GS1 Quality Mark Criteria

Criteria and process for granting a GS1 Quality Mark

Version 2.1, October 2020

Summary

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Date	October 2020
Version	2.1
Description	Criteria and evidence for granting a GS1 quality mark to a DMS

Version control

Version	Date	Revised by	Summary of revision
1.0	1 July 2016	Arno van Rijswijk	First version
1.1	21 September 2016	Daniela Mondaca	Addition of storage to resources (3.5)
1.2	9 November 2016	Arno van Rijswijk	Addition following KPMG session
1.3	7 December 2016	Petra Geerdink	Revision to description of required audits, linguistic review of KPMG revisions
1.4	6 February 2017	Jan Schimmel	Revision of the appeal procedure
1.5	15 March 2017	Arno van Rijswijk	Revision of requirement for (interim) quality control audit (2.5)
1.6	7 November 2017	Arno van Rijswijk	Interim check by GS1 changed to twice per year
1.7	6 November 2018	Daniela Mondaca	
2.0	30 September 2019	Gabriel Sobrino	Revision of the programme
2.1	October 2020	Tessa Düren Sarina Pielaat Gabriel Sobrino Melissa Veldman Frederieke Vlieg	Changes pertaining to the consequences of not meetind the expected results in the monthly checks as required by the Steering Committee. (Sections 2.7 and 2.8). Restriction on the times a DMS can request a dry-run without covering the related costs. Minor corrections and non-substantive clarifications throughout the text.

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1 The criteria

1.1 Background

It is essential to check the correspondence between physical products and the information or data published about these products in the Dutch market in order to safeguard the quality of this data. These checks are carried out by external parties: Data Management Services (hereinafter: DMS).

The DMSs may only perform these checks for the Dutch market if they are accredited. A number of GS1 Quality Marks have been created for this purpose. These quality marks make it possible to judge whether the DMSs have the quality and competence to capture and check data for the Dutch market.
In obtaining a GS1 Quality Mark, a DMS is accredited according to GS1's criteria. This indicates that a DMS is a reliable provider with regard to capturing or checking product data.
Every year, GS1 publishes an updated version of these criteria, based on practical experience of carrying out the accreditations and the feedback from the accredited DMSs (see subsection 1.5 Control mechanism of the criteria).

1.2 Objective

The ultimate goal of all activities relating to data quality is to maintain a level of reliable (i.e. correct) product data in the market of at least 96%. The activities of the accredited DMSs are essential for achieving this goal.

This established goal entails that the error margin permitted in the activities of DMSs must be limited to a **maximum of 4%.**

1.3 Application of the criteria

The criteria were established based on a survey of DMS procedures and of the associated risks. The criteria are part of the GS1 Quality Mark. This document describes both the criteria and the way in which GS1 evaluates whether a DMS fulfils these criteria.
In addition, there is a GS1 Quality Mark for Data Management Services framework agreement for the food and health & beauty sector (hereinafter: GS1 Quality Mark Agreement), which sets out the binding agreements and rights and responsibilities of both GS1 and a DMS.

The criteria for the GS1 Quality Marks are generic and applicable to any DMS. The criteria do not explore the technical details of the underlying standards (standards relating to the Global Data Synchronisation Network, hereinafter: GDSN) or the information technology and data storage technology.

These criteria apply exclusively to the Dutch situation. GS1 bears no responsibility for applicability in other countries.

The criteria in this document are applicable to the following six GS1 Quality Marks that a DMS can obtain for the food and health & beauty sector:

GS1 Quality Marks
1. Capturing logistic data Collecting and capturing logistic data (e.g. height, width, depth and weight) for third parties in accordance with the GDSN standard, international measurement rules and industry agreements.
2. Capturing food label information Collecting and capturing label information from pre-packaged foods for third parties in accordance with the GDSN standard and industry agreements.
3. Capturing label information of health & beauty products Collecting and capturing label information from health & beauty items for third parties in accordance with the GDSN standard and industry agreements.

GS1 Quality Marks
4. Checking logistic data Checking logistic data in accordance with the GDSN standard, international measurement rules and industry agreements. This quality mark can only be obtained if the 'GS1 Quality Mark - Capturing logistic data' has been obtained.
5. Checking food label information Checking label information of food items in accordance with the GDSN standard and industry agreements. This quality mark can only be obtained if the 'GS1 Quality Mark - Capturing food label information' has been obtained.
6. Checking label information of health & beauty products Checking label information of health & beauty trade items in accordance with the GDSN standard and industry agreements. This quality mark can only be obtained if the 'GS1 Quality Mark – Capturing health & beauty label information' has been obtained.

Documents needed to obtain the various quality marks:

- GS1 Quality Mark Agreement
- GS1 Quality Mark criteria (this document)
- Audit criteria (for the competency and expansion audits)
- International measurement rules
- Measurement rules for common types of packaging (in Dutch)
- GS1 Data Source – Explanation on attributes
- Instructions for entering data in the Dutch market (available via Attribute Explorer).
- Assessment criteria (in Dutch)
- Information Exchange Specifications (hereinafter: IES to be replaced by DQS API from 2021 onwards)
- List of fields for each GS1 Quality Mark (see Assessment criteria).

1.4 Duties and responsibilities

An accredited Data Management Service:

- Is responsible for entering the data completely and accurately in the relevant *fields for each GS1 Quality Mark*, within the agreed time periods;
- Is responsible for checking the data that has been entered in the *relevant fields for each GS1 Quality Mark*, completely and accurately, and within the agreed time periods;
- Is responsible for sending the results of the checks to GS1 in full, accurately and in a timely (i.e. within the period agreed with the supplier and GS1) fashion;
- Is responsible for sending the captured product data to GS1, in full and accurately.

GS1 Netherlands:

- Decides which data the DMS needs to check and communicates on a timely manner with the DMS about this;
- Is responsible for ensuring that changes in the process, the GS1 Quality Mark Criteria and the audit criteria, as well as other relevant changes are published annually;
- Is responsible for ensuring that changes in the *assessment criteria* are published at least two months before every new GDSN release;
- Is responsible for sharing the results of the audits, as described in the quality mark criteria, with the DMS;
- Is responsible for ensuring that calls for checks, as described in the IES, are issued, withdrawn and processed in full, accurately and on a timely manner.

