
	UGANDA NATIONAL BUREAU OF STANDARDS	Document No: CERT/SC/ID01	
	CERTIFICATION SCHEME	Effective Date: 2/01/2019	
Document Title: GUIDELINES FOR MANAGEMENT SYSTEM CERTIFICATION APPLICANTS		Issue No: 03	Rev. 1

PROCESS STEP	TIME TAKEN TO COMPLETE STEP	REMARK
<p>1. Enquiry</p> <ul style="list-style-type: none"> • Make an enquiry about UNBS Systems Certification at the UNBS offices (by email, or physically). • Details of the organization's scope, location, system sought and level of implementation are obtained from the you by filling in the UNBS pre-application questionnaire (CERT/SC-F26) • A proposal letter indicating requisite fees is issued to you. • Once you are comfortable with the proposed certification costs, then proceed to fill in application forms and make payment of application and audit fees. • Application forms (CERT/SC-F03) may also be obtained directly from the UNBS website 	<p><i>Proposal letter -Same day service (within 48hrs from receipt)</i></p> <p><i>Application form- Same day service (1 day)</i></p> <p>Payment depends on company responsiveness</p>	<p>Application Forms are available on UNBS Website www.unbs.go.ug</p> <p>Delayed payment implies delayed scheduling of audit</p> <p>Client can generate their own Payment Registration Form (PRN) on the URA platform</p>
<p>2. Application</p> <ul style="list-style-type: none"> • Submit the filled application form and attach the necessary documents together with proof of payment for the service. 	<p><i>At the discretion of the client</i></p>	
<p>3. Application Review</p> <ul style="list-style-type: none"> • The information submitted to UNBS is evaluated for completeness and adequacy. • Get to hear from your allocated Client Case Officer in regards to adequacy of the application. • The Client Case Officer will be your contact person regarding your file. 	<p>Within 48hrs after submission</p>	<p>Any concerns with the application are resolved before proceeding</p>
<p>4. Stage 1 Audit</p> <ul style="list-style-type: none"> • An audit team is assigned to assess the submitted documents for adequacy as per the requirements of the respective standard for which certification is sought and determine preparedness for stage 2 audit. • Part of stage 1 audit may be conducted at your site and a stage 1 audit report will be shared with you. • Where issues have been raised in the stage 1 audit report that indicate potential failure of the system, you are given time to close out the issues. 	<p>Stage 1 audit as indicated on the proposal letter.</p> <p>Response to issues raised –expected in 14 working days</p>	<p>Audit time may vary depending on type of system, its scope and complexity of operations and of processes.</p> <p>Delays can be occasioned by the company not giving feedback to the Stage 1 audit within the expected time.</p>
<p>5. Stage 2 Audit (On-site Audit)</p> <ul style="list-style-type: none"> • The audit team shares with you the audit plan within 5 working days prior to the audit, and then visits your premises for an on-site evaluation of the processes detailed in the audit program. • A stage 2 audit report is shared with you within 7 working days from the audit closing meeting. 	<p>As indicated in the proposal letter.</p>	<p>Audit time may vary depending on number of products/services, size of operations, and complexity of processes.</p> <p>Delays can be occasioned by the company not being ready by the communicated audit date or failure to resolve issues raised with the application</p>

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6. Closure of Non-conformities <ul style="list-style-type: none"> Where non conformities are raised during the audit, you are given time to close out the identified non-conformances 	Maximum 6 months from the time of closing audit meeting.	Within 21 working days from the audit, the client should submit a corrective action report to the audit team for adequacy assessment.
7. Review (Certification Review Committee) If the company has fulfilled the requirements of the relevant standards, the company file is forwarded to the an independent Certification Review Committee for consideration of grant of permit	10 working days after the audit, if no non-conformances or 10 working days from the date of submission of satisfactory corrective actions	
8. Resolving Issues Raised by Review Committee <ul style="list-style-type: none"> Any areas of concern raised by the Review Committee are addressed by the Certification department to you in writing. 	Within 48hrs from the receipt of review committee recommendation.	Delays can be due to failure by client to address raised areas of concern
9. Certification Decision <ul style="list-style-type: none"> Upon recommendation by the Certification Review Committee, the Executive Director of UNBS makes the final decision to grant certification. Payment notification for certification fees is sent to you and permit issued upon receipt of proof of payment of requisite certification fees. The certification is issued for a validity period of 3 years from the date of decision making. 	Within 3-5 working days from receipt of payment.	Delays to obtain permit could be due to failure to pay applicable fees by the client.