**KEBS SERVICES DELIVERY PROCESSES**

**QUALITY ASSURANCE**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>APPLICATION</strong></td>
<td>Review and respond to client's application  (5 working days)</td>
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<tr>
<td><strong>INSPECTION</strong></td>
<td>Carry out factory inspection and sampling (15 working days after successful application)</td>
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<tr>
<td><strong>EVALUATION</strong></td>
<td>Evaluation and communication of test reports after release by the lab (2 working days)</td>
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<tr>
<td><strong>FOLLOW UP</strong></td>
<td>Follow-up on any non-conformities (NC) in test reports and factory inspection (30 days after notification of NC)</td>
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<tr>
<td><strong>DECISION</strong></td>
<td>Issuance of Standardization Mark permit (8 weeks from application) *timeline subject to with certification contract and product standard</td>
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<tr>
<td><strong>SURVEILLANCE</strong></td>
<td>Surveillance visits during the permit validity period based on evaluated risk</td>
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<tr>
<td><strong>RENEWAL</strong></td>
<td>Renewal of standardization mark (30 days after application)</td>
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INSPECTION SERVICES

- Receipt of release request and review of importation documents on Single Window/ICMS. (2hrs)

- Verification and Release of Consignments accompanied with COCs/EAC Permits/Exemption/Waivers. (24hrs)

- For consignments targeted for sampling and testing (Destination inspection): Collection and Submission of samples to the laboratory (24hrs).

- Release of test results after receipt from the labs. (2 days). NB: Testing period is depended on product being tested. However, in most cases testing period is not more than 14 days.

- Review of test report and release of consignments subject to destination inspection (i.e. inspection and testing): 2 days.
FUEL MONITORING SERVICES

MONTHLY MONITORING SCHEDULE FROM EPRA

• EPRA communicates monthly fuel monitoring schedule to the Joint Inspection Team (JIT).

ON-SITE FUEL INSPECTION BY JIT

• Compliant fuel allowed for selling.
• Non-compliant fuel seized for laboratory confirmatory testing and remediation, as applicable. Remediation inspection and testing fees charged as applicable.

END

• Where applicable, report on fuel remediation sent to fuel station owner and EPRA for action.
INSPECTION OF INSTALLATIONS - LPG FILLING PLANTS, BULK FUEL STORAGE FACILITIES AND PETROL STATION OUTLETS

APPLICATION FOR INSPECTION FROM CUSTOMER
- Review of customer requirements
- Response and acknowledgement of customer request within 1 working day

PROFORMA INVOICE DISPATCHED TO CUSTOMER
- Issued within 1 working day on application

PAYMENT BY CUSTOMER
- Customer to submit KEBS payment receipt

INSPECTION OF INSTALLATION
- Inspection done on time as agreed with customer
- Recommendation for licensing given once all requirements have been met.

INSPECTION REPORT SENT TO CUSTOMER AND EPRA
- Inspection Report sent within 10 working days
TESTING SERVICES

- Review and respond to client enquiry (24hrs)
- Registration of received samples (24hrs)
- Delivery of samples to the laboratory by SCC personnel (24hrs)
- Testing of received samples in the laboratory (14 days)
- Processing of test data and dispatch of results/reports to client (24hrs)
1.1 IN-HOUSE CALIBRATION/SERVICE OF EQUIPMENT

CLIENT ENQUIRY
- Review and respond to client enquiry (2 days)

RECEPTION OF EQUIPMENT
- Registration of received equipment (24 hrs)

EQUIPMENT DISPATCH TO THE LABORATORY
- Delivery of equipment to the laboratory from Liaison office (24 hrs)

CALIBRATION OF EQUIPMENT
- Calibration of received equipment in the laboratory (14 days)

PROCESSING AND RELEASE OF CALIBRATION RESULTS TO CLIENT
- Processing of calibration data and dispatch of certificates/reports to client (24 hrs)
1.2 ON-SITE CALIBRATION/SERVICE OF EQUIPMENT

- **CLIENT INQUIRY**
  - Review and respond to client enquiry (2 days)

- **RECEPTION OF EQUIPMENT SERVICE ORDER/CASH PAYMENT**
  - Registration/logging of received equipment order/payment (1 day)

- **STAFF MOVES TO SITE TO CARRY OUT THE WORK**
  - The staff moves to site to carry out the calibration/service work within Nairobi and environ. (7 days)

- **STAFF MOVES TO SITE TO CARRY OUT THE WORK**
  - The staff moves to site to carry out the calibration/service work away from Nairobi environ. (14 days)

- **PROCESSING AND RELEASE OF CALIBRATION RESULTS TO CLIENT**
  - Processing of calibration data/service report and dispatch of certificates/reports to client (2 days)

- **INVOICING OF THE WORK**
  - Invoicing of the work carried out in liaison office (1 day)
1.1 TRAINING PROCESS

- **APPLICATION**
  - Review and respond to client application (2 working days)

