



**Kenya Bureau of
Standards**
Standards for Quality life



FREQUENTLY ASKED QUESTIONS

Reviewed January 2024



FAQ

2023/2024

Overview of the Organization

The Kenya Bureau of Standards (KEBS) is a statutory body established under the Standards Act (Cap 496) of the Laws of Kenya. KEBS commenced its operations in July 1974.

This Frequently Asked Questions (FAQs) is a commitment by KEBS to improve service delivery to customers and other stakeholders. It also serves to enhance public awareness on the role of KEBS.

Our Mandate

- i. To promote standardization in industry and commerce;
- ii. To make arrangements or provide facilities for the testing and calibration of precision instruments, gauges and scientific apparatus, for the determination of their degree of accuracy by comparison with standards approved by the Minister on the recommendation of the Council, and for the issue of certificates in regard thereto;
- iii. To make arrangements or provide facilities for the examination and testing of commodities and any material or substance from or with which and the manner in which they may be manufactured, produced, processed or treated;
- iv. To control, in accordance with the provisions of this Act, the use of standardization marks and distinctive mark;
- v. To prepare, frame, modify or amend specifications and codes of practice;
- vi. To encourage or undertake educational work in connexion with standardization;
- vii. To assist the Government or any local authority or other public body or any other person in the preparation and framing of any specifications or codes of practice;
- viii. To provide for co-operation with the Government or the representatives of any industry or with any local authority or other public body or any other person, with a view to securing the adoption and practical application of standards;
- ix. To provide for the testing at the request of the Minister, and on behalf of the Government, of locally manufactured and imported commodities with a view to determining whether such commodities comply with the provisions of this Act or any other law dealing with standards of quality or description.

Our Motto

Standards for quality life.



Our Vision

To be a global leader in Standards-based solutions for trade and sustainable development.



Our Mission

To provide Standardization, Metrology and Conformity Assessment Services that safeguard consumers and facilitate trade and sustainable development.



Our Core Values

KEBS Corporate culture is based on the following core values: **Customer Focus, Integrity, Team Spirit, Professionalism, Sustainability, Patriotism.**

STANDARDS



1. What is a Standard?

A Standard is a document, established by consensus and approved by a recognized body, that provides for common and repeated use, rules, guidelines or characteristics for activities or their results aimed at the achievement of the optimum degree of order in a given context.

It is a technical document developed through consensus detailing the requirements necessary to ensure that a material, product, service, or procedure is fit for its intended purpose.

Standards serve as a guide for production of goods and provision of services, and are a basis for trade transactions.

2. Who initiates Standards development?

Standards development are initiated by stakeholders: consumers, academia/ research institutions, manufacturers/industry, professional bodies, Government agencies, renown expert's relevant associations and any interested party.

3. Who is affected by Standards?

Standards affect everybody including but not limited to; manufacturers, importers, exporters, consumers, regulators and all interested publics.

4. What is the difference between a Standard, regulation and technical regulation?

Standard

This is a document, established by consensus and approved by a recognized body, that

provides for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context.

NOTE: *Standards should be based on the consolidated results of science, technology and experience, and aimed at the promotion of optimum community benefits.*

Regulation

Document providing binding legislative rules, that is adopted by an authority.

Technical Regulation

Provides technical requirements, either directly or by referring to or incorporating the content of a standard, technical specification or code of practice.

NOTE: *A technical regulation may be supplemented by technical guidance that outlines some means of compliance with the requirements of the regulation.*

5. How can I access Standards?

Standards are available at the Standards Information Centre (SIC) based at KEBS Headquarters and at all regional offices at a fee. The SIC is open to all members of the public. You may also purchase a standard online through KEBS Webstore link: (<http://webstore.kebs.org>)

6. How can one know which Standards have been developed?

There is a catalogue of developed Standards which is available online on (<http://onlinecatalogue.kebs.org>)

7. How can I request for the development of a new Standard or review of an existing Standard?

Requests for the development/revision of a Standard can be made through the link: https://www.kebs.org/index.php?option=com_chronoforms6&view=form&Itemid=251

8. What is the advantage of the Standard?

The advantages include:

- i. Enhancement of quality and reliability
- ii. Safety and environmental protection measures
- iii. Minimization of wastage
- iv. Reduction of costs
- v. Reduction of unnecessary varieties
- vi. Promotion of interchangeability
- vii. Increased productivity in the industry
- viii. Transparency in production information
- ix. Suitability of products for vulnerable population
- x. Consumer protection
- xi. Choice and fair competition

STANDARDS INFORMATION CENTRE (SIC)

1. What is the role of the Standards Information Centre?

The Standards Information Centre (SIC) was established on the basis of the International Organization for Standardization Information Network (ISONET) and is designed to promote dissemination and the flow of information on standards and related documents.

