



**BOBS  
CERTIFICATION  
PROCESS  
STAGES** |



## OVERVIEW

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The Botswana Bureau of Standards (BOBS) offers third party certification services to confirm that a product, process or service conforms to specified requirements.

- If you are a supplier, certification supports your claims that your product/service conforms to the requirements of an appropriate standard.
- If you are a buyer, certification is testimony from an independent body that you are buying a product/service, which meets the requirements of an appropriate standard.

## BOBS OFFERS TWO (2) TYPES/SCHEMES OF CERTIFICATION;

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Management Systems Certification Scheme and Standards Mark Scheme.

## CONFIDENTIALITY AND IMPARTIALITY

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BOBS undertakes to consistently manage confidentiality and impartiality in the certification service through the use of publicly accessible policies that ensure that the certification service is performed with strict confidentiality and in an impartial manner. All persons (management, administrative personnel, inspectors, auditors, technical experts, external inspectors/auditors and observers) that perform certification duties sign a confidential undertaking committing themselves to complying with the set confidentiality and independence requirements.

## APPLICATION

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Organizations or companies wishing to acquire certification from BOBS shall complete the appropriate application form obtainable from BOBS. The results of the application review, and the estimated cost for certification shall be made available to the applicant within fourteen (14) working days from the date of receipt of the application.

### 1. MANAGEMENT SYSTEMS CERTIFICATION SCHEME

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BOBS offers third party certification service to organizations that have established, implement and maintain a management system that conforms to the requirements of the ISO 9001 management system standard.

#### STAGE 1

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Stage 1 aims to establish that an organisation's system documentation meets the requirements of the management system standard. BOBS shall develop an audit plan for the conduction of the audit. Results of the audit shall be discussed with the organization representative at the audit closing meeting. The stage 1 audit shall also be conducted to establish site specific conditions, create a rapport between BOBS and the applicant organization, review the organization's status and understanding of the management system standard, review the resources necessary for the stage 2 audit, providing focus for planning for the stage 2 audit, determine the interval between the stage 1 and stage 2 audits; and identify incidents that may be identified as nonconformity at the next stage.

Audits shall be as reasonable as possible, be planned and conducted with minimal disruption to the organisation's activities as a common practice. At the close of each audit, audit team shall present the results and the recommendations of the audit and where necessary leave documented nonconformity report forms for the immediate action. Formal reports of the audit shall be submitted to audited organisations within two weeks of audits.

## THE STAGE 2 AUDIT

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The audit team shall develop a detailed audit plan which shall be agreed upon by the organization. An on-site stage 2 audit of the organization's practices shall be conducted by the team against the documented and implemented system and the BOS ISO 9001 standard. Findings of the audit shall be documented in an audit report. In addition to any areas of concern identified by the audit team, the following may be identified and documented/recorded on the appropriate form for the organization to take apposite action in addressing them:

- **Major nonconformities**– These shall require a comprehensive corrective action plan based on a root-cause analysis and onsite verification and closure before a recommendation for certification can be by the audit team leader.
- **Minor nonconformities**– These may require a comprehensive corrective action plan, supporting evidence and where necessary an onsite verification and clearance prior to a recommendation for approval and issuance of certification.

## DECISION FOR CERTIFICATION

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Following the stage 2 audit and based on the results of the audits, the audit team may make a recommendation for certification to the CAC and a certificate which is valid for a three years will be issued.

## SUSPENSION AND WITHDRAWAL

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The certification may be suspended, withdrawn, revoked or terminated upon request from the certified organization; or based on the decision made by BOBS, in cases where the organization fails to maintain the management system in accordance with the BOBS Management Systems Certification Scheme, the contract obligations and the other basic certification requirements, or in case of changing of the contractual terms by the organization without BOBS approval.

Suspensions shall normally be for maximum of six months. During the suspension period the client shall not be allowed to continue using the BOBS certification logo, and making reference to certification in any manner. BOBS shall within a reasonable time, establish the necessary steps for the reinstatement of the suspended certification which may include a full or limited audit basing on the reasons which brought to the suspension and the duration of the suspension.