The auditor:

- Is an external party and is registered with NOREA, the Dutch Association of Registered EDP Auditors (Nederlandse Orde van Register EDP-Auditors);
- Performs its duties based on specifically agreed tasks;
- Reports factual findings and gives no advice. Based on the factual findings, GS1 Netherlands decides whether or not to grant the GS1 Quality Mark;
- Reports its findings exclusively to GS1 Netherlands and the audited DMS.

1.5 Control mechanism of the criteria

In order to manage these quality mark criteria and keep them up to date, normally GS1 publishes an updated version of the criteria (including competency audit) every 12 months. In this way, GS1 and the accredited DMSs can use experiences from practice to improve the criteria.

Changes can still be made to these criteria outside the yearly releases if such changes are necessary to reflect the reaity of the accreditation programme. These necessary changes will be communicated to the DMSs a reasonable time ahead of their publication.

Changes in the audit criteria will not affect currently active accredited parties though DMSs will need to implement those changes when they wish to renew their accreditation.

DMSs and companies (customers/end users) may give GS1 feedback at any time on their experiences with GS1 Quality Mark criteria and their practical application. DMSs can send their suggestions in an e-mail to standaardisatie@gs1.nl.

After receiving feedback, GS1 contacts the sender (a DMS or end user) to make sure that comments submitted have been properly understood. GS1 then includes the feedback in a general feedback register. Accredited DMSs have access to this register.

GS1 decides which suggestions or issues from the register will be addressed in a new release of the criteria, based on:

- How frequently or how many notifications are made about an issue;
- To what extent an issue is applicable (is a suggestion only relevant to one party or does it concern a general situation that can affect more or all DMSs and customers?);
- How big an impact a change would have on current implementations (both GS1 and DMSs), as opposed to the benefits the change would bring; and
- The added value of a suggestion for the market and for the quality of the market (suppliers and retailers).

Eight weeks before the publication date of the new version of the criteria, GS1 informs the accredited DMSs which issues or suggestions from the register it will include in the new release, and how these issues will be addressed in the new criteria.

Accredited DMSs then have three weeks to evaluate these suggestions and give feedback on the proposed changes to the criteria, on the basis of the points selected from the register.

During the following two weeks, GS1 and the DMS discuss the feedback. Among other topics, they discuss the best way to implement the changed criteria. Although GS1 always includes the input and advice of the DMSs in its deliberations, it is always GS1 that takes the ultimate decision on whether or not to go through with a change (and how it should be done).

GS1 and the DMSs can sometimes determine that a change would have so great an impact that it is not possible to implement that change before the date when the current accreditations/GS1 Quality Marks expire. In this case, GS1 and the DMSs will agree in good faith on a temporary extension period for the current accreditations, in order to allow the DMSs time to implement such a change. If the current accreditations are extended, GS1 will grant temporary certificates to the DMSs that are working on the implementation of the changed criteria.

During the last three weeks before the publication date of the new criteria, GS1 finalises the changed criteria and the new documents are published on the website.

The relevant dates for the publication of the next version of these criteria are:

- 20 September 2021 – GS1 informs the DMSs that have been accredited up to that point what has been changed in the criteria, based on the points in the feedback register.
- 21 September to 23 October 2021 – the accredited DMSs evaluate the changes to the criteria and give feedback to GS1 regarding the changes by 23 October 2021 at the latest.
- 25 October to 5 November 2021 – if necessary, GS1 and DMSs to discuss the impact of the changes and the deadline for implementing the changes.
- 8 November to 26 November 2021 – GS1 finalises the changes to the GS1 Quality Mark criteria.
- 29 November 2021 – GS1 publishes the new GS1 Quality Mark criteria.

The old criteria (including audit criteria) automatically expire when the new version is published.

2 The accreditation programme

2.1 Programme overview

Your situation	Audit requirements	Operational requirements	Checks and supervision
I have never been accredited by GS1 and I want to obtain one or more GS1 Quality Marks.	A competency audit has been successfully completed.	1 successful dry-run per GS1 Quality Mark to be obtained.	18 monthly checks (1 per month during the validity period of the accreditation).
I am already accredited (for one or more GS1 Quality Marks) and I want to obtain an additional/a new GS1 Quality Mark.	An expansion audit has been successfully completed for each GS1 Quality Mark to be obtained.	1 successful dry-run per GS1 Quality Mark to be obtained.	Additional monthly checks on the additional/new GS1 Quality Mark for the rest of the validity period of the initial accreditation.
I am already accredited (for one or more GS1 Quality Marks) and I want to retain/renew one or more of my accreditations.	A new competency audit has been successfully completed.	1 successful dry-run per GS1 Quality Mark to be obtained.	18 monthly checks (1 per month during the validity period of the accreditation).
I am already accredited (for one or more GS1 Quality Marks) and I do not want to remain accredited after the expiry of my current accreditation(s).	Inform GS1 about your decision.		
I have been accredited in the past, but my accreditation(s) has/have expired and I want to be accredited again for one or more GS1 Quality Marks.	A competency audit has been successfully completed.	1 successful dry-run per GS1 Quality Mark to be obtained.	18 monthly checks (1 per month during the validity period of the accreditation).

2.2 Obtaining a GS1 Quality Mark

Before a company can embark on an accreditation in order to obtain one or more GS1 Quality Marks, GS1 holds an intake meeting with the DMS candidate. In the interview, they discuss the minimum requirements that a DMS has to meet in order to be accredited, and whether this is a realistic aim.

GS1 grants a quality mark if a candidate has proven that:

- The company meets the requirements and criteria that are necessary in order to operate as an accredited DMS;
- The company has implemented an effective quality management system (a set of coherent agreements, methods, procedures, etc., for drawing up and implementing policy).

The above is assessed by means of (see figure 1):

A competency audit - this examines first whether:

- The DMS fulfils the criteria for the organisation, skills and level of knowledge of the employees, and the structure processes, to guarantee that the processes and the quality management system operate properly; and
- The systems of the DMS can communicate with GS1's systems, i.e. the DMS can properly process the results of the checks and the data capture, and give GS1 feedback on them.

For more information, see section 3 Competency audit.

Dry-run(s) - here, a simulation is used to find out whether a DMS really can capture and/or check data properly, and whether the organisation is able, through its quality management system, to use feedback to apply qualitative improvements in its processes (see section 5 Dry-runs).

2.3 Reaccreditation (retaining a GS1 Quality Mark)

The GS1 Quality Mark is valid for 18 months from the date it is granted. If a DMS wishes to be reaccredited under one or more quality marks, this must be done before the end of the validity period of the current quality mark. To obtain a reaccreditation, a DMS has to meet the requirements as described in 2.2 Obtaining a GS1 Quality Mark. This means that the DMS is accredited on the basis of the latest version of the competency audit.
The criteria are changed according to the mechanism as described in 1.5 Control mechanism of the criteria.

