

	UGANDA NATIONAL BUREAU OF STANDARDS	Document No: CERT/PC/ID01	
	CERTIFICATION SCHEME	Effective Date: 2/01/2019	
Document Title:	INFORMATION ON PRODUCT CERTIFICATION PROCESS	Issue No: 04	Rev. 00

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 evaluated for completeness and adequacy and the client is informed of any concerns with the application (if any)	Within 3 days after submission	Any concerns with the application are resolved before proceeding
3. Payment The company is billed for the services and an Audit fees payment notice generated and sent through the e-system.	Within 1 week of submission	Client given up to 14 days to make payment. Delayed payment implies delayed scheduling of audit.
4. Audit/Evaluation Auditors from UNBS visit the factory of the applicant for the on-site evaluation	1 day for on-site audit Scheduled in month that follows the month of application submission	Delays can be occasioned by the company failure to resolve issues raised with the application or delayed payment.
5. Product Evaluation The auditors obtain samples from the factory at the time of the audit and submit to laboratory for testing.	Depends on testing 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 (period allocated to client).	The non-conformances can be cleared earlier than the stipulated 30 days to ensure the certification process is not delayed
7. Review If the company has fulfilled the requirements of the relevant standards, the company file is forwarded to the Certification Review Committee (CRC) for consideration of grant of permit.	5 days after the audit, if no non-conformances or 5 days from the date of submission of satisfactory corrective actions	Delays can be occasioned by failure to satisfactorily close out non-conformances raised and delays in testing of the product. Any areas of concern raised by the CRC are forwarded to the client for appropriate handling.
8. Certification Decision/Approval - If satisfied, the CRC recommends to the Executive Director to approve grant of permit to use the Distinctive Mark on products of the applicant. - Applicant is issued e-permit valid for 1 year upon payment of applicable certification fees.	<i>Certification fees payment notice</i> - 1 day after decision. <i>Permit</i> – within 24hours after payment of fees.	Delays to obtain e-permit could be due to failure to pay applicable fees by applicant.