



TIMBER INDUSTRY DEVELOPMENT DIVISION

DOCUMENT TITLE

Quality Manual

DOCUMENT No.

TIDD-GI-MN.01-03

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**TIMBER INDUSTRY DEVELOPMENT DIVISION-
GRADING & INSPECTION DEPARTMENT**


QUALITY MANUAL

**BASED
ON
ISO/IEC 17020:2012
CONFORMITY ASSESSMENT:
REQUIREMENTS FOR THE OPERATION OF VARIOUS TYPES OF BODIES
PERFORMING INSPECTION**

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QUALITY MANUAL

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1. GENERAL

1.1 DISTRIBUTION LIST OF QUALITY MANUAL

SL.NO	DESIGNATION	COPY NUMBER
1.	Chief Executive (Forestry Commission)	01
2.	Executive Director	02
3.	Director Operations	03
4	Manager, Grading and Inspection	04
5	Manager, Trade & Industry development	05
6	Manager, Contracts & Permits	06
7	Manager, Finance	07
8	Manager, Administration	08
9	Management Representative (MR)	09
10	Area Manager, Sunyani	10
11	Area Manager, Kumasi	11
12	Area Manager, Takoradi	12
13	Area Manager, Tema	13
14	Area Manager, Final Inspection, Takoradi	14
15	Area Manager, Jasikan	15
16	Area Manager, Akim Oda	16
17	Area Manager, Techiman	17
18	Area Manager, Awaso	18
19	Area Manager, Samreboi	19
20	Area Manager, Bolgatanga	20
21	Area Manager, Assin Fosu	21
22	Area Manager, Accra	22
23	First Deputy Management Representative	23

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Second Deputy Management Representative

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1.2 Amendment Record Sheet

SL. No	Changes Incorporated	Page	Revision status	Date	Remarks if any.
1	Change of numbering system	all	02	04/05/2018	
2	Addition of list of persons occupying various positions on the organogram	48	02	04/05/2018	

Note: This Amendment Record Sheet is filled up whenever changes are made in the Management System Manual.

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2. TERMS AND DEFINITIONS

For the purpose of this manual the terms and definitions given below shall apply

1.	Inspection	Examination of a product , process , service, or installation or their design and determination of its conformity with specific requirements or, on the basis of professional judgment, with general requirements Installation is defined as a collection of components assembled to jointly achieve a purpose not achievable by the components separately such as pre-shipment inspection.
2.	Product	Result of a process <i>NOTE 1 Four generic product categories are noted in ISO 9000:2005:</i> a) services (e.g. transport)); b) software (e.g. computer program, dictionary); c) hardware (e.g. engine, mechanical part); d) Processed materials (e.g. food processing).
3.	Process	Set of interrelated or interacting activities which transforms inputs into outputs
4.	Service	Result of at least one activity necessarily performed at the interface between the supplier and the customer, which is generally intangible
5.	Inspection body	Body that performs inspection <i>NOTE An inspection body can be an organization or part of an organization.</i>
6.	Inspection system	Rules, procedures, and management for carrying out inspection
7.	Inspection scheme	Inspection system to which the same specified requirements, specific rules and procedures apply
8.	Impartiality	Presence of objectivity <i>NOTE 1 Objectivity means that conflicts of interest do not exist or are resolved so as not to adversely influence subsequent activities of the inspection body.</i> <i>NOTE 2 Other terms that are useful in conveying the element of impartiality are: independence, freedom from conflict of interests, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, detachment, balance.</i>
9.	Appeal	Request by provider of the item of inspection to the inspection body for reconsideration by that body of a decision it has made relating to that item
10.	Complaint	Expression of dissatisfaction, other than appeal, by any person or organization to an inspection body, relating to the activities of that body, where a response is expected

3. TIDD INSPECTION SERVICES, POLICY AND OBJECTIVES

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3.1 TIDD INSPECTION SERVICES

3.1.1 In today's highly competitive international market-place, customers, governments, general public, employees, stakeholders the world over are demanding organizations to adopt scientific inspection systems which gives confidence to the inspection report in the national and international markets. The United Nations Industrial Development Organization (UNIDO) supports Ghana in the development of a competitive and sustainable export economy by creating trade friendly environment and by improving the investment climate, specifically contributes to improve the compliance with the trade-related standards. Improving sustainable value chains for exports from Ghana assists in its integration with the world economy and engagement of the country in the multilateral global trading system through capacity-building at the level of trade related infrastructures and services.

3.1.2 The Timber Industry Development Division (TIDD), through the Forestry Commission Act, 1999 (EXT.TIDD-GI-ACT 571-1999) provides inspection services to timber industry. This is done by Grading and Inspection Department of TIDD and is regulated under the Act. The TIDD is a statutory body and a legal entity under the Forestry Commission Act.

The TIDD is working towards achieving accreditation of its inspection services in accordance with ISO/IEC 17020 which provide acceptability of inspection certificates in the world market.

3.1.3 To assist the timber industry in Ghana, TIDD Grading and Inspection Department has been working to provide third party inspection services to the organizations to demonstrate that they have implemented and are maintaining an effective inspection system in the area specified on the certificate and is operating their processes, activities, operations, etc in accordance with that management system. The inspection services are provided to all applicants without any discrimination.

3.1.4 TIDD does not provide any kind of consultancy services for preparing schemes, advising, development, implementation, and participation on any matter relating to inspection Systems for any organization. Therefore, there would neither the situation exist for marketing this activity of consultancy services nor TIDD suggest or market any specified consultancy or training services undertaken by other organization. The training services provided by TIDD are also not for marketing or suggesting the inspections for any simpler, easier or less expensive inspection process.

TIDD personnel including its Executive Director and staff are free from any commercial, financial and other pressures for undertaking inspection activity which might influence the results of the inspection process. As Government servants, they are also bound by Government service rules.

3.1.5 Though there are different timber products for which TIDD provides inspection schemes and services, the scope of this accreditation is the inspection and grading of square-edge sawn timber and sliced veneer for export.

3.2 QUALITY POLICY AND QUALITY OBJECTIVES

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3.2.1 TIDD Inspection Services has defined its quality policy inconsonance with the mission (TIDD-GI-POL.01-01) of the authority:

3.2.2 TIDD Inspectorate has defined its quality objectives taking into consideration of the quality policy.

REFERENCES:

EXT.TIDD-GI-ACT 571-1999 Forestry Commission Act

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TIMBER INDUSTRY DEVELOPMENT DIVISION

Quality Policy

The Timber Industry Development Division is committed to providing high quality inspection services to all organizations without discrimination and to the highest standards.

It complies with the requirements of ISO/IEC 17020:2012 and the other relevant international guidelines as a minimum in the establishment, implementation and operation of the inspection services.

It Reviews the quality policy and objectives from time to time to be in tune with the time and technology and international trade requirements.

It is the responsibility of all those concerned in the operation of inspection services that each task in the operation of the inspectorate leads to excellence and enhances the credibility and image of the organization.

We shall endeavor to build a heritage of commitment and excellence to be “the most trustworthy choice” in the field of timber inspection.

Executive Director
Timber Industry Development Division

TIDD-GI-POL.01-01

Quality Objectives

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The objectives of TIDD Inspectorate are:

- ◆ to provide consistent quality in inspection services to all our clients through:
 - Adherence to regulations, methods and procedures,
 - Ensuring effective corrective actions on customer complaints and appeals,
 - Monitoring of inspectors' performance regularly,
 - Enhancement in competence of personnel engaged in the inspection services.

- ◆ to achieve higher degree of satisfaction of every client.

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4 GENERAL REQUIREMENTS

4.1 Impartiality and independence

4.1.1 TIDD GI undertakes all inspection activities impartially and has established an impartiality committee (TIDD-GI-P.01-02) on which a broad-spectrum of interests is represented without any predominance by any one interest to oversee activities of inspection to ensure impartiality.

4.1.2 TIDD GI is responsible for the impartiality of its inspection activities and shall not allow commercial, financial or other pressures to compromise impartiality. The inspectorate is an entity which is part of TIDD but no conflict of interest exists. Relevant information on activities performed by the other functions of TIDD is maintained up to date (TIDD-GI-MN.02)

4.1.3 TIDD GI identifies potential risks (TIDD-GI-MN.03-03) to its impartiality on an ongoing basis at least once in three year. Any aspect of risk that comes to light earlier which includes those risks that arise from its activities, or from its relationships, or from the relationships of its personnel shall be table for discussion during management review meetings. However, such relationships do not necessarily present a risk to impartiality. But the inspectorate anticipates that their staff may encounter situations where undue pressure is applied and has established the following measures to counter such pressures:

- a) Guidance to staff on acceptable behaviour (See TIDD-GI-P.04-02 Annex A)
- b) Creation of systems to record and respond to such instances. (EXT.TIDD-GI-MN.05)

4.1.4 If a risk to impartiality is identified, GI shall be able to demonstrate how it eliminates or minimizes such risk through risk analysis (See TIDD-GI-P.01-02 and TIDD-GI-MN.03-03).