The holder of a GS1 Quality Mark must itself submit an application for a reaccreditation. The applicant is responsible for starting a reaccreditation application no later than 6 months before the expiry date of its current accreditations/GS1 Quality Marks.

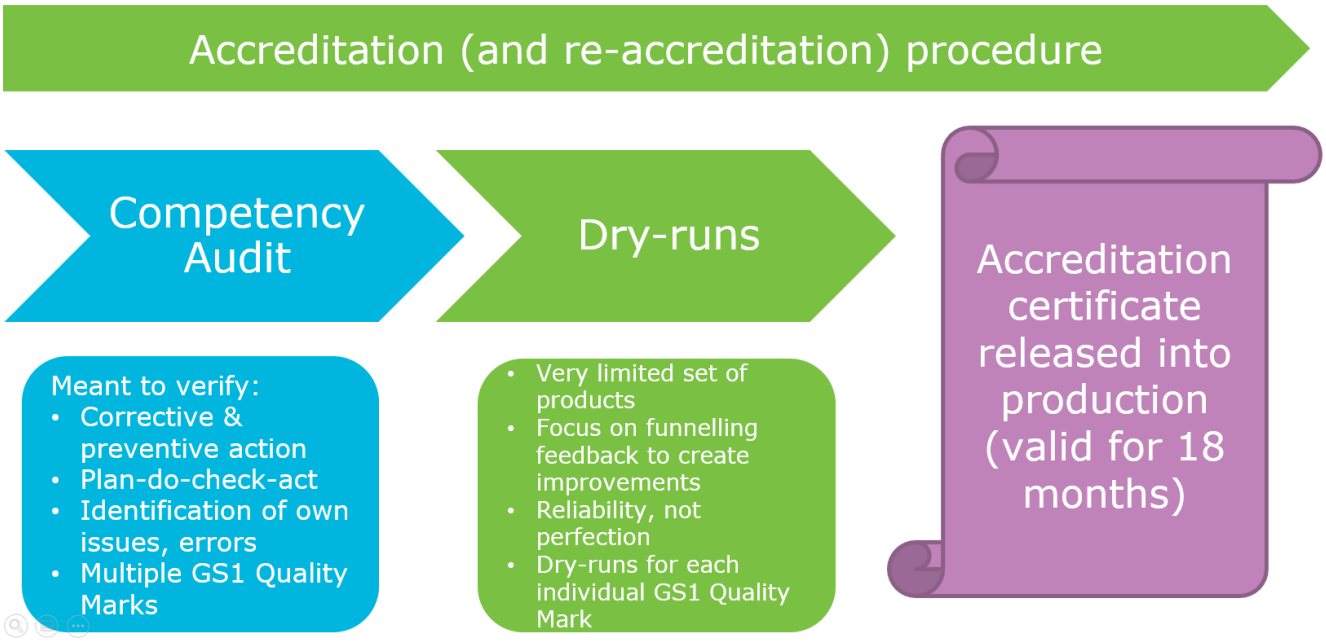

Figure 1: accreditation and re-accreditation procedure

2.4 Obtaining a new or additional GS1 Quality Mark

A DMS that is already accredited under one or more GS1 Quality Marks and that wishes to obtain a new or additional GS1 Quality Mark can request an expansion audit. An **expansion audit** is a supplementary audit aimed at integrating the specific requirements of the additional quality mark into the quality management system and the infrastructure, which have already been inspected during the competency audit.

If an expansion audit is successfully completed, it is followed by a dry-run for the additional GS1 Quality Mark. If both the expansion audit and the subsequent dry-run(s) are completed successfully, a GS1 Quality Mark is granted, with a validity period equal to the remainder of the validity period for the GS1 Quality Marks already obtained (see figure 2).

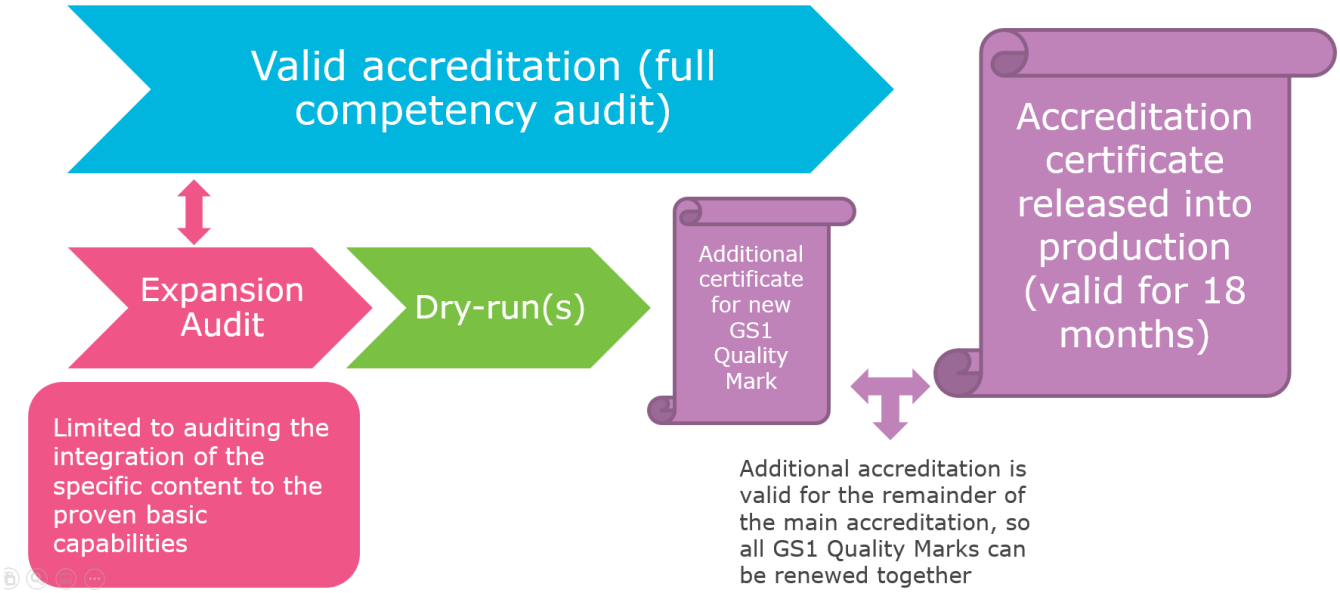

Figure 2: procedure to obtain a new or additional GS1 Quality Mark.

