



Management System Certification Increasing Market Access and Global Competitiveness

What is a Management System?

A Management System can be defined as the company's structure for managing its processes and activities that transform inputs of resources into a product or service which meets the company's objectives while satisfying the customer's quality requirements, complying with regulations, meeting environmental and public health objectives.

There are a number of Management System standards that have been developed by the International Organization for Standardization (ISO), the international Standards body responsible for making international standards. Examples of Management System Standards include: Hazard Analysis and Critical Control Point (HACCP), ISO 9001:2008 Quality management System; ISO 22000:2005- Food Safety Management System; ISO 14001- Environmental management System; ISO 18001- Occupational Health and Safety Management System among others

What is Certification of a Management System

Certification is a conformity assessment procedure where by an approved third party such as UNBS visits an organization, assesses their management system and issues a certificate to show that the organization abides by the principles set out in the relevant Management System standard, so following industry best practice. Thus, the certificate demonstrates to the buyer that the supplier

complies with international standards, which increases the confidence of the buyer.

Why is it important to implement and get certified to a Management System Standard?

Businesses operating in the 21st century face many challenges among which are globalisation, profitability and competitiveness. Access to markets in a global market is now dictated by the ability to comply with international standards and industry best practices. World wide, consumers are increasingly becoming aware of their rights to expect and demand for quality and safe products. Therefore, if any business enterprise to remain competitive in a global market that is so sensitive on quality and safety of products, there is need to demonstrate that they are capable of consistently delivering products that meet customer as well as regulatory requirements. A Management System is a proven framework for managing and continually improving an organization's policies, procedures and processes thus providing confidence in the products produced. Once a management system is in place, it's important that the enterprise obtains certification by a 3rd party to demonstrate to customers, potential customers, competitors and regulatory authorities that the organization uses industry best practices.

Benefits of Management System Certification

Implementing and maintaining a Management System by an enterprise brings about a number of attributes:

- (1) Improved work performance by implementing a simple but comprehensive

set of procedures that enable consistency of work practices.

- (2) Reduction of costs, shorter cycle times through effective and efficient utilization of resources.
- (3) Increased revenue and market share obtained through customer loyalty or trust and repeat business , thus increased profits
- (4) Faster movement of goods across borders thus facilitation of trade both nationally and internationally
- (5) Flexibility and quick responses to changing market or customer needs and expectations.

The Role of UNBS in Management System Standards

Uganda National Bureau of Standards is a statutory body, under the Ministry of Tourism, Trade and Industry. It was established in June 1983 by an Act of Parliament under, The Uganda National Bureau of Standards Act No. 1 of 1983. The Act that establishes UNBS empowers it as the body charged with overall responsibility for co-ordination of matters of standardization, Quality Assurance, Metrology and Testing

In her role of promoting and improving the competitiveness of the manufacturing sector in Uganda, UNBS has adopted a number of ISO Management System Standards as Ugandan Standards and now is embarking on Certification of Management Systems for enterprises.

This scheme which is provided for under the UNBS Certification Regulations, 1995, will



include certification of the following Management Systems:

- (1) Food Safety Management Systems in accordance to US-ISO 22000:2005
- (2) Hazard Analysis Critical Control Points System (HACCP) as per US 130:1999
- (3) Quality Management Systems as per US-ISO 9001:2000 and (9001:2008)
- (4) Environmental Management Systems as per ISO 14000
- (5) Occupational Health and Safety Management System as per ISO 18001

How to obtain certification to a Management System Standard

Developing and implementing a Management System is a strategic decision taken by an organisation's top management. This implies that an organisation has strategically envisioned the benefits such a system will bring to the business.

The following are simplified steps through which an enterprise can obtain certification to a Management System Standard.

- 1) Identify the Management System Standard relevant to your operations. This could be ISO 9001, ISO 22000 or ISO 14001 as appropriate
- 2) Obtain training for the technical personnel in the requirements of the standard and its implementation. This can be done through identifying the training schedule on the UNBS training calendar. Enterprises can also contact UNBS to offer tailor-made in-house training on any chosen standard.

- 3) After obtaining the training, the enterprise is required to develop the required documentation (quality manual)
- 4) Ensure everyone in the organisation is sensitized about the standard
- 5) Implement the requirements of the standard and perform internal audits to assess your adequacy for certification
- 6) Request for certification audit and registration from UNBS

Why seek certification from UNBS

Implementing and maintaining a Management System calls for commitment of resources by enterprises. Certification by enterprises by use of international external certification bodies involves flying in international consultants thus making certification costly to the enterprise.

One of government's key strategic roles is the support of the Small, Medium and Micro-enterprises (SMME), who are often faced with financial constraints. The high costs associated with international consultants consequently deny SMMEs the benefits of Management System Certification.

With a number of enterprises now seeking to maintain a competitive edge in a global market, the UNBS Management System Certification scheme will offer a three-fold advantage to the Ugandan industry:

- (1) Locally available Certification services offered at competitive rates thus making certification cheaper for both the large enterprises and SMMEs.
- (2) Working in partnership with the industry to help them bring out the

best of their potential. This will be achieved through tailor-made training sessions that will guide the enterprises in understanding, developing and implementing relevant Management Systems.

- (3) Service continuity: Close proximity of an enterprise to the Certification Body will ensure constant surveillance of the performance of the implemented Management Systems. Constant surveillance will ensure continuous improvement of the implemented systems, thus improved value.

For more information on Management System Certification, please contact the Systems Certification Officer: Mr. Arinaitwe Gilbert, Mobile telephone: 0414-534357; 0773132339/0713132339.

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