2. What information/services can I access at the SIC?

You can access the following information/services:

i. Distribution/circulation of:

- a. Kenya standards,
- b. Standards from various national, regional, and international standards bodies,
- c. Technical books, and
- d. Complete set of the Laws of Kenya.

ii. Online Catalogue

Which Kenya Standards have been developed so far?

You can be able to see a list of all Kenya standards developed so far by searching in the Kenya standards online catalogue – <http://onlinecatalogue.kebs.org>. You can search by product, Kenya Standard (KS) number, Technical Committee (TC) name in addition to free-text searching.

iii. Sale of Kenya Standards

What format are Kenya Standards available in?

The Kenya standards are available in both Printed format and Electronic (PDF) format.

Where can I get Kenya Standards?

Kenya Standards are available at the following areas:

- Standards Information Centre at the KEBS Headquarters.
- KEBS Regional offices located in Mombasa, Kisumu, Nakuru, Eldoret, Nyeri and Garissa.

How can I buy a Kenya Standard?

You can buy through:

- The KEBS web store <https://webstore.kebs.org>
- Visit our offices in person
- Email – by sending your request after payment and the electronic copy will be mailed to you.

What are the legal infringements?

The standards are protected by copyright and are available on single-user license.

Copying/reproduction/redistribution and internet/Network/intranet sharing is prohibited.

STANDARDS LEVY

1. What is the Standards Levy?

Standards Levy is an amount payable by manufacturers to Kenya Bureau of Standards (KEBS) at the rate of 0.2% of the turnover in respect of manufacture during each month excluding VAT and discounts if any. The amount is subject to a minimum of Ksh 1000 per month and a maximum of Ksh 400,000 per annum.

2. When did the Standards levy order commence?

The Standards levy order commenced on 1st July 1990 vide legal notice number 267 of 22/6/1990

3. Who should pay Standards levy?

All manufacturers. All manufacturers are required to notify The Managing Director KEBS

by filing the Standards Levy notification form (SL1) available on the KEBS website.

4. Who is a manufacturer?

A manufacturer is defined as any person, or persons who **produce, process, test, install, treat, operate** and **use** (reference Standards Act Cap 496 sect 2)

5. What if a manufacturer fails to notify The Managing Director KEBS of intention to manufacture and does not fill SL1 form?

Failure to notify the The Managing Director as aforesaid shall not affect the obligation of a manufacturer to pay the levy in terms of the Order.

6. How is the Standards Levy paid?

Standards Levy is paid through the KRA I-tax portal

7. When is Standards levy payment due?

Standards levy payment is due on or before 20th day of the succeeding month for which the levy is being paid.

8. What happens if Standards levy is not paid within the prescribed period?

A penalty at the rate of 5% per month shall be imposed for each month that the amount remains unpaid. Reference (Standards Act Section 10B).

9. When should Standards levy payment begin?

Payment of Standards levy is due in the succeeding month of the first month of sales with respect to manufacturing.

10. What offence is committed by a manufacturer who fails to pay the Standards levy?

Any person or persons who fails to remit the Standards levy due as required shall be guilty of an offence. Non-payment of any sum due shall be deemed as a civil debt recoverable at source by The Managing Director or any persons authorized by him.

11. Who is exempted from paying Standards levy?

Any manufacturer whose annual turnover shall not exceed KES 200,000 is exempted from paying Standards levy.

12. How does one know if their activities are considered manufacturing?

You may visit the KEBS website and review the activities listed as the classes of industry which are considered manufacturing.

PRE-VERIFICATION OF CONFORMITY (PVoC)

1. What is PVoC Program?

PVOC stands for **Pre-export Verification of Conformity** to Standards. PVOC Program is a conformity assessment program applied to products at the respective exporting countries, to ensure their compliance with the applicable Standards and Regulations.

2. What are the Objectives of the program?

- a. To ensure quality of products, health and safety, and environmental protection for consumers.
- b. To facilitate trade by ensuring that compliant goods are given expedited clearance at the port of entry.
- c. To safeguard the country from unfair trade practices and dumping of substandard

goods by ensuring that imported products comply with the same requirements to which locally manufactured goods are subjected.

