KENAS
Delivering Trust

KENYA
ACCREDITATION
SERVICE

PL-01-02

Quality and Impartiality Policy

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1 Background Information

1.1 Purpose

This document describes the manner in which KENAS handles matters relating to the provision of quality and impartial accreditation services and its commitment to client satisfaction and experience.

1.2 Scope

The document covers provisions and activities related to ensuring quality services offered in an impartial, transparent, accountable and fair manner to all clients.

1.3 Legal Basis

KENAS shall implement this policy in accordance with ISO/IEC 17011, Kenya Accreditation Service Act CAP 496A Laws of Kenya and other relevant national, regional and international requirements and guidelines as required for signatories of the ILAC/IAF/AFRAC MLA/MRA agreements.

2 Terms and Definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000 and the KENAS Act CAP 496A Laws of Kenya and the following apply.

2.1 Acronyms and Abbreviations

MS	Management System.
CABs	Conformity Assessment Bodies
KENAS	Kenya Accreditation Service
ILAC	International Laboratories Accreditation Cooperation
IAF	International Accreditation Forum
AFRAC	African Accreditation Cooperation
MRA	Mutual Recognition Agreement
MLA	Multilateral Recognition Arrangement

2.2 Definition of Terms

2.2.1 Accreditation

Refers to third party attestation related to a conformity assessment body conveying formal demonstration of its competence to carry out specific conformity assessment tasks.

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3 Policy Statement

3.1 English Version

3.1.1 KENAS top management is committed to providing impartial, competent and cost-effective accreditation services that meet and exceed the expectations of Conformity Assessment Bodies (CABs), Regulators, Industry and other interested parties. KENAS shall achieve this through:

a) Implementation of an effective and efficient quality management system conforming to the requirements of ISO/IEC 17011(Conformity Assessment – Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies) and ensure its continual suitability and relevance;

b) Establishing and maintaining quality objectives at all levels and functions.

c) Offering accreditation services to CABs in a fair, objective, impartial, transparent manner and without any conflict of interest;

d) Training its staff to build the necessary competence abound a satisfying work environment that encourages teamwork and high performance;

e) Ensuring that this policy is understood, implemented, maintained and regularly reviewed to ensure its continuing suitability;

f) Ensuring a balanced representation of interested parties achieved through Board appointment as guided by the Kenya Accreditation Service Act CAP 496 A Laws of Kenya.

g) Ensuring that risks to impartiality are identified, analysed, evaluated, treated and monitored and staff are continuously sensitized on areas that may impact impartiality.

3.1.2 In order to attain and maintain international recognition and to have its results accepted globally, KENAS shall involve its customers, stakeholders and society in its accreditation activities.

3.2 Swahili Version

3.2.1 Uongozi wa juu wa KENAS umejitolea kutoa huduma za uidhinishaji zinazozingatia usahihi, umahiri, na gharama nafuu, ambazo zinakidhi na hata kuzidi matarajio ya mashirika ya kutathmini ulinganifu (CABs), Wadhibiti, Sekta ya Viwanda, na wadau wengine wenye maslahi. KENAS itafanikisha hili kupitia:

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a) Kutekeleza mfumo bora na ulio na ufanisi wa usimamizi wa ubora unaokidhi mahitaji ya viwango vya ISO/IEC 17011 (Tathmini ya Ulinganifu – Mahitaji kwa Mashirika ya Uidhinishaji yanayothibitisha Mashirika ya Tathmini ya Ulinganifu) na kuhakikisha unadumu kuwa bora na husika.
b) Kuweka na kudumisha malengo ya ubora katika ngazi na majukumu yote.
c) Kutoa huduma za uidhinishaji kwa CABs kwa uadilifu, usawa, uwazi, bila upendeleo wowote au mgongano wa maslahi.
d) Kufundisha wafanyakazi wake ili kujenga umahiri unaohitajika katika mazingira bora ya kazi yanayohimiza ushirikiano na utendaji wa hali ya juu.
e) Kuhakikisha sera hii inaeleweka, inatekelezwa, inadumishwa na kukaguliwa mara kwa mara ili kuhakikisha inabaki kuwa husika na bora.
f) Kuhakikisha uwakilishi wa haki na usawa wa wadau wenye maslahi, unaopatikana kupitia uteuzi wa Bodi kulingana na Sheria ya Huduma ya Uidhinishaji Kenya CAP 496A Sheria za Kenya.
g) Kuhakikisha kwamba hatari kwa usawa na kutokuwa na upendeleo zinatambuliwa, kuchambuliwa, kutathminiwa, kushughulikiwa na kufuatiliwa, na wafanyakazi wanaelimishwa kwa kuendelea kuhusu maeneo yanayoweza kuathiri usawa na kutokuwa na upendeleo.

3.2.2 Ili kupata na kudumisha utambuzi wa kimataifa na kuhakikisha matokeo yake yanakubalika duniani kote, KENAS itahusisha wateja wake, wadau na jamii katika shughuli zake za uidhinishaji.

4 Associated Documents

Ref	Document Identifier	Document Title
1.	ISO /IEC 17011	Conformity Assessment-Requirements for accreditation bodies accrediting conformity assessment bodies

5 Revision/Amendment Records

Date	Ver	Revised By	Reason for Revision
10/10/2022	01	RSQ	Newly developed/formatted document
30/06/2025	02	QRM	Renaming the policy and including impartiality commitment of KENAS.

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