KENAS
Delivering Trust

KENYA ACCREDITATION SERVICE

PL-34-01

Collection of Data to Provide Indicators of the Performance of Management Certification Bodies Policy

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1 Background Information

1.1 Purpose

This Policy on the collection of data to provide indicators on the performance of Management System Certification Body is aimed at providing input to KENAS to enable proper management of the corresponding assessment activities as provided for in ISO/IEC 17011, clause 7.9.2 & 7.9.3. This policy specifies a set of indicators that shall be collected and reviewed annually by KENAS to supplement onsite assessments.

1.2 Scope

This Policy applies to Accredited Certification Bodies

1.3 Legal Basis

KENAS will implement this policy in accordance with the requirements as per IAF MD 5, IAF MD 2, ISO/IEC 17011, ISO/IEC 17021-1, and IAD MD 15.

2 Terms and Definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000 and the KENAS Act 2019 and the following apply.

2.1 Acronyms and Abbreviations

CEO	Chief Executive Officer
KENAS	Kenya Accreditation Service
CB	Certification Bodies

2.2 Definition of Terms

2.2.1 Indicator

A trend or a fact that indicates the state or level of certification activities

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3 Policy Statement

3.1 Indicators to be collected and reviewed

CBs shall compile the following indicators and provide to KENAS on an annual basis and report to KENAS on or before January 15th of every year for the accredited scope. KENAS on the other hand shall obtain the collected information on each accredited scope to inform its assessment activities and also to forward the same to IAF on or before 31st January of each year.

3.2 Number of accredited certificates valid at the end of December

3.2.1 This data enables KENAS to gain a fair understanding of any significant change(s) in the Certification Body's operations.

3.2.2 Requirements for reporting valid certificates;

a) If a client holds a valid certificate which covers one site, this has to be counted as one certificate (single-site certificate).
b) If a client holds one certificate, which covers more than one site, it is still counted as one certificate as only one certificate was issued (multiple-site certificate). If, however, the multiple sites are certified individually, then each granted certificate has to be counted (as for single-site certificates).
c) Whether a client holds several single-site certificates (with each site holding its own individual certificate) or a single multiple-site certificates (with one valid certificate covering a number of sites), Certification Bodies shall report the total number of certificates.
d) If a client is certified to more than one management system, and a Certification Body has issued only one certificate to cover both scopes, this should be counted with as many certificates as management systems are covered by the certification, i.e. one certificate per management systems standard.

Note: A valid certificate refers to a certification that is currently under the validity of a certification contract, either with an active or suspended status. Withdrawn certificates, as well as applications, are not to be counted for this purpose

3.3 Number of auditors

This information, together with information in 3.1, would give an indication of resources the Certification Body has in managing its certification programs. It is to be collected at the same time as the information in 3.1 and includes all auditors as defined by ISO/IEC 17021-1.

3.4 Number of transfers accepted

This data refers to the number of transfers (as defined in IAF MD2) accepted by the Certification Body since the preceding reporting period. While transfers could be for

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many reasons, any sudden increase in the number of transfers could provide KENAS with input for further review during assessment activities.

3.5 Number of overdue audits

This information would provide KENAS with input on how well a Certification Body is managing its audit program. Overdue audits would be those that were not carried out in the time period as stated in the Certification Body's procedures. The number reported should range until the preceding reporting period.

3.6 Number of auditor-days delivered

Auditor-days should be understood as stated in IAF MD5. This information would provide KENAS with an indication of resources used by the Certification Body and should be compared with the other indicators.

3.7 Sample Template

The above information shall be provided in the below format

Number of accredited certificates valid at the end of December	**No. of Auditors**	**No. of transfers accepted**	**No. of overdue audits**	**No. of Auditor-days delivered**

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4 Associated Documents

Ref	Document Identifier	Document Title
1.	IAF MD 5	Determination of Audit time for Quality and Environmental Management Systems
2.	IAF MD 2	Transfer of Accredited Certification of Management Systems.
3.	ISO/IEC 17011	Requirements for accreditation bodies accrediting conformity assessment bodies
4.	ISO/IEC 17021-1	Requirements for bodies providing audit and certification of management systems
5.	IAD MD 15	Collection of data to provide indicators of management system certification bodies' performance

5 Revision/Amendment Records

Date	Version	Revised By	Reason for Revision
30/04/2016	01	RSQ	Newly Developed format

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