## RE-CERTIFICATION

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The certification licence is valid for 3 years. A certified client that wishes to renew its certification shall apply for recertification at least 9 months before the expiry date of the current licence. Following receipt of the application BOBS shall determine need for a Stage 1 audit prior to conducting an onsite audit. The Stage 1 audit shall be conducted if there have been significant changes to the certified management system or changes to legislation or the management system standard. BOBS shall determine audit time on the basis of number of employees, complexity of processes, multiple sites, shifts, performance of the management system in the current cycle among other things. For any nonconformities identified the Client shall implement correction and corrective actions within the agreed time frames before a recommendation can be made to the CAC.

## USE OF CERTIFICATE OF REGISTRATION, LOGO AND FLAG

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Upon issuance of certification the organization shall be allowed to fly the certification flag, use and/or display the BOBS certification logo and/or make reference to certification in accordance with the BOBS policy.

The Certification Licence granted by BOBS shall bear the relevant Management Systems Certification Logo, and states the address of the organization's premises at which the certification has been granted, and the scope of certification of the organization at that address. Upon being issued with a Certification Licence, a certified organization shall have the right, subject to the Management System Certification Scheme, to state that it is a BOBS' certified organization, and display the relevant certification logo, as well as fly the correct certification flag.

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## BENEFITS OF ISO 9001 CERTIFICATION

- Streamlined processes ensuring uniformity and
  - consistency in service provision
  - Assurance of quality and confidence of service
  - Market advantage vis a vis competitors
  - Wider markets accessibility
  - Reduction of system liability risks
  - Value for money
  - Ensured protection of consumers & end-users
  - and enhanced customer focus
  - Facilitation of international trade
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## 2.STANDARDS MARK SCHEME(PRODUCT CERTIFICATION)

BOBS offers third party product certification service to organizations that have established, implemented and maintained a quality plan that ensures that manufactured product(s) conforms to specified requirements or relevant Botswana standard(s) .







## PRELIMINARY VISIT (OPTIONAL)

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Whenever possible based on logistics and the cost factors, BOBS shall pay a preliminary visit to the site where certification is being sought. The purpose of the visit is to identify the site, meet the company's representatives responsible for the implementation of product certification process, create a rapport between BOBS and the applicant and review the resources necessary for an initial inspection. A mutually convenient date for the preliminary visit shall be agreed upon by BOBS and the Applicant. BOBS may during the visit conduct a factory tour to appreciate the factory and identify areas of focus for the initial inspection. Findings, conclusions and recommendations of the preliminary visit shall be communicated to the applicant.

Preliminary visit as well as initial inspection shall as reasonable as possible be planned and conducted with minimal disruption to the organisation's activities as a common practice.

## INITIAL INSPECTION

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The BOBS inspection team shall develop an inspection plan which shall be agreed upon by the organization. An on - site initial inspection shall be conducted by the inspection team on company's premises which comprise verification of effective implementation of the company's quality plan and determining the ability of a company in ensuring that the product whose certification is being sought always conforms to the requirements of the relevant standard(s). The inspection team shall also sample product(s) during the initial inspection for testing against the relevant standard(s). Findings and test results of the initial shall be documented in an inspection report. In addition to any areas of concern identified by the inspection team, the following may be recorded on the appropriate form for the organization to take appropriate action in addressing them:

- **Major nonconformities**– These shall require a comprehensive corrective action plan based on a root-cause analysis and onsite verification and closure before a recommended for certification can be by the inspection team leader.
- **Minor nonconformities**– These may require a comprehensive corrective action plan, supporting evidence and where necessary an onsite verification and clearance prior to a recommendation for approval and issuance of certification.

## DECISION FOR CERTIFICATION

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The inspection team may make a recommendation for product certification to the Certification Approvals Committee (CAC) based on the results of the initial inspection for issuance of a certificate which is valid for three years.

## SUSPENSION AND WITHDRAWAL

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The certification may be suspended, withdrawn, revoked or terminated upon request from the certified company; or based on the decision made by BOBS, in cases where the product(s) has failed in three(3) consecutive inspections/tests to comply with the requirements of the relevant Botswana standard(s) in accordance with the BOBS Product Certification Scheme, the contract obligations and other the basic certification requirements, or in case of changing of the contractual terms by the organization without BOBS approval.