4.1.5 TIDD GI has a statement from the top management expressing commitment to impartiality (TIDD-GI-POL.02-01).

4.1.6 TIDD GI is independent to the extent that is required with regard to the conditions under which it performs its services (See Appendix B and C). Depending on these conditions, it conforms to the minimum requirements stipulated in Type C inspection body (See Appendix B and C).

REFERENCES:

TIDD-GI-POL.02-01 Statement of Impartiality

TIDD-GI-MN.03-03 Risk Assessment to Safeguard Impartiality

TIDD-GI-P.01-02 Procedure for management of impartiality conflict of interest

TIDD-GI-MN.02 Job Description for Management and Non-Management Staff

TIDD-GI-G.04-02 Guidelines for code of conduct and ethics for inspection personnel

EXT.TIDD-GI-MN.05 Procedure for receiving, authenticating, evaluating and making decisions on complaints

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TOP MANAGEMENT COMMITMENT TO IMPARTIALITY

STATEMENT OF IMPARTIALITY

The Management of Timber Industry Development Division Inspectorate recognizes and understands the importance of being impartial, and of being seen to be impartial, in carrying out its inspection activities through:

- ◆ Identification of potential conflict of interest,
- ◆ Elimination / just resolution of any conflict,
- ◆ Impartiality of inspection personnel,
- ◆ Impartiality of committee members,
- ◆ Ensuring objectivity in inspection activity.

Executive Director
Timber Industry Development Division

TIDD-GI-POL.02-01

4.2 Confidentiality

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4.2.1 TIDD GI is responsible, through legally enforceable commitments (TIDD-GI-P.02-02) to keep all information obtained or created during the performance of inspection activities confidential. It informs the client, in advance, of the information it intends to place in the public domain except for information that the client makes publicly available, or when agreed between GI and the client (e.g. for the purpose of responding to complaints), all other information is considered proprietary information and is regarded as confidential.

TIDD GI has, through provisions of regulation, procedures and arrangements to safeguard the confidentiality of the information obtained or created during the performance of inspection activities at all levels of its structure, including committees and external bodies, or individuals acting on its behalf. All inspection personnel including subcontractors and committee members have signed confidentiality statement

NOTE- Legally enforceable commitments can be, for example, contractual agreements.

4.2.2 When GI is required by law or authorized by contractual commitments to release confidential information, the client or individual concerned shall, unless prohibited by law, be notified of the information provided.

4.2.3 Information about the client obtained from sources other than the client (e.g. complainant, regulators) shall be treated as confidential

REFERENCES:

TIDD-GI-P.02-02 Procedure for management of confidentiality of data and information

5. STRUCTURAL REQUIREMENTS

5.1 Administrative requirements

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5.1.1 TIDD-GI operates under the Forestry Commission Act, 1999 (Act 571) and is a part of legal entity responsible for all its inspection activities. Moreover it is governmental inspection body deemed to be a legal entity on the basis of its governmental status.

5.1.2 TIDD-GI is a part of a legal entity involved in activities other than inspection identifiable within that entity (Appendix B and C).

5.1.3 TIDD-GI has documentation describing activities for which it is competent by defining the general field and range of inspections concerning timber industry export and domestic inspections, keeping into account applicable regulations, standards or specifications containing the requirements against which the inspection are performed. (TIDD-GI-MN.04-01)

5.1.4 TIDD-GI has adequate provision considering the risks associated with the performance of inspection activities and being a government body, regulatory requirements in the country to cover liabilities arising from its operations. For TIDD inspection staff insurance cover is provided as a part of service conditions as per the service rules.

5.1.5 TIDD-GI is a Class C inspection body and has documentation describing the conditions under which it provides the inspection as prescribed in Forestry Commission Regulations (EXT.TIDD-GI-ACT571-1999 and EXT.TIDD-GI-LI2254-2017)

REFERENCES:

- TIDD-GI-MN.04-01 - Conditions for Provision of Inspection Services
- EXT.TIDD-GI-ACT571-1999 - Forestry Commission Act 1999 (Act 571)
- EXT.TIDD-GI-LI2254-2017 - Timber Resources Management and Legality Licensing Regulation of 2017, LI 2254

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5.2 Organization and Management

5.2.1 TIDD-GI is structured and managed so as to safeguard impartiality (See Appendices C and D).

5.2.2 TIDD-GI is organized and managed so as to enable it to maintain the capability to perform its inspection activities ensuring competent performance of inspection activities that are performed infrequently. The size, structure, composition and management of TIDD-GI taken together, is suitable for the competent performance of the activities within the scope of inspection. (Appendices C and D) To maintain the capability to perform the inspection activities TIDD-GI takes measures to keep it informed about technical and legislative developments concerning its activities through periodic training. (TIDD-GI-P.06-01)

5.2.3 TIDD-GI has defined and documented the responsibilities and reporting structure of the organization (TIDD-GI-MN.02-01)

5.2.4 TIDD-GI forms a part of a legal entity performing other activities, the relationship between these other activities and inspection activities are defined (TIDD-GI-MN.02-01).

5.2.5 TIDD has appointed Director, Operations as Technical Manager (TM), who is technically competent and experienced in the inspection systems, has overall responsibility to ensure that the inspection activities are carried out in accordance with this International Standard.

5.2.6 TIDD has appointed Manager, Grading & Inspection as deputy to Technical Manager (DTM) who will deputize in the absence of technical manager responsible for ongoing inspection activities. These positions are shown in the organogram (See Appendices C)

5.2.7 TIDD GI has job description for each position category within its organization involved in inspection activities (TIDD-GI-MN.02-01).

REFERENCES

TIDD-GI-P.06-02 Procedure for Training of Inspection Personnel

TIDD-GI-MN.02-01 Job Description for Management and Non-Management Staff

6. RESOURCE REQUIREMENTS

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6.1 Personnel

6.1.1 TIDD GI has defined and documented the competence requirements for all personnel involved in inspection activities, including requirements for education, training, technical knowledge, skills and experience (EXT.TIDD-GI-MN.02-01 and TIDD-GI-P.04-01). Competence requirements include knowledge of Inspectorate's management system and ability to implement administrative as well as technical procedures applicable to activities performed and professional judgment needed to determine conformity.

6.1.2 TIDD GI has employed a sufficient number of persons with the required competencies, including, where needed, the ability to make professional judgements, to perform the type, range and volume of its inspection activities.

6.1.3 The competence of inspectors is critical to the validity of inspection findings. The competence encompasses both theoretical knowledge and practical ability including qualifications; training and experience. For timber industry, competence demands familiarity with relevant regulations, technologies, processes, standards, codes, materials, failure modes and industry practice. Inspectors also have relevant knowledge of the following:

- the technology used for the timber products inspection, the operation of processes and the delivery of services,
- the way in which timber products are used, processes are operated and services are delivered, and
- any defects which may occur during the use of the product, any failures in the operation of the process and any deficiencies in the delivery of services.

They understand the significance of deviations found with regard to the normal use of the products, the operation of the processes and the delivery of services. (TIDD-GI-P.04-01)

6.1.4 TIDD GI has made clear to each inspector their duties, responsibilities and authorities (TIDD-GI-MN.02-01).

6.1.5 TIDD-GI has documented procedures for selecting, training, formally authorizing (TIDD-GI-P.05-01) and monitoring inspectors (TIDD-GI-P.07-02) and other personnel involved in inspection activities. The trainee inspectors, contract staff and other staff may assist with inspection work while under effective supervision. It is insured that their duties are commensurate with their knowledge and experience. Adequate directions via provision of detailed procedures, checklists and/or work instructions are provided. Training records at all times are able to confirm the competency level of an individual for a given task. For authorizing inspectors, the procedures includes details of the authorized inspection activity, the beginning of the authorization, the identity of the person who performed the authorization and the termination date of the authorization

6.1.6 TIDD-GI has documented procedures for training (TIDD-GI-P.06-02) to address the following stages:

a) An induction period,

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- b) A mentored working period with experienced inspectors at site, and
- c) Continuing training to keep pace with developing technology and inspection methods.

6.1.7 The training required depends upon the ability, qualifications and experience of each inspector and other personnel involved in inspection activities, and upon the results of monitoring (TIDD-GI-P.07-02).

6.1.8 Area Managers monitor all inspectors and other personnel involved in inspection activities for satisfactory performance. The major aim of monitoring is to provide TIDD GI with a tool to improve the consistency and reliability of inspection outcomes. Monitoring of all inspectors is performed four times a year (quarterly) throughout their employment to identify and correct any inconsistencies of interpretation or of professional judgment against the general criteria. Results of monitoring are used as a means of identifying training needs (See TIDD-GI-P.07-02). Monitoring includes a combination of techniques, such as on-site observations, report reviews, interviews, simulated inspections (where required) and other techniques to assess performance, and will depend on the nature of inspection activities.

