




PROCESS STEP	TIME TAKEN TO COMPLETE STEP	REMARK
<p><b>1. Enquiry</b></p> <ul style="list-style-type: none"> <li>Client makes an enquiry about UNBS Systems Certification at the UNBS offices about the scheme</li> <li>Details of the organization's scope, location, system sought and level of implementation are obtained from the client</li> <li>A proposal letter indicating requisite fees and application forms are issued to the client.</li> <li>Application forms may also be obtained directly from the UNBS website</li> </ul>	<p><i>Proposal letter -Same day service (1 day)</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 <a href="http://www.unbs.go.ug">www.unbs.go.ug</a></p> <p>Delayed payment implies delayed scheduling of audit</p> <p>Client can generate their own assessment on the URA platform</p>
<p><b>2. Application</b></p> <ul style="list-style-type: none"> <li>The client fills in the necessary information required by the application form, attaches the necessary documents and submits the complete application together with proof of payment for the service.</li> </ul>	<p><i>At the discretion of the client</i></p>	
<p><b>3. Application Review</b></p> <ul style="list-style-type: none"> <li>The information submitted to UNBS is evaluated for completeness and adequacy.</li> <li>The client is informed of any concerns with the application</li> </ul>	<p>Within 2 days after submission</p>	<p>Any concerns with the application are resolved before proceeding</p>
<p><b>4. Stage 1 Audit (Document Review)</b></p> <ul style="list-style-type: none"> <li>An Auditor is assigned to assess the submitted documents for adequacy as per the requirements of the respective standard for which certification is sought.</li> <li>The stage 1 report is sent to the client prior to the Stage 2 audit (On-site audit)</li> <li>Where issues have been raised in the stage 1 report that indicate potential failure of the system, the client is given time to address these.</li> </ul>	<p>Stage 1 audit – 3 days</p> <p>Response to issues raised –expected in 14 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><b>5. Stage 2 Audit (On-site Audit)</b></p> <ul style="list-style-type: none"> <li>Auditors from UNBS visit the client premises for an on-site verification of the processes detailed in the availed documentation with respect to the standard for which certification is sought.</li> </ul>	<p>2 – 4 days for the on-site audit depending on the complexity and size of the operations</p> <p>Scheduled 1 month after application</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>
<p><b>6. Closure of Non-conformities</b></p> <ul style="list-style-type: none"> <li>Where issues are raised during the audit identified, the company is given time to close out the identified non-conformances</li> </ul>	<p>45 days (maximum period allocated to client)</p>	<p>Dependent on company's response to non-conformances raised. The identified non-conformities can be closed out by the client earlier than the stipulated 45 days to ensure certification process is not delayed</p>

	<b>UGANDA NATIONAL BUREAU OF STANDARDS</b>	Document No: <b>CERT/SC/ID01</b>	
	<b>CERTIFICATION SCHEME</b>	Effective Date: 1/07/2015	
Document Title: <b>GUIDELINES FOR MANAGEMENT SYSTEM CERTIFICATION APPLICANTS</b>		Issue No: 01	Rev. 00

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<p><b>7. Review (Certification Decision)</b></p> <ul style="list-style-type: none"> <li>If the company has fulfilled the requirements of the relevant standards, the company file is forwarded to the Certification Review Committee for consideration of grant of permit</li> </ul>	<p>10 days after the audit, if no non-conformances or 10 days from the date of submission of satisfactory corrective actions</p>	<p>Delays can be occasioned by failure to satisfactorily close out non-conformances raised; availing requisite work plans for addressing areas that require long term commitment; and delays in testing of the product or calibration of equipment (where it is applicable)</p>
<p><b>8. Resolving Issues Raised by Review Committee</b></p> <ul style="list-style-type: none"> <li>Any areas of concern raised by the Review Committee are addressed by the Certification department to the client in writing</li> </ul>	<p>2 days from receipt of area of concern</p>	<p>Delays can be due to failure by client to address raised areas of concern</p>
<p><b>9. Certification Decision</b></p> <ul style="list-style-type: none"> <li>If satisfied, the Certification Review Committee recommends to the Executive Director to approve grant of permit for the Client's System.</li> <li>Company issued with grant letter with details of permit(s) and surveillance audits.</li> <li>Applicant is issued permit valid for 1 year for HACCP and GMP Certification; and 3 years for ISO Management Systems Certification. This is on condition that all applicable fees have been paid up in full.</li> </ul>	<p><i>Grant letter - 1 day</i> <i>Permit – 3 days</i></p>	<p>Delays to obtain permit could be due to failure to pay applicable fees by applicant; otherwise permit will be ready within 3 days of review committee recommendation</p>