- d. To safeguard the country's national security.
- e. To prevent deceptive trade practices.

3. Are products bearing other certification marks exempted from the new regulations?

These are not new regulations, PVoC program has been in operation since July 2005 and all products apart from those exempted in the schedule of the legal notice 78 and covered under the program.

4. Who inspects goods from the country of origin?

Inspection of goods at the country of origin/ supply is done by agents contracted by KEBS. Information on the agents contracted and the countries of responsibilities can be accessed on the PVOC manual published in the KEBS website: www.kebs.org.

5. Are personal effects covered under PVOC program?

No. Personal effects for returning residents are exempted subject to approval by Kenya Revenue Authority (KRA).

6. How often can the Certificate of Conformity (COC) be used?

COC are consignment based and are specific for a particular consignment.

7. Can KEBS accept a test report/certificate issued by the manufacturer of the same goods provided that they have an ISO 17025 accredited laboratory?

Test reports issued by the manufacturer's laboratory can be accepted for the purpose of issuing a COC provided the laboratory is accredited to ISO 17025. Such goods still require Certificate of Conformity (COC).

8. Are raw materials covered under PVOC program?

Raw materials imported by registered manufacturers with KEBS and whose end products are certified to the local Standardization Mark of quality in Kenya are exempted from the requirements of PVOC program. Manufacturers are required to apply for the exemption of their raw materials, machinery and parts thereof using an application form available in the KEBS website: www.kebs.org



9. What is the role of KEBS in the inspection of Medical devices?

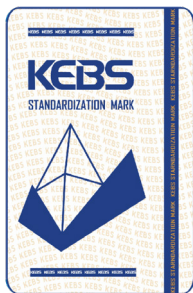
KEBS inspect medical devices to ensure compliance to the applicable standards. They are also required to obtain a permit from the Pharmacy and Poisons Board.

10. What happens to consignments that are accompanied by ministerial waivers / exemption?

These consignments are subject to destination inspection by KEBS.



STANDARDIZATION MARK (S-MARK)



1. What is the Standardization Mark?

The Standardization Mark is a product certification mark issued by KEBS under the Standards Act for products made in Kenya that demonstrate conformity to the relevant Standards or approved specifications. It is valid for 2 years and is renewable. It is also referred to as **S-Mark** or **SM**.

2. Who issues the Standardization Mark?

The Kenya Bureau of Standards issues the Standardization Mark on behalf of the Government of Kenya.

3. Who should apply for the Standardization Mark?

Manufacturers operating in the Republic of Kenya.

4. What is the acquisition procedure?

- a. Application using STA/1 form & STA/10 (initial questionnaire).
- b. Payment of the applicable fees
- c. Factory inspection to check compliance with the minimum requirements set in the relevant standards or code of practice.
- d. Developing and execution of a scheme of supervision and control.

- e. Testing of a sample of the product against the applicable Standard.
- f. Evaluation and award by the Products Standardization Committee (PSC).

5. What is the applicable fee for the S-Mark?

Fees for the mark (for 2 years and exclusive of VAT)

Large Firms

- a. Manufacturers with a turnover of over Kshs.500, 000 per annum or a group operating under a central point e.g. NGOs whose quality control activities can be traced to the central body to pay per applicant or group.
- b. Kshs. 40,000 for the firm plus Kshs. 15,000 per product/ brand/site (add VAT).

Medium Enterprises

- a. Turnover of between Kshs.200, 000 and Kshs.500,000 per annum

- b. Kshs. 20,000 for three products and Kshs. 10,000 for any extra product (add VAT)

Jua kali and small Enterprises

- a. Turnover of up to Kshs. 200,000
- b. Kshs. 10,000 for three products and Kshs. 10,000 for any extra product (add VAT).

NOTE: All the payment for Standardization Mark application shall be made at the time of application.

6. How long does it take upon application to be granted a Standardization Mark?

The actual duration depends on the manufacturer's readiness and effectiveness of quality control measures in place. A manufacturer can acquire the Standardization Mark within 8 weeks from submission of the application form to KEBS provided all requirements in No. 4 above are complied with. Further, the KEBS service charter stipulates timelines at every step.