6.1.9 Each inspector is observed on-site at least twice a year (TIDD-GI-P.07-02). The on-site observations are performed in a way that minimizes the disturbance of the inspections. Sufficient supporting evidence to establish competence is based on a combination of the following facts:

- a) performance of examinations and determinations without mistakes,
- b) positive outcome of report reviews, interviews, simulated inspections and other performance assessments,
- c) positive outcome of mentoring and training,
- d) absence of legitimate appeals or complaints, and
- e) satisfactory results of witnessing by an accreditation bodies, a regulatory authority or certification body for persons.

6.1.10 TIDD-GI maintains records of monitoring, education, training, technical knowledge, skills, experience and authorization of each member of its personnel involved in inspection activities. Records of authorisation specify the basis on which authorisation was granted such as on-site observation of inspections. Each inspector undergoes eye test (TIDD-GI-P.05-02) at least once a year and records maintained.

6.1.11 The personnel involved in inspection activities are not remunerated in a way that influences the results of inspections. A code of conduct has been established for guidance of all inspecting personnel (See TIDD-GI-G.02-02 Annex A).

6.1.12 All personnel of TIDD GI, either internal or external, that could influence the inspection activities act impartially. Policies and procedures have been developed to assist inspection personnel in identifying and addressing commercial, financial or other threats or inducements which could affect their judgment (EXT.TIDD-GI-MN.04-01 and TIDD-GI-MN.03-03).

The procedures address how any conflicts of interests identified are reported and recorded. (TIDD-GI-P.01-01)

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6.1.13 All personnel of the GI, personnel of external bodies, and individuals acting on the GI's behalf, keep confidential all information obtained or created during the performance of the inspection activities, except as required by law. They all sign confidentiality statement.

REFERENCES:

- TIDD-GI-P.04-03 Procedure for determination of competence of inspection personnel
- TIDD-GI-P.05-02 Procedure for selection and authorization of inspectors
- TIDD-GI-P.06-02 Procedure for training of inspection personnel
- TIDD-GI-P.07-02 Procedure for monitoring performance of inspectors
- TIDD-GI-P.01-02 Procedure for management of Impartiality and Conflict of Interest
- TIDD-GI-G.02-02 Guidelines for code of conduct and ethics for inspection personnel
- TIDD-GI-MN.02-01 Job Description for Management and Non-management Staff
- TIDD-GI-MN.03-03 Risk Assessment to Safeguard Impartiality
- EXT.TIDD-GI-MN.04-01 Harmonised Conditions of Service for Executive, Senior and Management Staff
- EXT.TIDD-GI-MN.02-01 Forestry Commission Scheme of Service

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6.2 Facilities and equipment

6.2.1 TIDD-GI has ensured suitable and adequate facilities and equipment are available to permit all activities associated with the inspection activities to be carried out in a competent and safe manner. This includes equipment required to carry out inspection in a safe manner such as personal protective equipment. When TIDD GI is not owner of the facilities or equipment it uses, the responsibility for the suitability and the calibration status of the equipment used in inspection, remains with it.

6.2.2 TIDD-GI has a procedure for rules for the access and the use of specified facilities and equipment used to perform inspections (TIDD-GI-P.08-02).

6.2.3 TIDD-GI ensures the continued suitability of the facilities and the equipment for their intended use by visual inspection and re-calibration (TIDD-GI-P.08-02).

6.2.4 All equipment having a significant influence on the results of the inspection are defined and, where appropriate, uniquely identified including those used from other sources if any(TIDD-GI-P.08-02).

6.2.5 TIDD-GI has documented procedure for maintaining all equipment (See TIDD-GI-P.09-02).

6.2.6 All test and measuring equipment having a direct effect on the accuracy and significance of inspection results are calibrated before being put into service, and thereafter calibrated according to an established programme (TIDD-GI-P.10-02).

6.2.7 TIDD GI equipments having significant influence on inspection results are calibrated in Ghana Standards Authority (GSA) laboratory which reference standards are traceable to national and international standards of measurement. (TIDD-GI-P.10-02)

6.2.8 Reference standards (calibrated equipments by GSA) of measurement held by TIDD GI are used for calibration only and for no other purpose. Reference standards of measurement are calibrated in the Ghana Standard Authority (GSA) calibration laboratory providing traceability to a national or international standard of measurement.

TIDD GI performs in-house checks every six month after calibration by GSA but special emphasis is given to:

- a) competence of officers responsible for in-service checks,
- b) completeness of calibration procedures,
- c) suitability of reference standards, and
- d) Measurement needs.

6.2.9 TIDD GI requires all equipment having significant influence on inspection results to be subjected to in-service checks at least every six months after calibration. The frequency of in-service checks is established. Where no check interval is offered, TIDD GI has established its

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own schedule of equipment checks, reviewing these at suitable intervals to ensure that the check interval is appropriate. (TIDD-GI-P.10-02)

6.2.10 presently, no reference materials are used in TIDD inspection operation.

6.2.11 Where relevant for the outcome of inspection activities, TIDD GI has procedures (TIDD-GI-MN.05-01) for the following:

- a) selection and approval of suppliers,
- b) verification of incoming goods and services,
- c) ensuring appropriate storage facilities.

The verification procedure ensures that incoming goods and services are not used until conformance with specification has been verified.

6.2.12 TIDD GI assesses the condition of stored items once a year to detect deterioration.

6.2.13 Computers and automatic equipment are not used in the inspection activities.

6.2.14 TIDD-GI has a documented procedure for dealing with defective equipment (See TIDD-GI-P.12-02). Defective equipments are removed from service by segregation, prominent labelling or marking. TIDD GI examines the effect of defects on previous inspections and takes appropriate corrective action where feasible.

6.2.15 TIDD-GI maintains relevant records on inspection equipment in accordance with approved plan.

Currently, the inspection process does not entail the use of software.

REFERENCES:

TIDD-GI-P.08-02 Procedure for rules of access to facilities and equipment

TIDD-GI-P.09-02 Procedure for maintaining all equipment

TIDD-GI-P.10-02 Procedure for calibration of inspection equipment and devices

TIDD-GI-P.12-02 Procedure for dealing with defective equipment

TIDD-GI-MN.05-01 Manual for Purchasing Items

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6.3 Subcontracting

6.3.1 Presently, TIDD-GI does not subcontract any of its inspection activities.

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7. PROCESS REQUIREMENTS

7.1 Inspection methods and procedures

7.1.1 TIDD-GI uses the methods and procedures for inspection which are defined in the - regulations, standards or specifications or contracts against which inspection are to be performed (EXT.TIDD-GI-STD.01 and EXT.TIDD-GI-STD.02). Where these are not defined, the TIDD has developed specific methods and procedures to be used (see 7.1.3). TIDD GI informs the client if the inspection method proposed by the client is considered to be inappropriate.

7.1.2 TIDD-GI has documented procedure (TIDD-GI-P.13-02) for inspection planning and on sampling and inspection techniques. TIDD GI has officers/inspectors with sufficient knowledge and training of statistical techniques to ensure statistically sound sampling procedures and the correct processing and interpretation of results. It is emphasized that samples taken should represent the population from where they are taken.

7.1.3 When TIDD GI has to use inspection methods or procedures which are non-standard, such methods and procedures are appropriate and fully documented. The clear in-house instructions on inspection procedure and technique are provided to support inspections conducted against defined product specifications /regulations or contract.

NOTE A standard inspection method is one that has been published, for example, in international, regional or national standards, or by reputable technical organizations or by co-operation of several inspection bodies or in relevant scientific text or journals. This means that methods developed by any other means, including by the inspection body itself or by the client, are considered to be non-standard methods.

7.1.4 All instructions, standards or written procedures, worksheets, check lists and reference data relevant to the work of TIDD GI are maintained up-to-date and are readily available to the personnel. (TIDD-GI.P.19-02 and TIDD-GI.P.25-01)

7.1.5 TIDD GI has a contract or work order control system which ensures that:

- a) Work to be undertaken is within its expertise and that GI has adequate resources in terms of facilities, equipment, reference documentation, procedures or human resources to meet the requirements. (TIDD-GI-P.14-06) Most of the work of TIDD GI is routine therefore contract review is limited to considerations of time and human resources,
- b) The requirements of those seeking GI's services are adequately defined in regulations (EXT.TIDD-GI-ACT 571-1999 and EXT.TIDD-GI-LI 2254-2017) and that special conditions are understood, so that unambiguous instructions can be issued to personnel performing the duties to be required. TIDD GI keeps a record of all requests and instructions received, relevant dates and the identity of the client's representative, (TIDD-GI-P.14-06 and TIDD-GI-P.20-02))

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c) Work being undertaken is controlled by regular review and corrective action. The contract or work order control system ensures that there is a clear and demonstrable understanding between TIDD GI and its client of the scope of the inspection work to be undertaken and

c) The requirements of the contract or work order have been met.

7.1.6 When GI uses information supplied by any other party such as from a regulating authority or the client as part of the inspection process, it shall verify the integrity of such information.

(TIDD-GI-WI.01-02, TIDD-GI-WI.02-05, TIDD-GI-WI.03-03 and TIDD-GI-WI.04-01)

7.1.7 Observations or data obtained in the course of inspections are recorded in a timely manner so as to prevent loss of relevant information.