2.5 Application procedure

A formal application for one or more GS1 Quality Marks described in this document has to be submitted in order to initiate the accreditation process (regardless of whether or not the DMS has already been accredited in the past). The application can be sent to:

GS1 Netherlands
Standardisation department
Amsterdamseweg 206
1182 HL Amstelveen

Or sent by e-mail to: **standaardisatie@gs1.nl**

Within a maximum of 15 working days following receipt of the application, GS1 invites the DMS candidate to an intake meeting. At this meeting, GS1 outlines the requirements for obtaining a GS1 Quality Mark and provides information on the costs involved in the process. The applicant can then decide whether to proceed with the application process.
After the signing of the GS1 Quality Mark Agreement (if a DMS has not already signed it) and payment of the associated charges (see overview of costs in Section 6 Costs), GS1 starts the accreditation process, as described in the GS1 Quality Mark Criteria.

In consultation with the applicant, agreements are made regarding the implementation of the audits and dry-runs, as explained in the GS1 Quality Mark Criteria.
The audits are carried out on the basis of the criteria as described in Section 3 Competency audit and Section 4 Expansion audit.

2.6 Assessment of accreditation candidates

A written report is always produced no later than 2 weeks after the audit has been carried out. The auditor shares this report with GS1 and the audited DMS. Based on the audit findings, GS1 then decides on the appropriate follow-up: a dry-run or a supplementary competency audit.

If a DMS candidate meets all the criteria of the competency audit, it will be allowed to participate in a dry-run. A dry-run is a functional simulation of the entire process (either capture or checking), based on a limited number of products. A dry-run has a dual objective: it is used to evaluate the performance of a DMS and to observe and assess the effectiveness of the quality management system. After every dry-run, a DMS candidate receives feedback from GS1.

At least one dry-run is needed for every GS1 Quality Mark that a DMS wants to obtain. GS1 determines on the basis of the dry-run results (see Section 5 Dry-runs) at what point a DMS candidate is sufficiently reliable. It may be necessary to have more dry-runs in order to achieve the desired level of reliability.

If GS1 judges a DMS candidate to have demonstrated sufficient reliability during a dry-run, GS1 grants the candidate the accreditation under the relevant GS1 Quality Mark. The accredited DMS is then allowed to operate in the production environment.

The DMS always has the chance to discuss a negative result of an accreditation. It does have to request an evaluation within ten working days after feedback of the results.

2.7 Monthly checks for each GS1 Quality Mark

During the validity period of the GS1 Quality Mark, GS1 checks whether the DMS still meets the quality criteria below. This is done through a monthly check of a sample for each GS1 Quality Mark held by a DMS. GS1 checks these samples. Feedback on the results of these checks is only sent to the DMS concerned. Together with the DMS, GS1 will monitor how the DMS uses the feedback on the monthly checks to provide the management system with input that should lead to qualitative improvements.

Provisions for the monthly checks:

- The ultimate goal is to keep the error margin as small as possible and never to exceed the maximum tolerated error margin of 4%.
- The standard size of the sample is 25 products per GS1 Quality Mark. GS1 Netherlands may adjust this number per GS1 Quality Mark downwards, based on the performance fo a DMS:

Conditions	New schema
6 months in a row with error margins between 1% and 2% for a GS1 Quality Mark	Monthly checks, sample size is brought down to 10 items per check
12 months in a row with error margins between 1% and 2% for a GS1 Quality Mark	Checks every two months , sample size is brought down to 10 items per check
12 months in a row with error margins between 1% and 2% for a GS1 Quality Mark	25 GTINS per GS1 Quality Mark every 6 months

- Important: whenever a DMS misses the threshold to qualify for a performance-based schema such as the above, the monthly checks will automatically revert to 25 GTINs each month for the corresponding GS1 Quality Mark.
- GS1 in entitled to performed unannounced checks on the quality of a DMS when necessary, regardless of which schema a DMS is on at the time.
- The monthly sample for each GS1 Quality Mark is never larger than 25 products.
- If a DMS has processed fewer than 25 products in a month for a quality mark, the actual number of products will be used as the sample size. This situation will be mentioned in the DMS's report.
- If a DMS has not processed any products in a month for a GS1 Quality Mark, no products will be checked. This will also be mentioned in the DMS's report.
- The samples are taken separately for each GS1 Quality Mark, so that only the data that is relevant for a specific GS1 Quality Mark is checked.

- DMSs have to deliver to GS1 captured and/of verified product data for the relevant GS1 fields as well as the corresponding product or label images.
- GS1 reports to the DMS the findings for each product in the sample (for each GS1 Quality Mark).
- DMSs must be able to show that corrective and/or preventive action has been taken to resolve or prevent the incidents found during the sampling. This is accomplished by creating and implementing improvement plans based on the feedback provided by GS1.
- DMSs shall provide GS1 with improvement plans that address the identified issues no more than 2 weeks after receiving feedback from GS1 about a monthly check.

The score of the monthly checks is calculated using the formula below:

$$\textbf{Error margin} = \frac{\textit{number of fields with detected errors}}{\textit{(total number of fields that were checked in the sample)}} \times 100$$

Fields with errors are always counted individually, regardless of the field in which the errors have been detected.
Therefore, more errors of the same kind in the same field are counted on the basis of the number of times that such errors are made, unless there has been a notification of an exceptional malfunction (see 2.7.1) or errors resulting from an action by GS1 (see 2.7.2).

The results of the monthly checks are an important indicator of the issues that have to be improved. GS1 and the DMS are to take measures to improve quality, based on the feedback provided by the monthly checks. Each DMS is responsible for the effective implementation of the actions that are necessary to restore quality or improve known issues.

GS1 will take action in the event that a DMS fails to either actively engage with GS1 and pursue the necessary improvements, or does not meet the expected quality goals (an error margin no greater than 4%).

The Steering Committee for the FMCG sector will be asked to ratify the usage of any measures against a DMS for failing to comply with the requirements before said measures are applied.

