

	UGANDA NATIONAL BUREAU OF STANDARDS	Document No: CERT/PC/ID01	
	CERTIFICATION SCHEME	Effective Date: 2/08/2021	
Document Title:	INFORMATION ON PRODUCT CERTIFICATION PROCESS	Issue No: 04	Rev. 01

PROCESS STEP	TIME TAKEN TO COMPLETE STEP	REMARK
1. Application Apply online by opening a user account on cims.unbs.go.ug or via the www.unbs.go.ug	At discretion of applicant	Clients no longer need to physically visit the UNBS offices. They can be supported by email on certification@unbs.go.ug
2. Application Review The information submitted to UNBS is reviewed for completeness and adequacy.	Within 3 days after submission of application	Any concerns with the application are resolved before proceeding
3. Payment The company is billed for certification and testing fees and <i>Payment of Product Certification Fees Notice</i> generated and sent through the e-system.	Within 1 week of submission of application	Client given up to 21 days to make payment. Delayed payment implies delayed scheduling of audit.
4. Audit Auditors from UNBS visit the factory of the applicant for the on-site evaluation	Scheduled within 1 month after verification of payment of fees	Delays can be occasioned by delayed resolution of any issues raised with the application, delayed payment or voluntary requests for audit extension.
5. Product Evaluation Auditors obtain samples from the factory during the audit and submit to the laboratory for testing.	Depends on laboratory turnaround time	Product testing may be done at UNBS or any UNBS recognised laboratory
6. Closure of Non-conformances Where issues are raised during the audit or where product failures have been identified, the company is given time to close out the identified non-conformances.	30 days given to client within which to resolved non-conformances.	Non-conformances can be cleared earlier than the 30 days to ensure the certification process is not delayed. Delays can be occasioned by failure to satisfactorily close out non-conformances raised and delays in testing of the product.
7. Review If the company has fulfilled the requirements of the relevant standards, the company file is forwarded to the Certification Review Committee (CRC). If satisfied, the CRC recommends consideration of grant of permit to the Executive Director.	5 days after the audit, if no non-conformances or 5 days from the date of submission of corrective actions	Any areas of concern raised by the CRC are forwarded to the client for appropriate handling. Upon deferral of certification, client has a maximum of 3 months to resolve.
8. Certification Decision/Approval Executive Director approves grant of permit to use the Distinctive Mark on products of the applicant manufactured in the specified location. - <i>Electronic permit</i> is issued valid for 1 year.	Permit issued within 48 hours of certification decision.	During the validity of permit, UNBS conducts surveillance audits and/or market sampling to ensure continued compliance to standard requirements. Apply for renewal 3 months before permit expiry.