FOOD FORTIFICATION MARK



1. What is the Food Fortification mark/logo?

It is a mandatory scheme that allows manufacturers to apply for a fortification logo for Wheat flour & Maize Flour (Zn, Fe or Vitamin A) and Edible Oil (Vitamin A), administered by KEBS on behalf of Ministry of Health

Any manufacturer applying for Fortification logo must have acquired the S-Mark or D-Mark in accordance with KEBS procedures.

The fees payable for acquiring Food Fortification Mark is Kshs. 20,000 (add VAT) per product per brand.

DIAMOND MARK (D-MARK)



1. What is the Diamond Mark?

The Diamond Mark is a voluntary Mark of excellence that covers both locally manufactured and imported products. It is issued by KEBS on behalf of the Kenya Government. It is valid for 4 years. It is also referred to as the D Mark.

2. Who should apply for the Diamond Mark?

Any manufacturer who meets set criteria for Diamond Mark.

3. What is the acquisition procedure?

- a. Application using the Standardization Mark Permit Application Form (STA/1) and Factory Assessment Form (STA/3) form.
- b. Payment of applicable fees.
- c. Compliance to requirement of relevant standards.
- d. Assessment and award by the Permit Approval Committee (PAC).

4. How long does it take to get the Diamond Mark?

The period depends on state of readiness. Many enterprises take around nine months from the date of application.

5. What is the fee for the Diamond Mark? **Kenyan companies**

Kshs. 220,000 (add vat) per site/ product/brand for 4 years.

Foreign companies

USD 4,000 per product/brand per year. i.e. USD 16,000 for the 4 years

The applicant is also required to meet assessors' subsistence allowance as stipulated by the government's Salaries and Remuneration Commission and also the return air fare (Economy class) as applicable.

The applicant is also required to facilitate travel arrangement and local running at destination country

6. What benefits does the Standardization Mark and Diamond Mark bring to my business?

- a. the product is assured of market access within the East African Community (EAC) member countries due to mutual recognition of the marks issued by the respective National Standards Bodies in the region.
- b. the product enjoys consumer confidence.
- c. the product quality is underpinned by the national quality system

METROLOGY



1. What is Metrology?

Metrology is the science of measurement and its application

KEBS is the custodian of the National Reference Standards of Measurement in Kenya.

2. What services are offered by Metrology?

Services offered in Metrology include:

- a. Realization and maintenance of units of measurements
- b. Calibration and
- c. Training on measurement

3. What is Calibration?

This is the act of checking and/or adjusting the accuracy of a measuring instrument by comparing it with a Standard instrument of higher accuracy which has traceability to the international system of units (SI).

4. What equipment can be calibrated?

Equipment used in industries, research, educational institutions, aviation and the health sector etc.

Examples of equipment are:

Weighing scales/ balances, incubators, clinical thermometers, temperature controllers, blood pressure machines, flow meters, tanks, ovens, cold rooms, pressure gauges, noise level meters, pH meters, spectrophotometers, light meters, acoustic/ultrasonic devices, x-ray machines, large storage tanks etc.

Material testing machines, Hardness testing machines, torques wrenches, load cells, torque meters, Vernier calipers, micrometers, GO and NO GO gauges, dipping tapes, tachometers, stop watches, oscilloscopes, generators, density meter, viscometers and hydrometers etc.

5. What Metrology laboratories are available?

a) Mechanical Metrology laboratories

- Density and viscosity laboratory
- Force, torque and hardness laboratory
- Length and industrial measurement laboratory
- Mass and balance calibration laboratory
- Pressure and vacuum laboratory
- Temperature laboratory
- Volume and flow laboratory

b) Electrical Metrology laboratories

- Photometry laboratory
- Acoustics and Vibration laboratory
- Dosimetry laboratory
- AC/DC laboratory
- Time and Frequency laboratory
- Energy and Transformer laboratory

- Medical equipment calibration laboratory

c) Support units

- Instrumentation workshop
- Mechanical workshop

6. Who needs Metrology services in Kenya?

- a. Service industries
- b. Construction industries
- c. Hospitals
- d. Research, Universities and technical and vocational training institutes
- e. Manufacturers and Producers, amongst others
- f. Oil industries
- g. Accredited laboratories
- h. Aviation Industries
- i. Steel production Industries
- j. Sports
- k. Regulators



- l. Mining Industries
- m. Shipping Industries
- n. Transport Industries
- o. Farmers
- p. Small and Medium Enterprises (SMEs)
- q. Automobile Industries
- r. Military
- s. Railway



TESTING



1. Functions of Testing Services

- a. The primary function of the Testing Services Department is to provide tests or measurements in areas of Chemistry, Engineering, Polymer and Microbiology for Conformity Assessment.
- b. It provides testing services to a wide range of clientele that include, but are not limited to: manufacturers, importers, exporters, non-governmental organizations, government departments, research institutions, merchants and KEBS quality inspectors who implement Kenya Standards.

