



CER/GD/04: KENYA BUREAU OF STANDARDS – CERTIFICATION BODY

STEPS TO MANAGEMENT SYSTEMS CERTIFICATION

The Kenya Bureau of Standards Certification Body (KEBS CB) is one of the leading Certification bodies in the East and Central African Region.

The KEBS CB started its operations in August 2002 and provides audit and certification services in the following areas in East Africa:

- ISO 9001 - Quality Management Systems
- ISO 14001 - Environmental Management Systems
- HACCP- Hazard Analysis Critical Control Point
- ISO 22000 - Food Safety Management Systems
- OHSAS 18001 - Occupational Health and Safety Management Systems
- ISO 27001 - Information Security Management Systems
- ISO 20000-1 - IT Service Management certification
- KS 2573 - Hygiene Certification for food establishments and restaurants
- FSSC 22000 - Food Safety Systems certification
- ISO 39001 – Road Transport safety Management Systems
- ISO 50001 - Energy Management Systems
- ISO 13485 – Medical Devices certification
- ISO 45001- Occupational Health and Safety Management Systems
- ISO 30401- Knowledge Management Systems
- ISO 14024- Ecolabelling
- Integrated Management Systems

The CB also provides the following additional services:

- Personnel Certification compliant with ISO 17024
- Management System automation system using the KEBS-TQM software

MANAGEMENT SYSTEM CERTIFICATION STEPS

Step 1: Preliminary investigation

When a client expresses interest in certification services, the KEBS CB determines whether the client is sufficiently prepared for the audit process. The client is requested to complete the Initial questionnaire, CER/F/01. (This form may be downloaded from the KEBS website: www.kebs.org). The client may also be issued with the sample contract upon request.

If the client is found not to be ready, the KEBS CB provides feedback on the gaps identified to the client.

Step 2: Application

If the client is found to be ready, a cost quotation is done, based on the information given in CER/F/01 and sent to the client and if this is acceptable to the client, the client pays the application fees and the HOD-CB sends the client a commitment letter to undertake the certification services.

Note: Payment of application fees is an indication that the client has accepted the cost quotation and has read and understood the conditions of contract.

Step 3: Stage one audit

Certification audits are done in two stages; i.e. stage one and two.

This stage one audit is done to:

- Review the client's management system documented information against the normative document requirements.
- Evaluate the client's site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for stage 2
- Review the client's status and understanding regarding requirements of the standard, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system;
- Review the allocation of resources for stage 2 and agree the details of stage 2 with the client
- Evaluate if the client's internal audit and management reviews are being planned and performed and if they are effective
- Provide focus for the stage 2 audit and agree with the client on the details for the stage two audit
- To confirm information given in CER/F/1 and collect information regarding the scope of the audit

For the initial certification audit, part of the stage one audit may be conducted at the client's premises and a documented conclusion on the fulfilment of stage 1 objectives and readiness for stage two including identification of any areas of concern that could be classified as nonconformities during stage 2 will be send to the client.

The time period between the stage one and the stage two audit is dependent on the gaps identified during the stage one audit and is mutually agreed between the KEBS CB and the client. In any case this time period shall not be more than **six** months. If the six

months lapse before the stage 2 audit is done, another stage 1 audit must be performed. If a client's management system is found, after the stage 1 audit, not to be ready for stage two, another stage 1 audit shall be performed at the appropriate time at the cost of the client.

Step 4: Stage two audit

The stage two audit is done on site and its main objective is to evaluate the implementation well as the effectiveness of the client's management system.

The audit includes an examination of at least the following:

- (a) information and evidence about conformity to all requirements of the applicable management system standard or other normative document
- (b) performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document)
- (c) the client's management system and performance as regards legal compliance
- (d) operational control of the client's processes
- (e) internal auditing and management review processes
- (f) management responsibility for the client's policies
- (g) Links between the normative requirements, policy, performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document), any applicable legal requirements, responsibilities, competence of personnel, operations, procedures, performance data and internal audit findings and conclusions.

During this audit if non-conformities are found they shall be recorded and classified as either **major** or **minor**, and for the purpose of FSSC 22000, category '**critical**' applies.

Corrective action plans must be submitted for all nonconformities. The time for submitting of Corrective Action Plan (CAP) by the auditee/client is a maximum of 2 weeks and the auditor/CB must indicate acceptance of the plan before the client undertakes the actions therein.

For minor nonconformities the recommendation for certification can be made based on an acceptable Corrective Action Plan and the effectiveness of the corrective action shall then be evaluated at the next audit. The time for carrying out of the corrective action shall therefore be determined by the auditee/client and submitted as part of the corrective action plan.

When major nonconformities are raised, the process of certification decision making shall not begin until the corrective actions have been undertaken by the client and effectiveness thereof been evaluated and found to be effective within a maximum of sixty days.

Step 5: Certification decision

After the follow-up audit, during which time the corrective action plan from the stage two audit are confirmed to have been carried out, the audit findings and conclusions are evaluated by a peer audit and the certification officer who then makes recommendations to the certification committee. The committee makes the certification decision. Once certified, the certificate is valid for 3 years

Step 6: Surveillance

For the contract period, surveillance audits are carried at least once a calendar year except in recertification years

Step 7: Recertification

Recertification audit shall be conducted at least two months before the expiry of the certification contract.

The following information is also available on the kebs website: www.kebs.org;

- Sample contract agreement for certification
- Policy on use of certification marks
- Policy on impartiality
- Handling of enquiries, compliments, complaints and appeals
- Frequently asked questions on certification

For any more information contact

Mr. Samson Ombok
HEAD OF CERTIFICATION BODY
KENYA BUREAU OF STANDARDS
P.O. BOX 54974-00200, NAIROBI
TEL: (254 20) 6948000 or 6005550 or (254 20) 6948263
E-MAIL: certification@kebs.org or omboks@kebs.org