7.1.8 Calculations and data transfers are subject to appropriate checks. Any corrections to original inspection records is signed and dated by the amending officer. (TIDD-GI-P.16-02)

NOTE Data can include textual material, digital data and anything else that is transferred from one location to another where errors could be introduced.

7.1.9 TIDD GI has documented procedures for carrying out inspection in a safe manner (TIDD-GI-G.08-02). The safety of inspection personnel is considered at all times when conducting timber inspections. TIDD GI inspection personnel visiting clients also observe site specific safety requirements.

REFERENCES:

TIDD-GI-P.13-02 Procedure for inspection planning and sampling and inspection techniques

TIDD-GI-P14-06 Procedure for export inspection and grading

TIDD-GI-P.16-02 Procedure for correction or addition to the inspection report/certificate

TIDD-GI-P.19-02 Procedure for Document Control

TIDD-GI-P.25-01 Procedure for The Management of Quality of Records

TIDD-GI-WI.01-02 Work Inspection for consignment input and output statement

TIDD-GI-WI.02-05 Work instructions for square-edge sawn timber inspection and grading

TIDD-GI-WI.03-03 Work instructions for sliced veneer inspection and grading

TIDD-GI-G.08-02 Guidelines on Safe Inspection and Grading of Square-edged Sawn / Sliced Veneer

EXT.TIDD-GI-STD.01/2017 Specification and Grading Rules for Square-Edged Sawn Timber (Ghana Standards GS 1029:2017)

EXT.TIDD-GI-STD.02/2017 Specification and Grading Rules for Sliced Veneer (Ghana Standards GS 1031:2017)

EXT.TIDD-GI-ACT571-1999 Forestry Commission Act 1999 (Act 571)

EXT.TIDD-GI-LI2254-2017 Timber Resources Management and Legality Licensing Regulation of 2017, LI 2254

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7.2 Handling inspection items and samples

7.2.1 TIDD-GI ensures that items and samples to be inspected are uniquely identified in order to avoid confusion regarding the identity of such items and samples. (TIDD-GI-WI.02-05 and TIDD-GI-WI.03-03)

7.2.2 TIDD-GI establishes whether the items (consignments) to be inspected have been prepared and are ready for inspection.

7.2.3 Any apparent abnormalities notified or noticed by the inspector are recorded. Where there is any doubt as to the item's suitability for the inspection to be carried out, or where the item does not conform to the description provided, GI contacts the client before proceeding.

7.2.4 TIDD-GI personnel conduct inspection in the premises and presence of the clients and ensures inspection items are not damaged while under its responsibility.

REFERENCES:

TIDD-GI-WI.02-05 Work instructions for square-edge sawn timber inspection and grading

TIDD-GI-WI.03-03 Work instructions for sliced veneer inspection and grading

7.3 Inspection records

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7.3.1 TIDD-GI maintains a record system to demonstrate the effective fulfilment of the inspection procedures and to enable an evaluation of the inspection. (TIDD-GI-P.25-01)
The following are taken as inspection records:

- a) client inspection request form and appointment form
- b) the identity of the staff undertaking the inspection,
- c) reports on sampling and measurements,
- d) a copy of the inspection report
- e) consignment input-output form
- f) a copy of the inspection certificate with date of inspection.

7.3.2 The inspection report or certificate is internally traceable to the inspector(s) who performed the inspection. (TIDD-GI-P.15-02)

REFERENCES:

TIDD-GI-P.25-01 Procedure for the Management of Quality Records

TIDD-GI-P.15-02 Procedure for Preparation and Submission of Inspection Certificates

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7.4 Inspection reports and inspection certificates

7.4.1 The work carried out by GI is covered by a retrievable inspection report or inspection certificate (TIDD-GI-P.15-02). A detailed report is prepared and submitted and records maintained.

7.4.2 The inspection reports/certificates include all of the following:

- a) Identification of the issuing body,
- b) Unique identification and date of issue,
- c) Date(s) of inspection,
- d) Identification of the item(s) inspected,
- e) Names / identification of inspector who performed inspection
- f) Signature or other indication of approval, by authorized personnel,
- g) A statement of conformity and
- h) The inspection results, except where detailed in accordance with 7.4.3.

TIDD GI will use accreditation symbol/logo on reports /certificates in accordance with the accreditation body procedures.

7.4.3 TIDD-GI inspection certificates include the inspection results.

7.4.4 All information listed in 7.4.2 shall be reported correctly, accurately, and clearly. Where the inspection report or inspection certificate contains results supplied by subcontractors, if any, these results shall be clearly identified.

7.4.5 TIDD GI has a procedure for effecting any modification (Corrections or additions) to an inspection report or inspection certificate after issue and recording in accordance with the relevant requirements (TIDD-GI-P.16-02). This procedure also provides that amended report or certificate shall identify the report or certificate replaced.

REFERENCES:

TIDD-GI-P.15-02 Procedure for preparation and submission of inspection report/certificate

TIDD-GI-P.16-02 Procedure for correction or addition to the inspection report/inspection certificate

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7.5 Complaints and Appeals

7.5.1 TIDD-GI has documented procedure to receive, authenticate, investigate and make decisions on complaints and appeals. (TIDD-GI-P.17-02 and TIDD-GI-P.18-02)

7.5.2 A description of the handling process for complaints and appeals are available to any interested party upon request.

7.5.3 Upon receipt of a complaint, TIDD-GI confirms whether the complaint relates to inspection activities for which it is responsible and, if so, shall deal with it. (TIDD-GI-P.17-02)

7.5.4 TIDD-GI is responsible for all decisions at all levels of the handling process for complaints and appeals. (TIDD-GI-P.17-02 and TIDD-GI-P.18-02)

7.5.5 Investigation and decision on appeals do not result in any discriminatory actions.

REFERENCES:

TIDD-GI-P.17-02 Procedure for receiving, authenticating, evaluating and making decisions on complaints.

TIDD-GI-P.18-02 Procedure for receiving, authenticating, evaluating and making decisions on appeals.

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7.6 Complaints and appeals process

7.6.1 TIDD-GI handling process for complaints and appeals include the following elements and methods:

- a) description of the process for receiving, validating, investigating the complaint or appeal, and deciding what actions are to be taken in response to it;
- b) tracking and recording complaints and appeals, including actions undertaken to resolve them and
- c) ensuring that any appropriate action is taken.

7.6.2 TIDD-GI receiving the complaint or appeal is responsible for gathering and verifying all necessary information to validate the complaint or appeal. (TIDD-GI-P.17-02 and TIDD-GI-P.18-02)

7.6.3 TIDD-GI acknowledges receipt of the complaint or appeal, and provides the complainant or appellant with progress reports and the outcome.

7.6.4 The decision to be communicated to the complainant or appellant are made by, or reviewed and approved by, individual(s) not involved in the original inspection activities in question.

7.6.5 TIDD-GI gives formal notice of the end of the complaint and appeals handling process to the complainant or appellant. (TIDD-GI-G.03-02, TIDD-GI-G.04-02, TIDD-GI-G.05-02 and TIDD-GI-G.06-02)

REFERENCES:

TIDD-GI-P.17-02 Procedure for receiving, authenticating, evaluating and making decisions on complaints.

TIDD-GI-P.18-02 Procedure for receiving, authenticating, evaluating and making decisions on appeals.

TIDD-GI-G.03-02 Guidelines for Making Complaints

TIDD-GI-G.04-02 Guidelines for Complaints Committee

TIDD-GI-G.05-02 Guidelines for Appeals Committee

TIDD-GI-G.06-02 Guidelines for Making Appeals

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8 MANAGEMENT SYSTEM REQUIREMENTS

8.1 Options

8.1.1 General

TIDD-GI shall establish and maintain a management system that is capable of achieving the consistent fulfilment of the requirements of this International Standard in accordance with Option A.

8.1.2 Option A

The management system of the TIDD GI addresses the following:

- a) Management system documentation (e.g. manual, policies, definition of responsibilities (see 8.2);
- b) Control of documents (see 8.3);
- c) Control of records (see 8.4);
- d) Management review (see 8.5);
- e) Internal audit (see 8.6);
- f) Corrective actions (see 8.7);
- g) Preventive actions (see 8.8);
- h) Complaints and appeals (see 7.5 and 7.6).

8.2 Management system documentation (Option A)

8.2.1 TIDD-GI's top management has established, documented, and maintained policies and objectives for fulfilment of this International Standard and ensures the policies and objectives are acknowledged and implemented at all levels of the TIDD GI organization. (TIDD-GI-POL.01-01)

8.2.2 The top management demonstrates its commitment to the development and implementation of the management system and its effectiveness in achieving consistent fulfilment of this International Standard. (TIDD-GI-POL.01-01)

8.2.3 TIDD-GI's top management has appointed Manager, Grading & Inspection, a member of management as Management Representative (MR) and a deputy who, irrespective of other responsibilities, shall have responsibility and authority that include the following:

- a) ensuring that processes and procedures needed for the management system are established, implemented and maintained; and
- b) Reporting to top management on the performance of the management system and any need for improvement.