2. What Testing Services are provided?

The laboratories test both locally manufactured and imported goods for compliance with Kenyan standards, regional standards, international

standards and/or customer supplied standards/requirements.

3. What products can be tested?

- a. Food and agricultural products.
- b. Electrical and mechanical engineering products.
- c. Building and construction materials.
- d. Farming implements.
- e. Utensils.
- f. Textile products — fibers, yarn, fabrics, Leather etc.
- g. Petroleum, soaps, spirits, cosmetics, plastics, paints, paper, rubber and writing material just to name a few.
- h. Water and effluents.
- i. Healthcare products.
- j. Emissions and gases.



4. How much does it cost to test my product?

Testing charges are dependent on:

- i. Product
- ii. Number of tests.

5. Which testing laboratories are available at KEBS?

- a. Food and agriculture laboratory.
- b. Organic chemistry and petroleum laboratory.
- c. Inorganic chemistry laboratory.
- d. Electrical engineering laboratory.
- e. Civil engineering laboratory.
- f. Mechanical engineering laboratory.
- g. Microbiology laboratory.
- h. Textile engineering laboratory.
- i. Polymer laboratory.
- j. Molecular biology/or GMO testing laboratory.
- k. Gas laboratory.

A detailed scope of testing for each product can be availed on request.

6. How long does it take to test my product?

The time taken to test your product is determined by:

- a. Sample type.
- b. Number of tests per sample.
- c. Specific test per approved sample.
- d. Method of analysis.

Test results are released within 1-14 working days. Exceptions to this will be dictated by the test procedure, product type and existing workload.

Any deviation from the set timelines will be communicated.

7. Are KEBS test reports recognized worldwide?

KEBS laboratories are ISO 17025: 2017 accredited by the South African National Accreditation System (SANAS) and accredited tests results are recognized globally. This means that our results are internationally recognized.



8. Why should I get my products tested?

- a. To ensure safety to the consumer,
- b. To make sure that the manufactured products adhere to good manufacturing practices,
- c. To ensure that the product quality complies with requirements of the relevant standard, and
- d. To protect the environment.
- e. Valuation of goods for taxation
- f. To develop specifications and standards for new products
- g. For research purposes
- h. For value assignments
- i. Production process improvement.

MARKET SURVEILLANCE



This is a Directorate within Kenya Bureau of Standards that is responsible for monitoring and evaluation of the quality and compliance of locally manufactured and imported products in the country to ensure that the products comply with approved Kenya, Regional and International Standards; and taking appropriate enforcement actions as mandated under the Standards Act Cap 496, Laws of Kenya.

This is to facilitate local, regional and international trade and ease of doing business while safeguarding consumer health and safety, protection of environment and entrenchment of a culture of quality for the realization of Kenya's Vision 2030, African Union Agenda 2063 and United Nations Sustainable Development Goals.

This responsibility is carried out primarily in the Market at the points of sale through routine and targeted Market Surveillance; and consumer products related complaints investigation.

1. What is the role of Market Surveillance?

- a. Monitoring the compliance to Standards of products sold in the Market
- b. Conduct investigations on consumer products related complaints
- c. Participate in Multi Agency activities targeting goods placed in the market
- d. Enforcement of mandatory Standards (e.g. through seizures, prosecution and any other related sanctions)
- e. Creation and promotion of awareness on Standardization issues to the public and stakeholders

2. What are the Objectives of Market Surveillance?

The broad objectives of the Directorate are to:

- a. Protect Consumers against unsafe, substandard, and counterfeit goods through scheduled market surveillance activities and resolution of consumer complaints.
- b. Facilitate fair trading practices by enforcing applicable regulatory requirements.
- c. Promote consumer and business operator's awareness regarding product quality and safety as well as their responsibility, through consultations, workshops and public notices.

NATIONAL QUALITY INSTITUTE (NQI)



1. What is NQI?

NQI is a department within KEBS which is charged with the responsibility of entrenching a culture of quality within Kenya through practical application of standards, training and process improvement.