- **QUOTATION/PRO-FORMA/PROPOSAL**
  - Issue pro-forma invoice/ quotation (5 working days)

- **SCHEDULING**
  - Review customer commitment and confirm arrangements (2 weeks before the start of training)

- **TRAINING**
  - Undertake training (as per customer requirements)

- **INVOICING**
  - Where applicable, issue invoice upon completion of the job (5 working days)

- **CERTIFICATION**
  - Where applicable, issue certificate after completion of the training (21 working days)
1.2 MEMBERSHIP PROCESS

APPLICATION/RENEWAL
- Acknowledge member application/renewal (2 working days)
  *Payment is done prior to filling the application/renewal.*

REVIEW
- Review member application/renewal (2 weeks)

DECISION
- Approval by the steering committee (2 weeks)

CERTIFICATION
- Issue certificate (21 working days)
CERTIFICATION BODY SERVICES

CLIENT APPLICATION

• Prepare and forward certification to the client (3 days)
• Prepare certification proposals (5 days)

IDENTIFY AUDITORS AND SCHEDULE AUDITS

• After receiving payment/commitment from the client schedule the audit (within 10 days)

UNDERTAKE AUDIT

• Appointed audit team to audit the clients MS and submit the reports (7 days)

PREPARATION OF CONTRACTS

• Preparation of contract and forwarding to client for signing (3 days after decision is made)

PREPARATION OF CERTIFICATION DOCUMENTS AND FORWARDING TO THE CLIENT

• Preparation of a forwarding letter and certificates and forwarding to legal/MD for signing (7 days from date of return by client)
STANDARDS DEVELOPMENT AND TRADE SERVICES

TECHNICAL COMMITTEE ROUTE
- Request stage
- Proposal stage (3 Months)
- Committee stage (5 Months)
- Public Review stage (2 Months)
- Balloting stage (2 Months)
- Approval stage (2 Months)
- Publishing (Gazettement of the approved standards (2 Months))

ADOPTION OF INTERNATIONAL STANDARD ROUTE
- Request stage
- Adoption proposal circulation and TC acceptance (5 Months)
- Standards Projects Committee Approval (3 Months)
- Approval Stage (2 Months)
- Publishing (Gazettement of the approved standards) (2 Months)

NATIONAL WORKSHOP ROUTE
- Request Stage
- Proposal Stage (3 Months)
- National Workshop Stage (5 Months)
- Approval Stage (2 Months)
- Publishing (Gazettement of the approved standards (2 Months))
FINANCE DEPARTMENT

INVOICE RECEIVED
- Fully Supported Invoice Received

VOUCHER PREPARATION
- Preparation of Payment Voucher

CERTIFICATION
- Certification of Payment Voucher

EXAMINATION
- Examination of Payment Voucher

APPROVAL
- Authority/Approval of Payment Voucher

PAYMENT
- Payment of the Voucher
PROCUREMENT DEPARTMENT

BIDDERS ENQUIRY

• Review and respond to bidders enquiry on Tender/Quotation document

RECEIPT OF SUPPLIERS BIDS

• Receipt, Opening and Evaluation of supplier's Bids (PPADA, 2015)

COMMUNICATION OF OUTCOME

• Communicating the award of Tender/Quotation to the bidders (PPADA, 2015)

RECEIPT OF GOODS, WORKS OR SERVICES

• Receipt of goods, works or services as specified in the Contract document/Purchase order

PROCESSING OF SUPPLIERS INVOICE FOR PAYMENT

• 5 days after inspecting and accepting of goods, works or services
1.1 COMPLAINTS HANDLING PROCESS

CONSUMER COMPLAINT SUBMISSION
- Receive consumer complaint and review (48 hrs)

COMPLAINT REGISTRATION
- Register and allocate complaint to an investigating officer (24 hrs)

COMPLAINT ACKNOWLEDGEMENT
- Acknowledge the complaint (2 days)

ADDRESS THE COMPLAINT
- Carry out investigations (28 days)

FEEDBACK TO THE COMPLAINANT
- Give feedback to complainant (5 days)
1.2 MARKET SURVEILLANCE PROCESS

**PLANNING**
- Carry out Product Risk Assessment
- Develop Work plan
- Prepare for Inspection activities

**PHYSICAL INSPECTION**
- Carry out physical inspection
- Carry out Spot Checks
- Carry out enforcement based on physical inspection findings

**SAMPLE COLLECTION**
- Draw samples of products from inspection points

**SAMPLE SUBMISSION**
- Submit Samples to the laboratory for testing (2 days)

**ANALYSIS OF RESULTS, REPORTING AND COMMUNICATING TO ECONOMIC OPERATORS**
- Obtain, analyse and interpret test results
- Generate and submit a surveillance report
- Communicate test results to the economic operators (manufacturers, importers, retailers)

**ENFORCEMENT**
- Carry out enforcement action based on test results, where necessary
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