8.2.4 All documentation, processes, systems, records, etc. related to the fulfilment of the requirements of this International Standard are included, referenced, or linked to

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documentation of the management system. Against each requirement of the standard, table of contents indicates where they are described in the Quality manual.

8.2.5 All personnel involved in inspection activities have access to the parts of the management system documentation and related information that are applicable to their responsibilities. (TIDD-GI-P.19-02)

REFERENCES:

TIDD-GI-POL.01-01 Quality Policy

TIDD-GI-P.19-02 Procedure for Document Control

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8.3 Control of documents (Option A)

8.3.1 TIDD-GI has established procedures to write and control the documents (internal and external) that relate to the fulfilment of this International Standard. (TIDD-GI-MN.06-01 and TIDD-GI-P.19-02)

8.3.2 The procedure has defined the controls needed to:

- a) Approve documents for adequacy prior to issue,
- b) Review and update (as necessary) and re-approve documents,
- c) Ensure that changes and the current revision status of documents are identified,
- d) Ensure that relevant versions of applicable documents are available at points of use,
- e) Ensure that documents remain legible and readily identifiable,
- f) Ensure that documents of external origin are identified and their distribution controlled,
- g) Prevent the unintended use of obsolete documents, and apply suitable identification to them if they are retained for any purpose.

Documentation can be in any form or type of medium, and includes proprietary and in-house developed software.

REFERENCES:

TIDD-GI-P.19-02 Procedure for document control

TIDD-GI-MN.06-01 Manual for Writing System documents

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8.4 Control of records (Option A)

8.4.1 TIDD-GI has established procedure to define the controls needed for the identification, storage, protection, retrieval, retention time and disposal of its records related to the fulfilment of this International Standard. (TIDD-GI-P.25-01)

8.4.2 TIDD-GI has included in the procedure retention period for all record consistent with its contractual and legal obligations. Access to these records is consistent with the confidentiality arrangements (4.2). All records are retained for a minimum of 4 years (TIDD-GI-P.25-01)

REFERENCES:

TIDD-GI-P.25-01 Procedure for the Management of Quality Records

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8.5 Management review (Option A)

8.5.1 General

8.5.1.1 TIDD-GI's top management has established a procedure to review its management system at planned intervals in order to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfilment of this International Standard. (TIDD-GI-P.21-02 and TIDD-GI-G.07-02)

8.5.1.2 These reviews are conducted at least once a year.

8.5.1.3 Records of reviews are maintained.

8.5.2 Review inputs

The input to the management review includes information related to the following:

- a) Follow-up actions from previous management reviews,
- b) Results of internal and external audits,
- c) Feedback from clients and interested parties,
- d) The status of preventive and corrective actions,
- e) The fulfilment of objectives,
- f) Changes that could affect the management system,
- g) Review of impartiality risk identification process and its conclusions,
- h) Review of adequacy of current human and equipment resources, projected workloads and the need for training of both new and existing staff.
- i) A review of the effectiveness of systems established to ensure adequate competence of the personnel.
- j) Appeals and complaints

8.5.3 Review outputs

The outputs from the management review shall include decisions and actions related to:

- a) Improvement of the effectiveness of the management system and its processes;
- b) Improvements related to the fulfilment of this International Standard;
- c) Resource needs.

REFERENCES:

TIDD-GI-P.25-01 Procedure for the Management of Quality Records

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8.6 Internal audits (Option A)

8.6.1 TIDD-GI has established a procedure for internal audits to verify that it fulfils the requirements of this International Standard and that the management system is effectively implemented and maintained (TIDD-GI-P.22-03).

8.6.2 An audit programme is planned, taking into consideration the importance of the processes and areas to be audited, as well as the results of previous audits. The audit frequency is decided on considerations of criticality, maturity, previous performance, organizational changes, procedural changes, and efficiency of the systems operation.

8.6.3 TIDD-GI conducts periodic internal audits (See 8.6.4) covering all procedures in a planned and systematic manner, in order to verify that the management system is implemented and is effective.

8.6.4 Internal audits is performed at least once every 12 months. The frequency of internal audits may be adjusted depending on the demonstrable effectiveness of the management system and its proven stability.

8.6.5 TIDD-GI has ensured that:

- a) internal audits are conducted by qualified personnel knowledgeable in inspection, auditing and the requirements of this International Standard,
- b) auditors do not audit their own work,
- c) personnel responsible for the area audited are informed of the outcome of the audit,
- d) any corrective actions resulting from internal audits are taken in a timely and appropriate manner,
- e) any opportunities for improvement are identified and
- f) the results of the audit are documented.

REFERENCES:

TIDD-GI-P.22-03 Procedure for Conducting Internal Audit

8.7 Corrective actions (Option A)

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8.7.1 TIDD-GI has established a procedure for identification and management of nonconformities in its operations (TIDD-GI-P.23-02).

8.7.2 TIDD-GI has also taken actions to eliminate the causes of nonconformities in order to prevent recurrence.

8.7.3 Corrective actions taken are appropriate to the impact of the problems encountered.

8.7.4 The procedures have defined requirements for the following:

- a) Identifying nonconformities,
- b) Determining the causes of nonconformity,
- c) Correcting nonconformities,
- d) Evaluating the need for actions to ensure that nonconformities do not recur,
- e) Determining the actions needed and implementing them in a timely manner,
- f) Recording the results of actions taken and
- g) Reviewing the effectiveness of corrective actions.

REFERENCES:

TIDD-GI-P.23-02 Procedure for corrective and preventive actions

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**8.8 Preventive actions (Option A)**

8.8.1 TIDD-GI has established a procedure for taking preventive actions to eliminate the causes of potential nonconformities (TIDD-GI-P.23-02).

8.8.2 Preventive actions taken shall be appropriate to the probable impact of the potential problems.

8.8.3 The procedure for preventive actions shall define requirements for the following:

- a) Identifying potential nonconformities and their causes,
- b) Evaluating the need for action to prevent the occurrence of nonconformities,
- c) Determining and implementing the action needed,
- d) Recording the results of actions taken and
- e) Reviewing the effectiveness of the preventive actions taken.

REFERENCES:

TIDD-GI-P.23-02 Procedure for corrective and preventive actions

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APPENDIX A

LIST OF SYSTEM DOCUMENTS

S/NO	DOC.NO.	TITLE OF THE DOCUMENT	ISSUE STATUS	ISSUE/ADOPTION DATE
A.	MANUALS			
1	TIDD-GI-MN.01-02	QUALITY MANUAL	03	16 TH JUNE, 2023
2	TIDD-GI-MN.02-01	JOB DESCRIPTION FOR MANAGEMENT AND NON-MANAGEMENT STAFF	01	20 TH OCTOBER, 2017
3	TIDD-GI-MN.03-03	ASSESSMENT OF RISKS OF THREATS AND MEASURES ADOPTED TO SAFEGUARD IMPARTIALITY	03	07 TH JUNE, 2023
4	TIDD-GI-MN.04-01	CONDITIONS FOR PROVISION OF INSPECTION SERVICES	01	12 TH MARCH, 2018
5	TIDD-GI-MN.05-01	MANUAL FOR PURCHASING ITEMS	01	12 TH MARCH, 2018
6	TIDD-GI-MN.06-03	MANUAL FOR WRITING SYSTEM DOCUMENTS	03	7 TH NOVEMBER, 2018
B.	MANAGEMENT SYSTEM POLICIES			
1	TIDD-GI-POL.01-02	QUALITY POLICY	01	4 TH MAY, 2018
2	TIDD-GI-POL.02-02	STATEMENT OF IMPARTIALITY	01	4 TH MAY, 2018
C.	PROCEDURES			
1	TIDD-GI-P.01-02	PROCEDURE FOR MANAGEMENT OF IMPARTIALITY AND CONFLICT OF INTEREST	02	16 TH DECEMBER, 2018
2	TIDD-GI-P.02-02	PROCEDURE FOR MANAGEMENT OF CONFIDENTIALITY OF DATA AND INFORMATION	02	30 TH OCTOBER, 2017
3	TIDD-GI-P.03-02	PROCEDURE DESCRIBING CONDITIONS FOR PROVISION OF INSPECTION SERVICES	02	26 TH OCTOBER, 2017
4	TIDD-GI-P.04-03	PROCEDURE FOR DETERMINATION OF COMPETENT OF INSPECTION PERSONNEL	03	15 TH JUNE 2023
5	TIDD-GI-P.05-03	PROCEDURE FOR SELECTING AND AUTHORIZING INSPECTION PERSONNEL	03	25 TH APRIL, 2018
6	TIDD-GI-P.06-02	PROCEDURE FOR TRAINING OF INSPECTION PERSONNEL	02	27 TH OCTOBER, 2017
7	TIDD-GI-P.07-03	PROCEDURE FOR MONITORING	03	16 TH JUNE, 2023