Failing to deliver the expected quality (error margins greater than 4%) or refusing to actively participate in the improvement of issued based on the feedback provided by GS1 can lead to the following consequences:

Shortcoming	Consequence
Having an error marging greater than 4% for 6 months in a row or Failing to provide improvement plans within the required period (2 weeks after feedback has been received) for 6 months in a row	A report of the shortcomings of the DMS will be submitted to the Steering Committee. The Steering Committee will be asked to approve the temporary removal of the offending DMS from the GS1 website if the shortcommings in the report are not immeditely addressed during the first following monthly checks. Should the Steering Committe approve the measure, the DMS in question will be removed from the GS1 website i fit fails to correct the shortcomings. This wil result in the DMS being unable to take on new customers as long as it remains delisted. Addressing the shortcomings which are described in the report will result in the DMS being restored on the GS1 website. **Important:** if a DMS fails to both meet the expected quality and/or to provide improvement plans within the agreed period for 6 months in a row the Steering Committee will be asked to approved

	an immediate delisting of the DMS form the GS1 website.
A DMS still fails to address the original (and new shortcomings) 6 months after being delisted, with either error/margins greater than 4% and/or late or no participation in the creation and implementation of improvement plans.	The Steering Committee will be asked to approve withdrawing the DMS's accreditation for the corresponding Quality Marks. In case teh Steering Committee approves the recommendation to withdraw an accreditation, then the process described in section 2.8 will be initiated to revoke the necessary GS1 Quality Marks.

2.7.1 Known incidental malfunctions at a DMS

Sometimes, a DMS identifies critical problems in its systems and/or processes, which can lead systemically to a large number of errors. For example, this could be a system malfunction, causing data to be systematically entered incorrectly or not entered. These problems are often quickly identified by a DMS, but are not always quick to solve.

If these systemic errors are included in the calculation of the error margin, this can significantly distort the 'real' performance of a DMS.
To prevent this undesirable situation from arising, GS1 will ignore all errors that are demonstrably related to this systemic error while calculating the error margin of the samples. This is on the condition that the DMS:

- Reports these critical errors to GS1 as soon as they are identified;
- Provides a schedule for solving the critical errors;
- Can show that the errors that GS1 found during sampling were caused by the critical errors identified.

If the DMS meets the conditions above, GS1 will not include these errors in the calculation of the error margin of the sample.

2.7.2 Errors and malfunctions caused by GS1

In some cases, GS1 can be obliged – by circumstances, human error, unexpected consequences of an adjustment or changes in the market – to change, restore or withdraw the instruction and/or assessment criteria for a field. This can have the result that a number of products that have already been captured/checked are no longer 'correct' after GS1 has changed/restored/withdrawn the instruction, whether correct or incorrect.

These 'incorrect' products may possibly be selected as part of a sample for the monthly checks. If this is the case, GS1 will not include these errors in the error margin of the DMSs.
If the monthly checks cannot be carried out or samples cannot be taken due to an unexpected technical malfunction at GS1, then the relevant checks will be suspended for that month. GS1 determines when a malfunction makes it impossible to carry out the monthly checks and informs the DMSs about this as soon as the malfunction has been identified.

2.8 Revoking a GS1 Quality Mark

GS1 can revoke a GS1 Quality Mark when:

1. a DMS no longer meets the GS1 Quality Mark criteria (including the competency audit);
2. a DMS falls into one of the situations as described in subsection 6.3 of the GS1 Quality Mark Agreement;
3. a DMS fails to address the shortcomings that caused it to be temporarily unable to take on new customers 6 months after the restrictions on adding new customers were first imposed.

GS1 decides which GS1 Quality Marks will be revoked, based on the seriousness and scope of the problems that have been identified during the monthly checks. In all these cases, GS1 informs the DMS in writing of its intention to revoke one or more GS1 Quality Mark(s) and gives reasons to underpin its decision.

The DMS has the possibility of appealing against the revocation of a quality mark. Insofar as correction is possible, GS1 and the DMS will mutually agree in good faith a reasonable period of time to address the problems. During that period, the DMS can do what is necessary to eliminate the reasons for the revocation, unless GS1 has already granted the DMS a similar period of time. After these deadlines, GS1 informs the DMS in writing whether the GS1 Quality Mark will be revoked. If all the reasons for the revocation have been eliminated during the correction period, GS1 will not revoke the GS1 Quality Mark.

Revocation of the quality mark takes effect on the day after:

- The appeals committee's deadline for an appeal against the revocation has expired and the DMS has not submitted an appeal; or
- The appeals committee has informed the DMS in writing that it has rejected the appeal against the revocation decision or will not handle it.

As soon as GS1 has informed the DMS of its revocation decision, GS1 informs its board and management body in writing about this decision.

GS1 and the DMS concerned make agreements in good faith about how they will inform the DMS's affected customers that a GS1 Quality Mark has been revoked. GS1 and the DMS concerned must take all reasonable measures to reach agreement on how to communicate with these customers and the content of that communication, within 30 days after the revocation date.
Within this period, both GS1 and the DMS may only inform customers about the revocation if, in doing so, they adhere to the jointly agreed manner, schedule and guidelines, or if both GS1 and the DMS give permission to do so.

If 30 days after a DMS has been informed about the revocation of a GS1 Quality Mark, GS1 and the DMS have not reached any agreements on scheduling and/or the manner of communication, both GS1 and the DMS concerned have the right to inform the affected suppliers as they see fit.

The DMS can submit a new application for the relevant GS1 Quality Mark, but not earlier than 30 days after the date on which the GS1 Quality Mark was revoked.

2.9 Appealing against a refusal to grant, or a revocation of, a GS1 Quality Mark

The appeals committee comprises **at least three independent** GS1 employees who are not directly connected to the accreditation services provided by the Standardisation department. The members of the appeals committee have not previously been involved in the decision against which the DMS has appealed.

The DMS can appeal in writing to the appeals committee by sending the notice of appeal by post or e-mail to:

GS1 Netherlands
GS1 Appeals Committee
Amsterdamseweg 206
1182 HL Amstelveen
E-mail: beroepscommissie@gs1.nl

This appeal must be lodged within five working days after GS1 informed the DMS of the decision in question, and it must contain the grounds for the appeal.

GS1 will charge €100 in costs. This amount should be transferred to GS1's bank account:
NL77DEUT0469177624.

The appeals committee will not handle the appeal if it is not lodged in time. The appeals committee will inform the DMS in writing if it is not going to handle the appeal.

Based on the grounds for the appeal and GS1's written response to them, the appeals committee will decide whether the decision in question by GS1 is in accordance with the provisions of the GS1 Quality Mark Agreement, the procedures made known by GS1, and the GS1 Quality Mark criteria. If required, the appeals committee will make a new decision on the appeal or withdraw the revocation decision.