2. What is the role of NQI?

The National Quality Institute offers various services, including training on ISO management systems standards and quality improvement, training for SMEs on practical application of standards in the industry, membership registration for recognition of quality practitioners, undertaking surveys on quality-related issues, offering Quality awards to recognize SMEs that embrace quality, and collaborating with other institutions to promote a culture of quality. Additionally, NQI is the professional institute for Kenya Accountants and Secretaries National Examinations Board (KASNEB) graduates on Quality for Certified Quality Professional qualification and Diploma in Quality Management qualification.

3. What is the Certified Quality Professional (CQP) program?

The Certified Quality Professional (CQP) program is a collaborative initiative by the Kenya Bureau of Standards (KEBS) and the Kenya Accountants and Secretaries National Examinations Board (KASNEB), aimed at promoting and entrenching a culture of quality in Kenya.

CQP is designed to equip learners with the competences and knowledge required for effective job performance in quality management roles in both the public and private sectors. It is structured into Foundation, Intermediate, and Advanced levels, each with specific courses. For more information, go to [Certified Quality Professional \(CQP\) Program \(kebs.org\)](https://www.kebs.org/kebs.org/CertifiedQualityProfessional(CQP)Program)

4. What types of training does NQI offer?

NQI offers both in-house and open course training programs.

In-house training is conducted at the customer's location or a venue of their choice, maintaining content confidentiality.

Open courses are scheduled programs where participants from various organizations attend at different locations, promoting interactions and networking.

5. How can I apply or enroll for NQI training?

You can apply for training by requesting a quotation for in-house training or adding a course to your cart and checking out through the KEBS IMS platform at <https://ims.kebs.org/>. Alternatively, you may make your request via email at nqi@kebs.org. Payment or commitment documents will be required.

6. How can I apply for membership with NQI?

You can apply for membership by completing the application forms accessible through the KEBS IMS platform available at <https://ims.kebs.org/>.

7. Can I become a member after completing a KEBS lead auditor course?

Yes, participants who complete KEBS lead auditor course will become NQI members upon application and payment of registration fee, application fee is waived. Following this, you will be required to pay for your membership renewal every year.

8. How do I renew my NQI membership?

KEBS IMS will notify you of your membership status and renewal requirements by December 15th.

9. What is the Kenya Quality Award (KQA)?

The KQA is a quality award program in Kenya designed to recognize and reward organizations that demonstrate excellence in quality management and performance.

10. How can an organization participate in the KQA?

Organizations interested in participating can submit their applications for evaluation by the 1st of April each year, through the KEBS IMS platform available at <https://ims.kebs.org/>.

11. How are the winners of the KQA determined?

Winners are determined through a judging process where the judges review the assessment summaries and rank the organizations based on their performance.

12. How can I get more information on NQI?

Visit the KEBS website or send an email to nqi@kebs.org for further information.

CERTIFICATION BODY



The Kenya Bureau of Standards Certification Body (KEBS CB) is one of the leading certification bodies in the East and Central African region. The KEBS CB started its operations in August 2002 and provides audits and certification services.

1. What schemes does the KEBS CB certify? Management Systems certification

- **ISO 9001** – Quality Management Systems
- **ISO 14001** – Environmental Management Systems

- **HACCP** – Hazard Analysis Critical Control Point
- **ISO 22000** – Food Safety Management Systems
- **OHSAS 18001** – Occupational Health and Safety Management System
- **ISO 27001** – Information Security Management System
- **ISO 20000-1** – IT Service Management Certification
- **KS 2573** – Hygiene Certification for Food Establishment and Restaurants
- **FSSC 22000** – Food Safety System Certification
- **ISO 39001** – Road Transport Safety Management System
- **ISO 50001** – Energy Management Systems
- **ISO 13485** – Medical Devices Certification

- **ISO 45001** – Occupational Health and Safety Management System
- **ISO 30401** – Knowledge Management Systems
- **ISO 14024** – Ecolabelling
- Integrated Management System

The CB also provides the following additional services:

- a. Personnel Certification compliant with ISO 17024 (Certification of persons scheme of audits, welders and Non-destructive testing personnel).
- b. Management System automation system using the KEBS-TQM software

2. What are the steps to Certification?

Step 1: Preliminary investigation

When a client expresses interest in KEBS Certification service, the KEBS CB determines whether the client is sufficiently prepared for

the audit process. The client is requested to complete the initial questionnaire CER/F/01 which can be downloaded from the website (www.kebs.org).