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8	TIDD-GI-P.08-02	PROCEDURE FOR ACCESS TO EQUIPMENT	02	25 TH OCTOBER, 2017
9	TIDD-GI-P.09-02	PROCEDURE FOR EQUIPMENT MAINTENANCE	02	27 TH OCTOBER, 2017
10	TIDD-GI-P.10-02	PROCEDURE FOR CALIBRATION OF INSPECTION EQUIPMENT AND DEVICES	02	27 TH OCTOBER, 2017
11	TIDD-GI-P.11-02	NOT ASSIGNED		
12	TIDD-GI-P.12-02	PROCEDURE FOR DEALING WITH DEFECTIVE EQUIPMENT	02	30 TH OCTOBER, 2017
13	TIDD-GI-P.13-02	PROCEDURE FOR INSPECTION PLANNING, SAMPLING AND INSPECTION TECHNIQUES	03	16 TH JUNE 2023
14	TIDD-GI-P.14-06	PROCEDURE FOR INSPECTION AND GRADING OF TIMBER PRODUCTS FOR EXPORT	06	16 TH JUNE 2023
15	TIDD-GI-P.15-02	PROCEDURE FOR PREPARATION AND SUBMISSION OF INSPECTION REPORTS/CERTIFICATES	02	30 TH OCTOBER, 2017
16	TIDD-GI-P.16-02	PROCEDURE FOR MODIFICATION OF INSPECTION REPORTS/CERTIFICATES	02	27 TH OCTOBER, 2017

		COMPETENCE OF INSPECTION PERSONNEL		
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17	TIDD-GI-P.17-02	PROCEDURE FOR RECEIVING, AUTHENTICATING, EVALUATING AND TAKING DECISIONS ON COMPLAINTS	02	25 TH OCTOBER, 2017
18	TIDD-GI-P.18-02	PROCEDURE FOR RECEIVING, AUTHENTICATING, EVALUATING AND TAKING DECISIONS ON APPEALS	02	27 TH OCTOBER, 2017
19	TIDD-GI-P.19-02	PROCEDURE FOR DOCUMENTS CONTROL	02	27 TH OCTOBER, 2017
20	TIDD-GI-P.20-02	NOT ASSIGNED		
21	TIDD-GI-P.21-02	PROCEDURE FOR CONDUCTING MANAGEMENT REVIEW	02	26 TH OCTOBER, 2017
22	TIDD-GI-P.22-04	PROCEDURE FOR CONDUCTING INTERNAL AUDIT	04	16 TH NOVEMBER, 2018

Written by:	Name: Ophilious Lambog	Signature: 	Date: 16/06/2023
Reviewed by:	Name: Dr Mohammed Nurudeen Iddrisu	Signature: 	Date: 16/06/2023

23	TIDD-GI-P.23-02	PROCEDURE FOR CORRECTIVE AND PREVENTIVE ACTIONS	02	25 TH OCTOBER,2017
24	TIDD-GI-P.24-02	NOT ASSIGNED	02	
25	TIDD-GI-P.25-02	PROCEDURE FOR THE MANAGEMENT OF QUALITY RECORDS		27 th JUNE, 2018
D	WORK INSTRUCTIONS			
1	TIDD-GI-WI.01-02	WORK INSTRUCTIONS FOR CONSIGNMENT INPUT AND OUTPUT STATEMENT	02	27 TH OCTOBER, 2018
2	TIDD-GI-WI.02-05	WORK INSTRUCTIONS FOR SQUARE EDGED SAWN TIMBER INSPECTION AND GRADING	05	15 TH FEBRUARY 2021
3	TIDD-GI-WI.03-03	WORK INSTRUCTIONS FOR SLICED VENEER INSPECTION AND GRADING	03	7 TH DECEMBER 2018
4	TIDD-GI-WI.04-01	NOT ASSIGNED		
5	TIDD-GI-WI.05-02	WORK INSTRUCTIONS FOR THE CONTROL OF TIDD FACILITIES (RULES OF ACCESS TO FACILITIES)	02	16 TH OCTOBER 2018
6	TIDD-GI-WI.06-03	WORK INSTRUCTIONS FOR INTERMEDIATE CHECKS ON INSPECTION EQUIPMENT	03	19 TH MARCH 2019
7	TIDD-GI-WI.07-03	WORK INSTRUCTIONS FOR THE CONTROL OF TIDD EQUIPMENT (RULES OF ACCESS TO EQUIPMENT)	03	27 TH JUNE, 2018
8	TIDD-GI-WI.08-01	WORK INSTRUCTIONS FOR FINAL INSPECTION	01	27 TH JUNE, 2018
E	GUIDELINES			
1	TIDD-GI-G.01-02	GUIDELINES FOR IMPARTIALITY COMMITTEE	02	27 TH SEPTEMBER 2017
2	TIDD-GI-G.02-02	GUIDELINES ON CODE OF CONDUCT AND ETHICS FOR INSPECTION PERSONNEL	02	27 TH SEPTEMBER 2017
3	TIDD-GI-G.03-02	GUIDELINES FOR MAKING COMPLAINTS	02	27 TH OCTOBER 2017
4	TIDD-GI-G.04-02	GUIDELINES FOR COMPLAINTS COMMITTEE	02	25 TH OCTOBER 2017
5	TIDD-GI-G.05-02	GUIDELINES FOR APPEALS COMMITTEE	02	25 TH OCTOBER 2017
6	TIDD-GI-G.06-02	GUIDELINES FOR MAKING APPEALS	02	25 TH OCTOBER 2017
7	TIDD-GI-G.07-02	GUIDELINES FOR MANAGEMENT REVIEW	02	26 TH OCTOBER 2017
8	TIDD-GI-G.08-	GUIDELINES ON SAFE INSPECTION	02	16 TH NOVEMBER 2018

Written by:	Name: Ophilious Lambog	Signature: 	Date: 16/06/2023
Reviewed by:	Name: Dr Mohammed Nurudeen Iddrisu	Signature: 	Date: 16/06/2023



TIMBER INDUSTRY DEVELOPMENT DIVISION

DOCUMENT TITLE

Quality Manual

DOCUMENT No.

TIDD-GI-MN.01-03

PAGE 41 OF 47

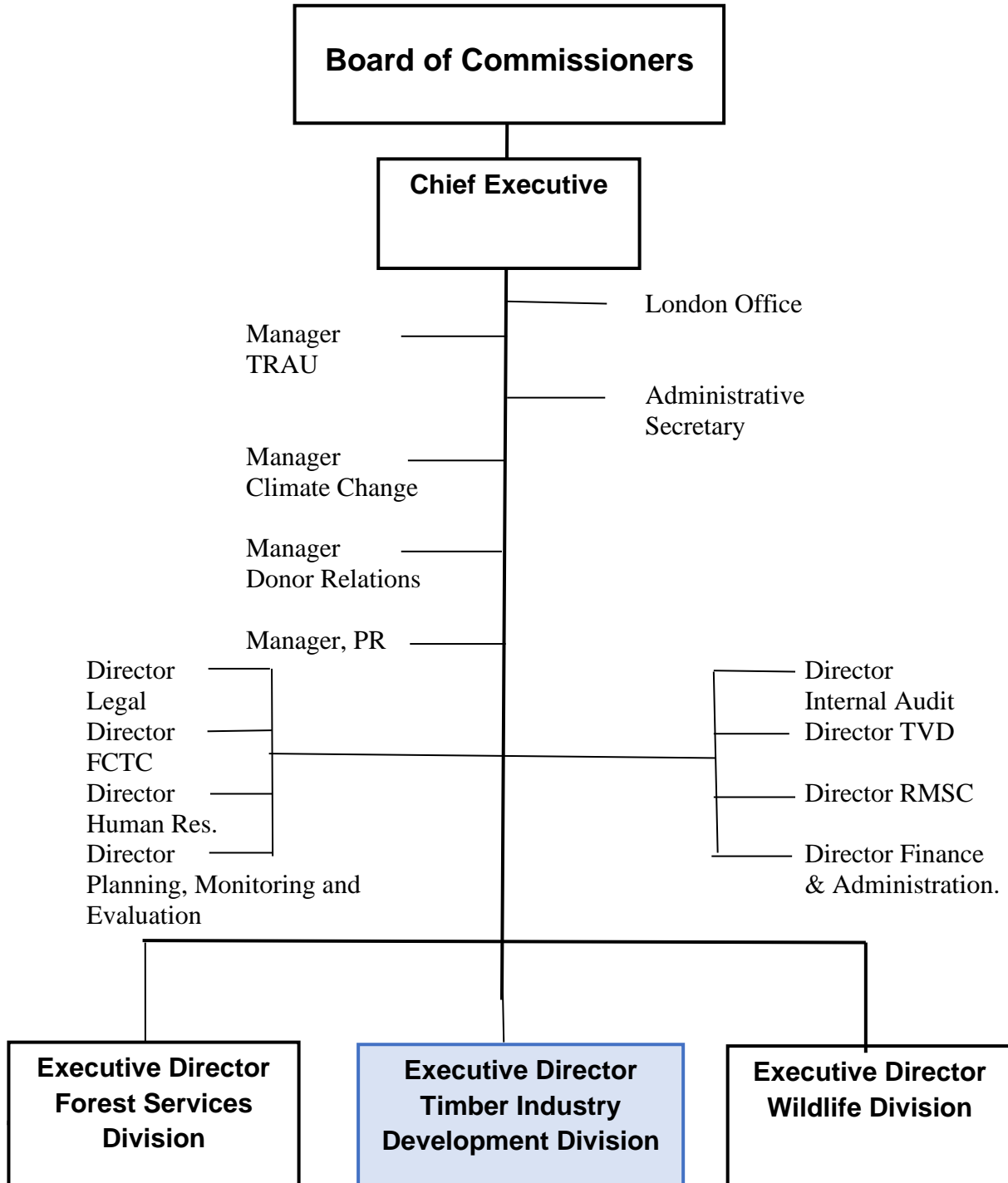
	02	AND GRADING OF LUMBER AND SLICED VENEER		
9	TIDD-GI-G.09-02	GUIDELINES ON MEASURING MOISTURE CONTENT OF LUMBER AND SLICED VENEER	02	16 TH NOVEMBER 2018