The appeals committee will inform both parties of its decision in writing, within ten working days after the appeal was lodged.

If the appeals committee finds completely in favour of the DMS, GS1 will refund the fee paid by the DMS for lodging the appeal.

In all cases not covered by this description of the appeal procedure, the appeals committee will decide.

3 Competency audit

3.1 Structure of competency audit

The competency audit is the most important means of evaluating whether a DMS is competent to operate in accordance with the market's demands in relation to quality and whether a party can interact properly with GS1 to continue improving the quality of the product data.

The audit criteria contains the aspects that are audited for each component and the type of evidence that the auditor must be able to observe during the audit, in order to see whether the DMS meets the criteria.

There are several components to the audit, which are listed as separate tabs in the audit criteria:

Component (tab)	Explanation
Planning and evaluation	This deals with the criteria for setting up the management system, complying with the relevant legislation, setting up internal audits, and the assessment thereof by the management board/executive management.
Organisation, personnel, structure	This deals with the criteria for the structure of the organisation, guaranteeing neutrality, the documented roles, managing knowledge in the organisation, and appraising and updating the competence of the employees.
Primary process for capture	This deals with the criteria for structuring, documenting, planning and implementing the process of capturing product data, including self-auditing in order to guarantee the quality of the process.
Primary process for checks	This deals with the criteria for structuring, documenting, planning and implementing the process of checking product data, including self-auditing in order to guarantee the quality of the process.
Resources	This deals with the criteria for the measuring equipment, input systems (IT), the interoperability of such systems with GS1, and the work and storage environments.
Glossary	Important definitions and terms that are used in the criteria.

N.B.: the primary processes for check and capture are mutually exclusive and will only apply when relevant to the GS1 Quality mark in question Some criteria within these components may not be applicable to a specific GS1 Quality Mark. The question always makes this clear. This also applies to the expansion audit(s).

Every year, GS1 publishes an updated version of this audit plan, in order to continue improving and refining the audit, based on practical experience with the audit and the feedback from the accredited DMSs.

3.2 Completion of competency audit

GS1 and the applicant (DMS) will agree follow-up steps following completion of a competency audit, depending on the result:

Result	Follow-up
The DMS meets all the criteria of the competency audit.	The DMS proceeds to test the quality management system by means of a dry-run for the desired GS1 Quality Mark.
The DMS meets all the essential criteria, but does not yet meet a number of non-essential criteria*.	The DMS proceeds to test the quality management system by means of a dry-run for the desired GS1 Quality Mark, provided GS1 has approved a plan for meeting the non-essential criteria.**
The DMS does not yet meet all the essential criteria* of the competency audit.	The DMS has to apply for a new competency audit.

**The audit criteria shows which criteria are essential for carrying out a dry-run.*

***GS1 may always postpone or stop a dry-run if a DMS has not completed the promised actions and plans for meeting all the criteria, or if it has not completed them on time.*

4 Expansion audit

4.1 Expansion audit procedure

An expansion audit is a tool for evaluating the competence of a DMS that is already accredited. This tool can be used to obtain a new GS1 Quality Mark (for a new product category or process) or to obtain an existing GS1 Quality Mark that has not previously been applied for by a DMS, without there being the need to audit the entire quality management system.

An already accredited DMS may always request an expansion audit, on the condition that the DMS has a valid accreditation for other GS1 Quality Marks and that it is realistic (based on the type of extension/expansion) to expect that the expansion audit(s) will be completed before the expiry date of the initial accreditation.
An accredited DMS can request an expansion audit for an additional/new GS1 Quality Mark directly from the Accreditations Coordinator.

An expansion audit is based on the competency audit. The difference is that an expansion audit only audits those criteria that are different or are more specific to a new or additional topic.

GS1 will communicate with a DMS regarding the criteria that will be audited in the expansion audit. This depends on the topic. For example, an expansion audit for a new GS1 Quality Mark for hazardous substances should cover both the storage of the products/substances and the substantive knowledge of the employees in relation to this topic, while an expansion audit for a new GS1 Quality Mark for animal feed, for instance, should mainly cover the employees' knowledge.

The criteria that might be inspected again in an expansion audit are indicated in the audit criteria.

An expansion audit will be scheduled after:

- The DMS has confirmed that the organisation is ready for the audit of the relevant criteria that GS1 has specified for the topic in question;
- The DMS has agreed, on the basis of a quotation, to pay the audit fees.

4.2 Completion of expansion audit

GS1 and the applicant (DMS) agree follow-up steps once an expansion audit has been completed. The follow-up steps depend on the audit result:

Result	Follow-up
The DMS meets all the criteria of the expansion audit.	The DMS proceeds to test the quality management system by means of a dry-run for the new/additional GS1 Quality Mark.
The DMS meets all the essential criteria, but does not yet meet a number of non-essential criteria*.	The DMS proceeds to test the quality management system by means of a dry-run for the new/additional GS1 Quality Mark, provided GS1 has first approved a plan for addressing the non-essential criteria.**
The DMS does not yet meet essential* criteria of the expansion audit.	The DMS has to apply for a new expansion audit.

**The audit criteria shows which criteria are essential for carrying out a dry-run.*

***GS1 may always postpone or stop a dry-run if a DMS has not completed the promised actions and plans for meeting all the criteria, or has not completed them on time.*

5 Dry-runs

5.1 General conditions

A dry-run is a full simulation of the quality management system, the primary processes and infrastructure (equipment, IT systems) of a DMS candidate, to verify whether a DMS candidate is able to perform as required by the GS1 Quality Mark criteria.

At least one successful dry-run is needed for each GS1 Quality Mark in order for a DMS to obtain an accreditation. A dry-run is successful if:

a. there are no errors in the products that a DMS has captured/checked and a simulation (including the exchange of files) has demonstrated that the quality management system works well (i.e. helps create improvements on known issues).

   or

b. the error margin in the dry-run is lower than 1% and a simulation (including the exchange of files) has demonstrated that the quality management system works well. GS1 verifies itself whether a DMS is implementing corrective/preventive action plans to correct the errors that have been identified.

   or

c. the error margin in the dry-run is higher than 1%, but lower than 4%; a simulation (including the exchange of files) has demonstrated that the quality management system works well; and an external auditor has verified the action plans (see Section 6 Costs). It is also possible for GS1 to deliver a second set of products to the DMS (depending on the error margin), with which the DMS has to achieve a lower error margin.

