information and is working on it. As first step HQC Germany checks if it is responsible for the complaint/appeal. Should HQC Germany not be responsible they will inform the sender about this. If a misunderstanding was detected HQC Germany will provide further information to solve the misunderstanding. In other cases HQC Germany will get in contact with the concerned company/institution and performs further checks and appropriate actions to avoid consumers and business partners from any harm. The complainer will be informed about the performed measures as far as the information is not confidential.

### **About the certification system**

HQC ensures transparent and independent certification decisions by its multistage certification system and takes complete responsibility for all decisions relating to granting, maintaining and withdrawing a certification.

#### **Stage 1: Pre audit check**

After HQC Germany received an application for a certification from a company HQC Germany will determine if the stage 1 check must be performed on site. For some branches the stage 1 check can also be performed in the office. During the stage 1 check HQC Germany receives information about the products that shall be certified, about the production and processes of the affected facilities and all important information. If all tests are successful HQC Germany will after signing a contract with the customer agree on a date for the initial certification (stage 2 check).

#### **Stage 2: On-site audit**

During the on-site audit the audit team of HQC Germany will check all certification requirements, will pick product samples to send them into a laboratory and will send the audit report to the head office of HQC Germany.

#### **Laboratory**

The laboratory will check if the product samples contain ethanol or pork dna and inform HQC Germany about the analysis results.

#### **Evaluation**

During the evaluation HQC Germany will verify that possible non-conformities are solved and describe the actual situation in an evaluation report. In case of non-conformities the company will be informed in detail and shall develop and implement measures to eliminate all non-conformities and prevent them in future.

#### **Review**

The audit and evaluation report will be reviewed by a person that has not been involved in the previous steps of the certification.

**Certification decision**

Considering the results of the review a team of at least three persons will decide about the certification of the customer. The certificate is valid for three years.

**Surveillance**

If the certification process was completed successfully and the certificate was issued HQC Germany will supervise the production with unannounced surveillance audits.

**Renewal audit**

At the end of the certification period a renewal audit will be performed like an stage 2 on-site audit. The new certificate will be valid beginning from the date of the new certification decision.

**Certification Fees**

The certification fees are based upon the costs of the provided certification services and will be determined prior to the initial audit on basis of the information sent by the customer. The customer will receive an offer from HQC Germany for the certification services with a description of the included activities prior to performing any activities. Administrative costs relating to the preparation of the initial audit, internal checks, creating of the certificate and all other activities are included in the offer. There are no hidden costs for the offered services that are not communicated to the customer.

Costs for further activities e.g. creating export certificates will be charged separately and depend on a fee-for-service or cost recovery basis. The customer will receive information about additional services prior to the audit.

**Withdrawal/Suspension of certificates**

In case of greater non-conformities HQC Germany will withdraw certificates. This will be the case if a K.O. criterion of the checklist is not fulfilled or the sum of the reached points is below the minimum limit according to the HQC Halal regulations.

In case of a suspension of the certificate the customer will be informed by HQC Germany and he is deleted from the list of certified companies. The company will be informed that it is not allowed to use the certificate anymore and that the concerned products must not be sold/promoted as halal products.

Before HQC Germany ends the suspension there must be performed a complete certification procedure to check if the requirements for the certification are fulfilled. The customer will be informed about the results.

## Duties of the customer

### Informing HQC Germany about changes

If the customer is planning to change something that is related to the halal certification or the organisation of the company itself, the customer shall inform HQC Germany prior to the planned change about all details. HQC Germany will check if the planned changes are conform with the related halal standard(s).

Examples for relevant changes:

- new address or contact person
- new management or owner of the company
- new legal status of the company
- planned changes of the scope
- new raw material, production procedures, production lines
- changes of the quality management system of the company

### Informing HQC Germany about complaints

The customer has to inform HQC Germany about all complaints that are related to his quality system and all planned and performed corrective actions. The customer shall perform the corrective actions after approval by HQC Germany. All performed corrective actions will be reviewed by HQC Germany. Depending on the number and severity of the complaints HQC Germany will perform additional surveillance audits.

### Accept observer of the accreditation bodies

To promote and sell certified goods customers needs a wide accepted certificate. The certificates of HQC Germany are wide accepted because HQC Germany has several accreditations of different international accreditation bodies. Since it is in the interest of the customer that HQC Germany is accredited in present and future the customer will accept that observer of accreditations bodies participate at surveillance audits performed by HQC Germany at its facility.

## Conditions for the use of the HQC certificate and logo

The certified company is authorised to use the certificate and the logo of HQC Germany to promote its products. HQC Germany recommends printing the HQC logo on all certified halal products and additionally on each carton/transport box to prevent any misunderstanding.

If a customer plans to use the logo of HQC Germany for promotion the customer has to inform HQC Germany prior to the usage in detail to get a written (letter or email) approval from HQC Germany. Before approving the use of its logo HQC Germany will check:

- if the logo is used only to promote certified products
- if the use does not lead to any misunderstandings
- if the logo was modified in a misleading way

Only the director of HQC Germany can give a company the approval to use the logo. The customer has to meet all restrictions of the HQC mark statute that is an external document that gives guidance about the conditions for the use of the HQC certificate and logo.