Written by:	Name: Ophilious Lambog	Signature: 	Date: 16/06/2023
Reviewed by:	Name: Dr Mohammed Nurudeen Iddrisu	Signature: 	Date: 16/06/2023



APPENDIX B

ORGANOGRAM OF FORESTRY COMMISSION

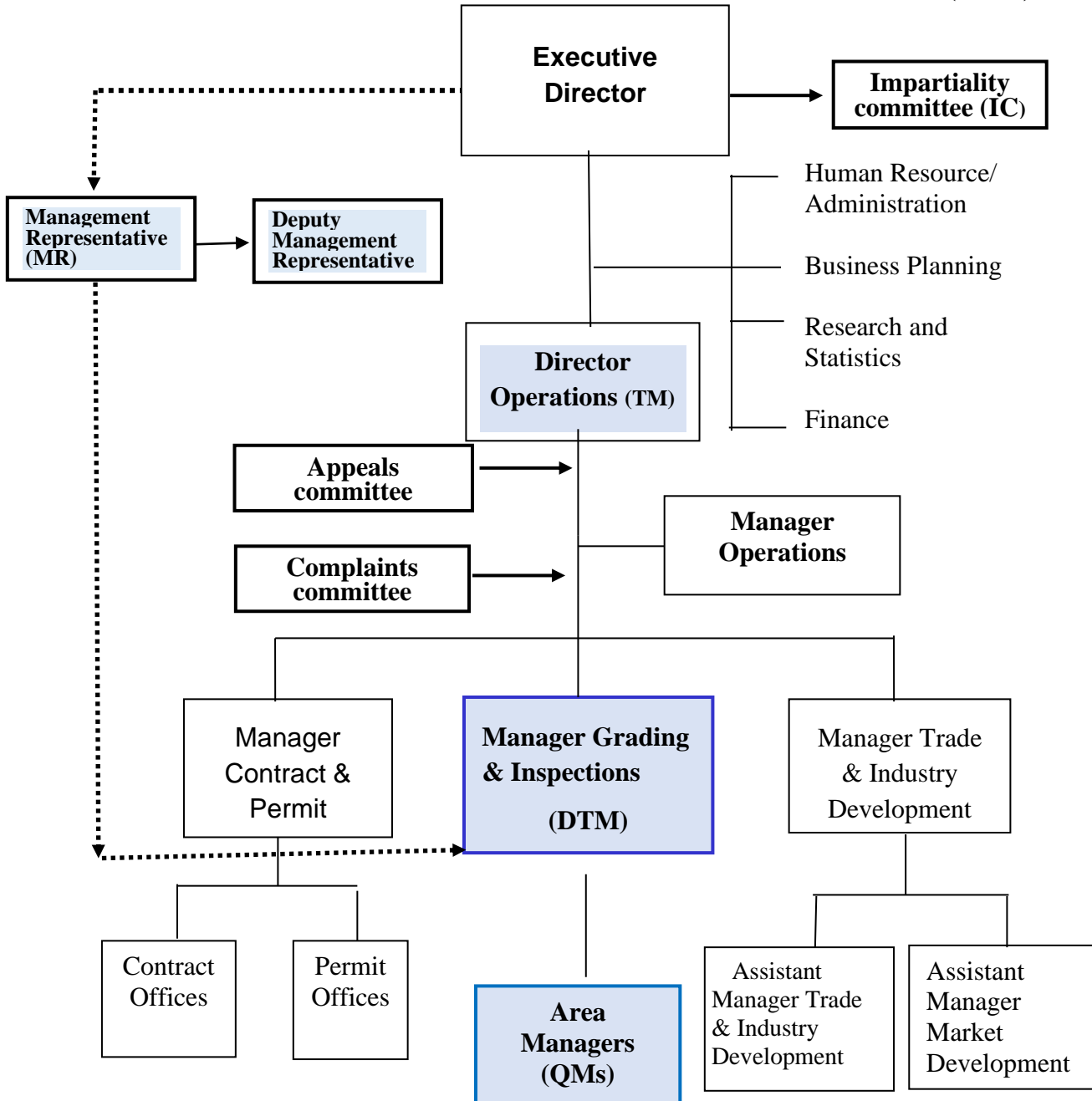


TIDD-GI-OG.01-01

Written by:	Name: Ophilious Lambog	Signature:	Date: 16/06/2023
Reviewed by:	Name: Dr Mohammed Nurudeen Iddrisu	Signature:	Date: 16/06/2023

APPENDIX C

ORGANOGRAM OF TIMBER INDUSTRY DEVELOPMENT DIVISION (TIDD)




NOTE:

TM (Technical Manager)

DTM (Deputy Technical Manager)

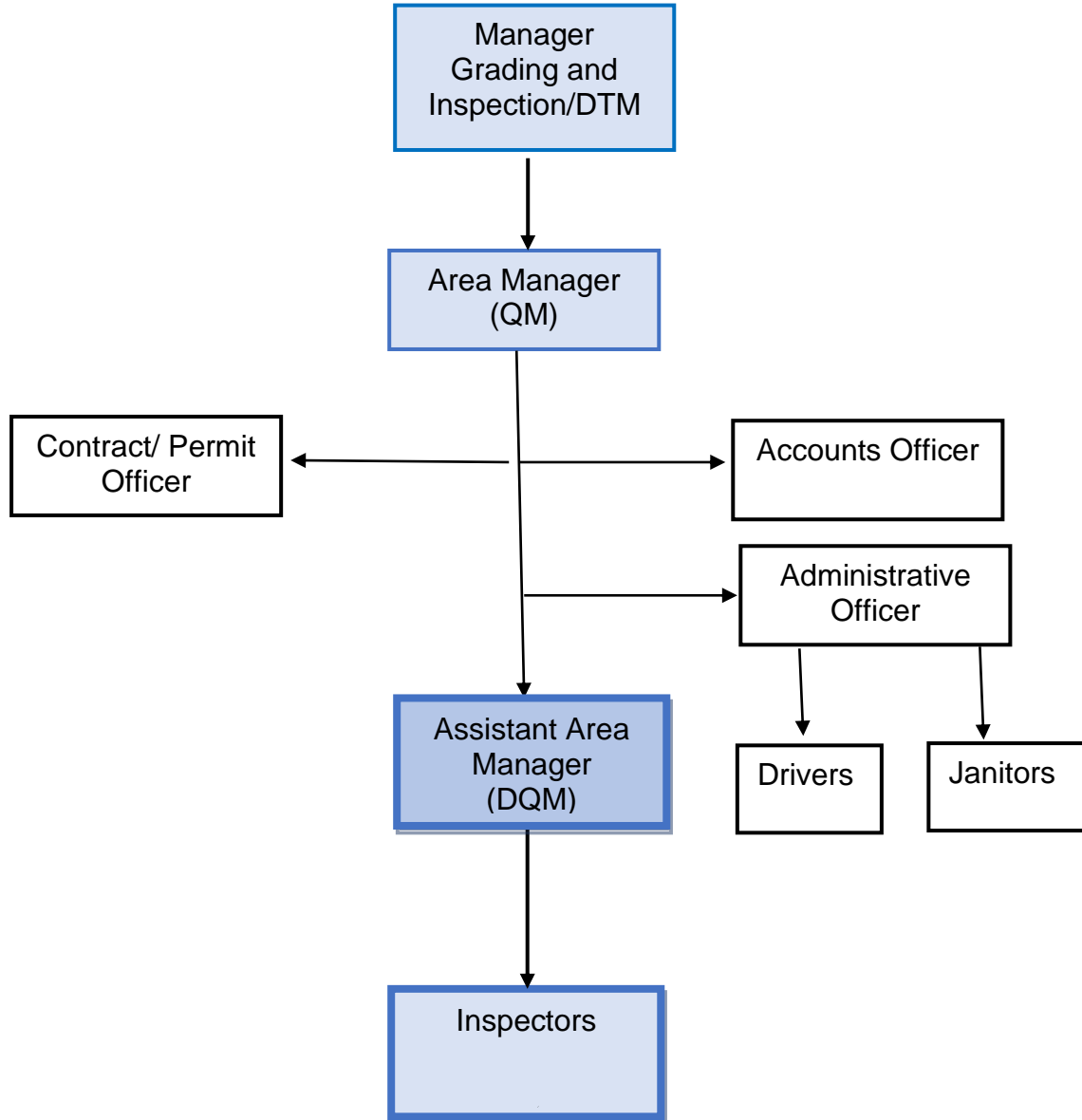
QM (Quality Manager)