If errors detected in a dry-run total more than 4%, the dry-run is declared unsuccessful. In that case, the DMS candidate must correct the shortcomings that have been identified before a new dry-run can be started. This is verified by reviewing whether the necessary changes have been implemented (which, depending on the situation may be done by GS1 or an external external auditor).

GS1 cannot give a DMS any substantive support or assistance, such as giving clarifications or answering questions on the input instructions or assessment criteria, during a dry-run.

If too little progress has been made after 2 dry-runs, GS1 and the DMS will have a meeting to discuss and agree whether to continue the process. In this situation the costs that GS1 incurrs for all new dry-runs started from this point on will be covered by the DMS candidate (see Section 6 Costs).

A DMS must fulfil the following conditions in order to initiate a dry-run:

1. A DMS must meet all the essential criteria set down in the competency or expansion audit. All improvement areas must have been dealt with and the DMS must be able to prove that the criteria have been implemented.

2. A DMS must capture and/or check practice products it has selected itself in preparation for the dry-runs. Before the start of the dry-run, a DMS can put questions to GS1 and request clarifications on the standards and guidelines published by GS1.

5.2 Procedure for dry-runs

The following steps are to be followed when carrying out a dry-run (see figure 3):

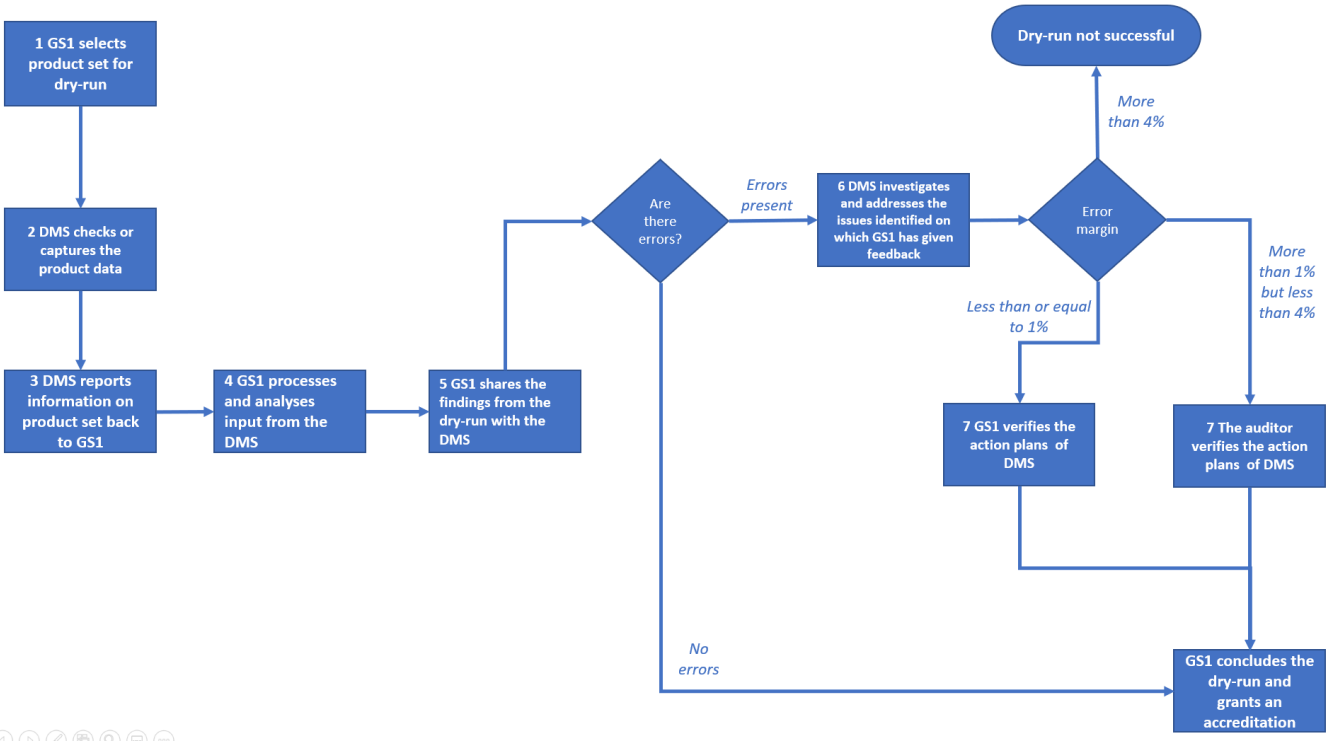

Figure 3: steps to be followed when carrying out a dry run

1. GS1 selects a product set for a dry-run

- GS1 selects and delivers a product set for the dry-run to a DMS. Depending on the GS1 Quality Mark, these can be the products themselves or the product labels.
- GS1 uses ten as the base number for a product set for a dry-run. However, the number of products in a set can vary, based on:
  - the complexity of the topic/the product category;
  - where possible, the representativeness of the various product categories that are subject to the GS1 Quality Mark; and
  - any other factors, such as the relevance of a quality mark for the market.
- If desired and in consultation with the DMS, GS1 may use some products for a number of GS1 Quality Marks.

2. The DMS checks or captures the product data

- Following receipt of the product set for the dry-run, DMS carries out the activities to capture/check the product set in accordance with the guidelines established for the quality management system.
- During a dry-run, the product data is captured/checked in a test environment, but the process has to proceed according to the guidelines and standards that apply for capturing/checking product data in the production environment.
- These activities are therefore not limited to capturing/checking data, but are also to be applied to the procedures that are followed to guarantee quality (e.g. internal sampling, verification of the quality by the DMS, recording of issues).

3. The DMS reports information on the product set back to GS1

- The feedback is given in a simulation that shows exactly how files are actually delivered in production.
- For more information, see the IES.

4. GS1 processes and analyses the input from the DMS

- GS1 confirms receipt of the product data that the DMS has checked/captured.
- GS1 evaluates whether the DMS has captured/checked the product data correctly.
- GS1 draws up a report based on its conclusions.

5. GS1 shares the findings from the dry-run with the DMS

- GS1 shares the report on the dry-run with the DMS.
- The DMS and GS1 agree on the appropriate form for this feedback (virtual/telephone or physical).
- During these sessions, GS1 explains which issues have been found in the data.
- If there is no need to verify the action plans, because the results meet the criteria for a successful dry-run (as described in subsection 5.1 General Conditions), go to step 8.
- If the action plans need to be verified in order to declare the dry-run a success, proceed with step 6.