Suspension shall normally be for maximum six (6) months. During the suspension period the client shall not be allowed to continue using the BOBS certification mark, and making reference to certification in any manner. BOBS shall within a reasonable time, establish the necessary steps for the reinstatement of the suspended certification which may include a full or limited inspection based on the reasons which brought the suspension and the duration of the suspension.

## RE-CERTIFICATION

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The license shall be valid for a period of three years from its date of issue and may be renewed for a further period of three years on fulfillment of the requirements of this scheme. The license shall inform BOBS of intentions to renew certification license by submitting to BOBS the application for renewal of license at least (9) months prior to expiry of the licence. BOBS shall make arrangements for a re-certification inspection for purpose of renewal of licence. This inspection may be scheduled such that it coincides with the last scheduled surveillance inspections.

## USE OF CERTIFICATE OF REGISTRATION AND THE STANDARDS MARK

Upon issuance of certification, the organization shall be allowed to use and/or display the BOBS certification mark on their products and/or make reference to certification in accordance with the BOBS policy. The Certification Licence granted by BOBS shall bear the relevant Standards Certification Mark, and states the address of the organization's premises at which the certification has been granted, and the scope of certification of the company/product(s) at that address. Upon being issued with a Certification Licence, a certified company shall have the right, subject to the Product Certification Scheme, to state that it is a BOBS' certified organization/company, and display the relevant certification mark on their products.

### BENEFITS OF PRODUCT CERTIFICATION

#### REDUCED RISK

Assessed ability to produce safe, quality products that meet specifications and customer requirements every time.

#### REDUCED COST

Regular assessment ensuring process reliability to avoid product recalls, repair, remake, waste and cost of resolution due to deficient product performance.

#### REVENUE GROWTH

Certified compliance with the standards set by specifiers, ease entry to new markets, and growth in existing markets.

#### COMPETITIVE ADVANTAGE

Products that customers believe are more reliable can command greater market share and higher profitability. Proven reliability further enhances your reputation.

#### PROCESS CONTROL AND IMPROVEMENT

An effective management system that ensures proper process management, training, communication and improvement.



## MANAGEMENT SYSTEMS CERTIFICATION SCHEME AND PRODUCT CERTIFICATION SERVICE.

### SURVEILLANCE

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Following the issuance of a certificate, BOBS conducts periodic surveillance onsite audits and inspections at six months intervals as a minimum. All surveillance audits and inspections of an organization or product(s) shall be agreed upon by appointment, thereby ensuring availability of relevant personnel. Prior to the expiry of the certificate, the organisation shall be required to apply for re-certification.



### SPECIAL AND SHORT-NOTICE INSPECTION/AUDIT

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BOBS shall conduct special or short-notice audits and inspection in response to feedback from the market, changes to the system and/or on certified product(s), relocation or changes of site of the certified company or product(s), applications for modification of scope, investigations on complaints and as follow-up on suspended certifications. Notification for special or short-notice audits and inspections shall be made to organizations within a period not exceeding three (3) working days.

### MODIFICATION OF SCOPE OF CERTIFICATION

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Modification of scope is possible during the period of certification. These shall either be modification to sites and the areas of business, where the organization can apply for adding or excluding some of the sites and products that were included in the initial scope. Application for modification of scope of certification shall be submitted through completed forms at least three (3) months in advance prior to planned surveillance audits or inspections.

## COMPLAINTS, DISPUTES AND APPEALS

All complaints, disputes and appeals from certified companies and the general public shall be made in writing to the BOBS Managing Director and shall be handled in accordance with the BOBS policy for handling, complaints, disputes and appeals. These may include and shall not be limited to queries on the certification process, audit and tests results; recommendations made for deferred approval, suspension, withdrawals.



## DIRECTORY OF CLIENTS AND INFORMATION ON CERTIFICATION

BOBS shall make publicly accessible, or provide upon request, by means it chooses, the certification process, the process for granting, maintaining, modification of scope, suspending, withdrawing, fees for certification, information deemed necessary to prospective clients, and a directory of valid, suspended, withdrawn, terminated certifications.



## NOTICES OF CHANGE

BOBS shall, where necessary give due notice about any changes to certification requirements and certified clients shall be required to inform BOBS, without undue delay of any matter that might affect the product's capability to continue to fulfill the requirements of the Standard.





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