TIDD-GI-OG.02-01

Written by:	Name: Ophilious Lambog	Signature: 	Date: 16/06/2023
Reviewed by:	Name: Dr Mohammed Nurudeen Iddrisu	Signature: 	Date: 16/06/2023

APPENDIX D

ORGANOGRAM OF GRADING AND INSPECTION DEPARTMENT



NOTE:

DTM (Deputy Technical Manager)

QM (Quality Manager)

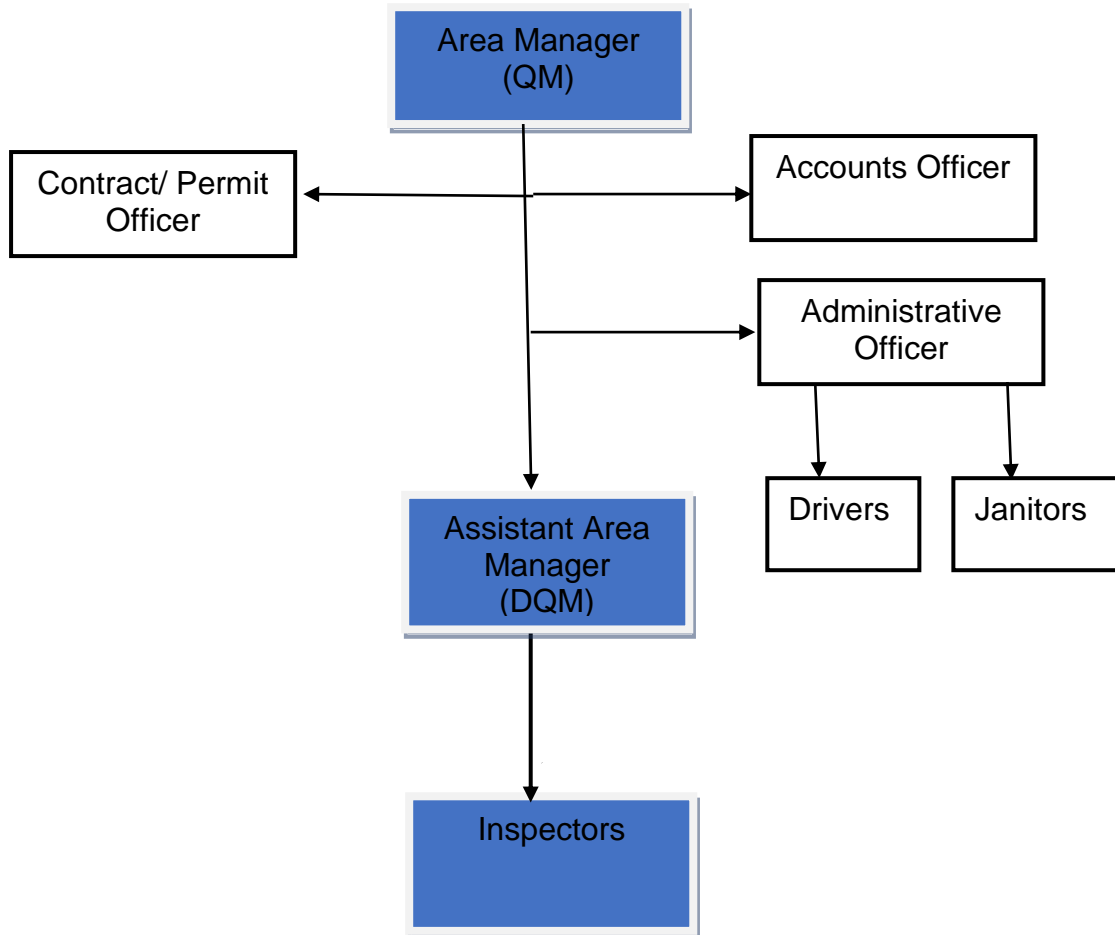
DQM (Deputy Quality Manager)

TIDD-GI-OG.03-01

Written by:	Name: Ophilious Lambog	Signature: 	Date: 16/06/2023
Reviewed by:	Name: Dr Mohammed Nurudeen Iddrisu	Signature: 	Date: 16/06/2023

APPENDIX E

ORGANOGRAM OF AREA OFFICES OF GRADING AND INSPECTION DEPARTMENT



NOTE:

QM (Quality Manager)

DQM (Deputy Quality Manager)

TIDD-GI-OG.04-01

Written by:	Name: Ophilious Lambog	Signature: 	Date: 16/06/2023
Reviewed by:	Name: Dr Mohammed Nurudeen Iddrisu	Signature: 	Date: 16/06/2023


APPENDIX F

**LIST OF SENIOR PERSONNEL OCCUPYING VARIOUS POSITIONS ON THE
ORGANOGRAM**

NO.	NAME	POSITION
HEAD OFFICE		
1.	Dr. Ben Nathan Donkor	Executive Director
2.	Dr. Mohammed Nurudeen Iddrisu	Director of Operations
3.	Joseph Henry Quansah	Business Planning Manager
4.	Gifty Quist (Mrs)	HR/Administrative Manager
5.	Juliana De-Graft Brace	Asst. HR/Administrative Manager
6.	Francis Kofi Woode	Asst. Public Relations Manager
7.	Raymond Amoah	Finance Manager
8.	Cynthia Mary Buabin (Mrs)	Deputy Finance Manager
9.	Sampson Abugri	Deputy Finance Manager
10.	Hayford Eshun	Operations Manager (Northern Sector)
11.	Eric Abbeyquaye	Operations Manager (Southern Sector)
12.	Yaw Kumih Gyabaah	Contract & Permit Manager
13.	Kodwo Obu Odum	Asst. Contract & Permit Manager
14.	Peter Edem Zornerlo	Trade & Industry Manager
15.	Alfred Dazugo	Assistant Manager, Trade & Industry
16.	Angela Adjei Darko	Assistant Manager, Trade & Industry
17.	Francis Ato Nyan	Research & Statistics Manager
18.	Bright Adu Gyamfi	Assistant Manager, Research & Statistics
19.	Anthony A. Eshun	Grading & Inspection Manager
20.	Benedicta Dokosi	Asst. Manager, Grading & Inspection
TAKORADI AREA OFFICE		
21.	Alex Gyimah Agyemang	Area Manager
22.	Alfred Abrokwah	Assistant Inspection Manager
FINAL INSPECTION OFFICE		
23.	Ophilious Lambog	Area Manager
24.	Matilda Nsiah Boatemaa	Assistant Inspection Manager
AWASO AREA OFFICE		
25.	Kwabena G. Ameyaw	Area Manager
26.	Emil Nsiah Kwarteng	Assistant Area Manager
ASANKRANGWA AREA OFFICE		
27.	Samuel K. Ackah	Area Manager
28.	Vacant	Assistant Area Manager
AKIM ODA AREA OFFICE		
29.	Kwodwo Adomako Opoku	Area Manager
30.	Vacant	Assistant Area Manager
ASSIN FOSU AREA OFFICE		
31.	Matthew Duku	Area Manager
32.	Raymond Mbiah	Assistant Area Manager
BOLGATANGA AREA OFFICE		
33.	Ernest A. Boro	Area Manager

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Reviewed by:	Name: Dr Mohammed Nurudeen Iddrisu	Signature: 	Date: 16/06/2023

34.	Nathaniel Ansong Williams	Assistant Area Manager
	JASIKAN AREA OFFICE	
35.	Benard Oppong Yawson	Area Manager
36.	Vacant	Assistant Area Manager
	KUMASI AREA OFFICE	
37.	Micheal Ofosu	Area Manager
38.	Eric Asuka Boakye	Assistant Area Manager
39.	Mary Adu Sarpong (Mrs)	Assistant Area Manager
	SUNYANI AREA OFFICE	
40.	Kofi Bonsu Abban	Area Manager
41.	Lydia Somiah	Assistant Area Manager
	TEMA AREA OFFICE	
42.	Peace Boadu Ansah	Area Manager
43.	Cecilia Yaa Adu Twumwaa	Assistant Area Manager
	TECHIMAN AREA OFFICE	
44.	Richmond Karikari	Area Manager
45.	Vacant	Assistant Area Manager
	ACCRA AREA OFFICE	
46.	Emmanuel K. Bonney	Area Manager
47.	Benjamin Onumah	Assistant Area Manager

Written by:	Name: Ophilious Lambog	Signature: 	Date: 16/06/2023
Reviewed by:	Name: Dr Mohammed Nurudeen Iddrisu	Signature: 	Date: 16/06/2023