

QUALITY ASSURANCE FREQUENTLY ASKED QUESTIONS [FAQs]

1. What are the marks of quality issued by Quality Assurance

- a) Standardization mark
- b) Diamond mark
- c) Fortification Mark

2. 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.

3. Who issues the Standardization Mark?

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

4. Who should apply for the Standardization Mark?

Manufacturers operating in the Republic of Kenya.

5. What is the acquisition procedure?

- a) Access the **KIMS portal** through the link <https://kims.kebs.org> and sign up. Follow the application procedure as guided by the platform (KIMS-Manufacturer_User_Interface_Manual-QualityAssurance) .
- b) Payment of the applicable fees
- c) Factory inspection to check compliance with the requirements set in the relevant product standards or codes of practice.
- d) Developing and execution of a scheme of supervision and control through signing
- e) Review, approval of the application and issuance of the standardization mark permit.

6. What is an S-MARK scheme?

It is a product certification process that results in issuance of the standardization mark Permit .The standardization mark permit is valid for 2 years.

7. Suppose a product is certified to a Diamond Mark of Quality which has a 4-yr validity period?

The corresponding S-Mark shall ride on the same and shall have a 4-yr validity period too without any additional fee.

8. Does KEBS accept lab test results from other laboratories?

KEBS accepts test reports from ISO/IEC 17025 accredited labs. The test reports shall however be evaluated before acceptance in the certification process.

9. What are accredited/designated laboratories?

Accredited laboratories are those labs that have valid accreditation to ISO-IEC 17025 by accrediting bodies such as KENAS (Kenya National Accreditation Service).

A designated Lab is one that has been designated by KEBS as such, having met the requirements of EAC-SQMT act of 2006

10. Where can one get the contacts/details of accredited/designated laboratories?

The list of KENAS accredited testing laboratories can be found under the Directory of Accredited Conformity Assessment Bodies on the KENAS website <https://kenas.go.ke/testing-and-calibration/>

11. What is the Diamond Mark?

The Diamond mark is a voluntary product certification 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.

The mark is issued on a product that demonstrates compliance to the requirements of applicable Kenyan Standards .

12. What is the acquisition procedure for Diamond Mark?

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

13. What is the fee for the Diamond mark?

Local manufacturers shall pay Kshs.220, 000 plus VAT per product/brand/site for 4 years. Foreign companies shall pay USD 4,000 per product/brand/site 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 country of manufacture.

14. 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 states due to mutual recognition of the marks issued by the respective National Standards Body in the region.
- b) The product enjoys consumer confidence.
- c) The product quality is underpinned by the national quality system.

15. What are the charges for certification to the various firm categories under the Standardization Mark?

TYPE OF FIRM	INSP. FEES PER SITE	PERMIT FEES	REMARKS
LME	40,000	15,000	PER PROD./BRAND/SITE
MME	20,000	Consolidated/ No additional charge	Max. of 3 products and 10,000 for every additional product
SME	10,000	Consolidated/ No additional charge	Max. of 3 products and 10,000 for every additional product

For Fortification Mark, additional fee of ksh 20,000 is applicable
Note that payments are exclusive of VAT.

16. What are the turnover limits/firm categories for LME, MME and SME?

LME - Large Manufacturing Enterprise: Annual turnover over Kshs 500,000

MME - Medium Manufacturing Enterprise: Annual turnover over ksh 200,000 and up to Kshs 500,000

SME -Small Manufacturing Enterprise: Annual turnover up to 200,000

17. What is the Food Fortification mark/logo?

It is a mandatory product certification 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 per site.

18. How do I apply for standardization mark online

Application is done by Logging in to <https://kims.kebs.org/>

19. How can a manufacturer/ consumer verify validity of the standardization mark?

- a) By visiting the KEBS website <https://www.kebs.org/>
- b) Verify by installing the KEBS app from Google Playstore or Appstore
- c) By sending an SMS message **SM#PERMIT NUMBER** to **20023**
- d) By calling the KEBS toll free number **1545**

FEES SCHEDULE FOR STANDARDIZATION MARK/FOOD FORTIFICATION/DIAMOND MARK

1. Standardization Mark (S-Mark) Fees Schedule

Type of firm	Insp. Fees Per Site	Permit Fees	Remarks
LME	40,000	15,000	PER PROD./ BRAND/ SITE
MME	20,000	Consolidated/ No additional charge	Max. of 3 products and 10,000 for every additional product
SME	10,000	Consolidated/ No additional charge	Max. of 3 products and 10,000 for every additional product
FFL	–	20,000	PER PROD/ BRAND/ SITE

Note that payments are exclusive of vat.

2. Diamond Mark (D-Mark) Fees Schedule

2.1 Kenyan companies

1. Ksh. 55,000 per brand per year. i.e. 220,000product/brand (add v.a.t) for 4 years

2.2 Foreign companies

1. USD. 4,000 per product per brand per year. i.e. USD 16,000 for the 4 years
2. The applicant is 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.
3. The applicant is also required to facilitate travel arrangement and local running at destination country.

3. Food Fortification Mark (FF).

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

3.2 The fees payable for acquiring Food Fortification Mark is Kshs.20,000 add VAT per product per Brand valid for 2 yrs.

4. **Change of Fees**

4.1 Whenever the KEBS wishes to alter the fees a written notification shall be sent at least two calendar months before the implementation of the changes.

4.2 The above figures are annual fees and VAT will be charged.

Note: All permits are issued per manufacturing site and are not transferable to other sites/branches or firms