If the client is found not ready, the KEBS CB provides feedback on the gaps identified to the client.

Step 2: Application

If the client is found to be ready, a cost quotation is done, based on the information given in CER/F/01 and if it is acceptable to the client, the client pays the application fees and the HOD-CB sends the client a commitment letter to undertake the certification process.

NOTE: *Payment of the application fee is an indication that the client has accepted the cost quotation and has read and understood the conditions of contract.*

Step 3: Stage one audit

Certification audits are done in two stages; i.e. stage one and two. This stage 1 audit is done to: Review the client's management system documented information against the normative document requirements. The time period between stage one and two audits is dependent on the gaps identified during stage one audits and is mutually agreed upon between KEBS CB and the client. In any case this time period shall not be more than six months. If the six months lapses before the stage two audit is done, another stage one audit must be performed.

Step 4: Stage two audit

The stage two audit is done on site and its main objective is to evaluate the implementation as well as the effectiveness of the client's management system.

The audits include the examination of at least the following: information and evidence about

conformity to all requirements of the applicable management system standards or other normative document, performance monitoring, measuring, reporting and reviewing against key performance objectives and targets, the client's management system and performance as regards legal compliance, operational control of the client's policies, internal auditing and management review process, management responsibility for the client's policies and links between the normative requirements, policy, performance objectives and targets (*consistent with the expectation in the applicable management system standard or other normative documents*). During this audit, if non-conformities are found, they shall be recorded as either major and/or minor and corrective action plans submitted, effectiveness of the corrective actions evaluated, and a time to carry out the corrective action determined.

Step 5: Certification process

After the follow-up audit, during which time the corrective action plan from the stage two audits are confirmed to have been carried out, the audit findings and conclusion is evaluated by a peer audit and the certification officer who then makes recommendations to the certification committee. The committee makes the Certification decision. Once certified, the certificate is valid for 3 years.

Step 6: Surveillance

For the contract period, surveillance audits are carried at least once a calendar year except in recertification years.

Step 7: Recertification

Recertification audits shall be conducted at least two months before the expiry of the certification contract.

The following information is also available on the KEBS website

- Sample contact agreement
- Policy on use of certification mark
- Policy on impartiality
- Handling of enquiries, compliments, complaints

3. Is the KEBS CB Accredited?

Yes, the CB is accredited to ISO/IEC 17021-1 by the Dutch Accreditation Council (RVA) as well as the Kenya National Accreditation Service (KENAS).

Both RVA and KENAS are full members of International Accreditation Forum (IAF).



WAJIBIKA NA KEBS (WNK)

**TOLL FREE
NUMBER 1545**



Wajibika Na KEBS is an initiative by the Kenya Bureau of Standards (KEBS) that encourages collaboration between KEBS and Kenyans in the fight against the sale of substandard products in the country. The initiative encourages Kenyans to participate in market surveillance by being on the lookout and to inform KEBS upon encountering any products suspected to be substandard. It also encourages manufacturers to abide by quality standards and retailers to only sell certified products.

The initiative provides an interactive and collaborative platform through which the public can report suspected substandard products on sale via KEBS customer touch points including KEBS Official App, E-mails, SMS, Regional official numbers and Toll-Free Number.

To Wajibika Na KEBS, verify the authenticity of KEBS quality marks by sending the code underneath the quality mark to **20023**. For example, **SM#Permit**

number for **Standardization Mark**, **DM#Permit number** for the **Diamond Mark of Quality**, **ISM#UCR number** for **Import Standardization Mark**, For the **Fortification Mark (FM)** **FM#Permit Number** to get product certification details.

Individuals can also verify staff and chassis number of motor vehicle by sending the staff number to **20023** for example **HR#Staff number** and **CH#Chassis number**. For simplified searches, individuals can download the KEBS Official App on Google Play and Apple App Store or visit any of our offices countrywide for further assistance.

If the details are different, or indicates that the permit is expired, please report to **KEBS Toll Free Number 1545** during official working hours of **8.00 AM to 1.00 PM** and **2.00 PM to 5.00 PM Monday to Friday, Except for public holidays**.

KEBS is your partner in accountability

Together, we can build a responsible nation



Call Centre Work Hours 8:00am - 5:00pm



CONTACTS

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For more information,
Contact our Customer Care Direct Lines:
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Tel: (020) 6948 357 / 249
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The Commission on Administrative Justice "Office of the Ombudsman"





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