



KENYA BUREAU OF STANDARDS CERTIFICATION BODY

CER/POL/05:

Policy on Granting, Refusing, Maintaining, Renewing, Suspending, Restoring, Withdrawing, Expanding and Reducing of Scope of Certification

1. Introduction

This policy document describes the process of Granting, Refusing, Maintaining, Renewing, Suspending, Restoring, Withdrawing, Expanding and Reducing of scope of certification.

2. Granting

Certification is granted to organizations or persons that have demonstrated conformity to the criteria for certification. The process of Management system certification is described in CER/GD/04 while that of Personnel certification is described in CER/GD/02. Both documents are publicly available and can be accessed from the KEBS webpage www.kebs.org

3. Refusing

KEBS CB conducts a review of every application received to determine capability to undertake the conformity assessment activity applied for. Where it is determined that the CB does not have either the competence or the resources to undertake the activity, the CB declines and informs the client accordingly.

4. Maintaining

4.1 KEBS CB certification is maintained through surveillance audits, recertification audits and special audits. For personnel certification, maintenance is done through monitoring of Competence.

4.2 **Surveillance** audits are carried out at intervals specified in the certification contract. The frequency shall not be less than once in 12 months. The surveillance date on the certification contract shall not be extended by more than one month.

4.3 **Recertification** audits are carried out at least **2 months** before the expiry of the certificate to enable renewal of certification on time.

4.3.1 When recertification activities are successfully completed prior to the expiry date of the existing certification, the expiry date of the new certification shall be based on the expiry date of the existing certification. The issue date on a new certificate shall be the date of recertification decision.



- 4.3.2 If the CB has not completed the recertification audit or is unable to verify the implementation of corrections and corrective actions for any major nonconformity prior to the expiry date of the certification, then recertification shall not be recommended and the validity of the certification shall not be extended. The client shall be informed and the consequences shall be explained.
- 4.3.3 Following expiration of certification, the CB shall restore certification within 6 months provided that the outstanding recertification activities are completed, otherwise at least a stage 2 audit shall be conducted. The effective date on the certificate shall be on or after the recertification decision and the expiry date shall be based on prior certification cycle.
- 4.4 **Special audits** are carried out to respond to changes to the certified system or to investigate complaints against a certified management system. Special audits may also be undertaken in response to an application for modification of scope of a certification already granted (though this may be conducted in conjunction with a planned surveillance audit).
- 5. Renewing**
Renewing of certification is done after the recertification decision as described in clause 4.3 above. This is done after the three-year certification contract period.
- 6. Suspending**
- 6.1 KEBS CB is entitled to suspend a certificate for a specified period if the client violates their contractual or financial obligations towards the CB. Conditions that may lead to suspension of this certification include:
- i) The Client's management system's persistent or serious failure to meet certification requirements, including requirements of the effectiveness of the management system.
 - ii) Corrective actions to the management system not having been carried out or effectively implemented within the agreed time period
 - iii) The Client does not allow surveillance or re-certification audits to be carried out at the required frequencies.
 - iv) The client has misused the certificate or the certification logo. Conditions for use of Marks are publicly available in CER/POL/01 and can be accessed on www.kebs.org
 - v) The Client requests for suspension.
- 6.2 KEBS CB shall first announce a possible suspension in writing to the client. If the reasons for suspension are not eliminated within the specified time, KEBS CB shall inform again in writing about the suspension of the certificate, indicating the reasons for the suspension.
- 6.3 The suspension period shall not be more than 6 months.
- 6.4 Failure to resolve the issues that resulted in the suspension in the time determined by KEBS shall lead to notice of withdrawal of the certification or reduction in the scope of certification.



6.5 Under suspension, the client's management system certification is not valid.

7. Restoring

If the required measures for a suspended certification has been implemented and demonstrated effectively by the established deadline, the CB shall lift the suspension of the certificate in writing and the certification shall be considered restored.

8. Withdrawing

8.1 KEBS CB is entitled to terminate or withdraw the certification after giving written notice of intent if:

- i) The suspension period of the certificate has expired and the client has failed to resolve the issues that resulted in their suspension
- ii) The continued use of the certificate for promotion following the suspension of the certificate
- iii) The client fails to pay agreed fees
- iv) The client uses the certification in a such a way as to undermine the reputation of KEBS CB
- v) The client terminates the contractual relationship with the KEBS CB

8.2 If the certification period has ended and the client has not renewed the certification is automatically terminated

9. Expanding

The CB shall, in response to an application for expanding the scope of a certification already granted, undertake a review of the application and determine any audit activities necessary to decide whether or not the extension may be granted. This may be conducted in conjunction with a surveillance audit or by a special audit.

10. Reducing

10.1 KEBS CB shall reduce the Client's scope of certification to exclude the parts not meeting the requirements of certification where the Client persistently or seriously fails to meet the certification requirements for those parts of the scope of certification.

10.2 The client may also request for reduction of scope due to changes in the organization

10.3 The decision to reduce the scope may be made following a surveillance, recertification or special audit

10.4 The decision to reduce the scope shall be communicated in writing

10.5 The CB shall withdraw the certification documents for the original certification and issue new documents for the reduced scope