6. The DMS investigates and addresses the issues identified, on which GS1 has given feedback

- The DMS will use its quality management system to investigate and address the errors that GS1 has reported.
- To this end, a DMS will take at least the following steps:

Step	Description
Discuss incorrect data input with the data entry clerk/stakeholders	Find out why the error was made from the person/persons who is/are involved in the process and committed the error or made it possible.
Assign primary causes	Based on the input of the data input clerk/stakeholders, assign primary direct causes. For example: - Was it an 'ordinary' human error? - Could the available information not be converted properly to the information field? - Could the available information not be distinguished properly? - Was there a measuring error? - Was the correct data entered into the wrong field? - Was there a question of tiredness/overtiredness? - Was the data input clerk not familiar with the input system? - Was the data input clerk not familiar with the input requirements? - Was there a technical error in the infrastructure?
Assign underlying causes	The DMS must identify the underlying situations that led to the primary causes, so that sufficient information becomes available in order to apply improvements.

Step	Description
Draw up and implement action plan	The DMS draws up an action plan based on the causes. Neither the cause analysis nor the action plan has to be extensive. An action plan can also tackle more causes of more errors simultaneously. A DMS is free to plan improvements in the way that it sees fit, as long as this is done structurally and is communicated clearly to GS1. As a minimum, an action plan briefly explains the actions, has an owner, and has a deadline and an expected outcome.
Determine the effectiveness of the action plans	After the action plan has been implemented, the DMS assesses whether the causes really have been removed. The way in which this is assessed depends on the cause and the action, but it must be explainable.
The DMS communicates with GS1 about the action plans	The DMS gives GS1 feedback on the action plans, before, during and after implementation.

7. GS1/the auditor verifies the action plans of DMS

- If the error margin of the dry-run was equal to or less than 1%, GS1 verifies itself whether the action plans are sufficient.
- If the error margin was between 1% and 4%, an auditor verifies (for the account of the DMS) whether the action plans have been properly implemented.
- If the error margin was between 1% and 4%, the DMS may need to capture/check a product set again, after verification by the external auditor. Better results (fewer errors) must be observed with this possible second product set. If the error margin remains the same or actually becomes larger, the dry-run is concluded with the status 'unsuccessful'. The DMS then has to request a new dry-run.

8. GS1 concludes the dry-run and grants an accreditation

- A dry-run is declared to be successful if GS1 is satisfied with the result of steps 1 to 7 and if it can be confirmed through the improvements in the test that the DMS and its quality management system are performing well.
- GS1 informs a DMS in writing if a dry-run has been successful and officially accredits the DMS for the relevant GS1 Quality Mark(s).
- A DMS receives an accreditation certificate from GS1 that gives the DMS the rights to use a GS1 Quality Mark.

6 Costs

6.1 Explanation and summary of the costs

The costs of maintaining and carrying out the accreditation programme consist of the fees of the external experts (auditors) that support the audits and the costs incurred by GS1 (staff costs, automation costs, costs of purchasing products, etc.).

DMSs are responsible for bearing their own costs (including necessary investments and developments for meeting the criteria) and for bearing the costs of the external experts that need to audit and assess DMSs as described in this document.

The basic pricing principles are:

- GS1 is a non-profit organisation and it has a transparent pricing policy.
- The charges calculated for coaching DMSs in obtaining and retaining a GS1 Quality Mark cover GS1's costs.
- The cost calculation includes staff, innovation and automation costs for GS1.
- The costs of the activities carried out by external experts (audits) are based on the fees of the executing parties and can be adjusted. The costs are only an indication. The exact costs are determined after the work has been completed.
- **Costs incurred by a DMS for investments and developments needed for setting up its organisation and operations do not form part of this calculation and are to be covered by the DMS.**

The table below lists the types of costs:

Type of costs	Indicative amount	Frequency	Comments
Costs of obtaining and retaining an individual GS1 Quality Mark	€5,280 – €9,240	Once every 18 months	**These costs are borne by the DMS.**
Costs of obtaining and retaining all (6) GS1 Quality Marks	€8,580 – €15,840	Once every 18 months	**These costs are borne by the DMS.**
Costs of obtaining an additional or a new GS1 Quality Mark	€3,960 – €5,940	At the request of a DMS	**These costs are borne by the DMS.**
Costs of maintaining and operating the accreditation programme	€180,000 – €220,000	Per calendar year	This is funded by GS1. These costs are not charged on to the DMS.

6.2 Overview of the costs

Activities	Time estimate	Cost indication
Advising the candidates, intake meetings, and provision of information	2-3 working days	€1,000 – €1,500*
Competency audit **by third party** Preparation: ½ day Site visit for the audit: 2-4 days Report of the audit: ½ day Results and follow-up: ½-1 day Time spent by GS1: 3-5 days	Auditor's costs: 3.5-6 working days GS1's costs: 3–5 working days	**Auditor's fees (paid by the DMS):** **€4,620 – €7,920** GS1's costs: €1,500 – €2,500*
Expansion audit **by third party** Preparation: ½ day Site visit for the audit: 1-2 days Report of the audit: ½ day Results and follow-up: ½ day Time spent by GS1: 2-3 days	Auditor's costs: 2.5–3.5 working days GS1's costs: 2–3 working days	**Auditor's fees (paid by the DMS):** **€3,300 – €4,620** GS1's costs: €1,000 – €1,500*
Carrying out dry-run (per quality mark) GS1 delivers products that the DMS will enter/check. GS1 assesses the results of the exercise. Subsequently, a professional auditor has to verify the action plans and improvement plans.	Auditor's fees: ½–1 working day GS1's costs: 3–7 working days	**Auditor's fees (paid by the DMS):** **€660 – €1,320** GS1's costs (to be covered by the DMS candidate after two unsuccessful dry-runs): €1,500 – €3,500*
Processing a set of products (10 products) In these exercises, GS1 prepares the data of 10 different products, and assesses the results of the DMS in capturing/checking these 10 products.	10 working days	€5,000*
Workshop session In a workshop session, GS1 discusses the results of the exercise and answers questions. GS1 explains what the most important fields are, where a lot of errors are made and how these can be prevented.	3 working days	€1,500*
Carrying out monthly checks	20 working days per month	€10,480*
Support and administrative activities for management Operational and administrative tasks for managing and carrying out the activities.	3 working days per month	€1,500*

**These amounts have been calculated on the basis of the combined costs that GS1 expects to incur to carry out these activities. These costs will be borne by GS1 from now on.*