



Trailblazers

INVEST IN THEIR FUTURE SUCESS

They know attaining certification for their goods, production process or organisation builds trust, grows customer demand and unlocks access to the 18 million customers of CARICOM and over 500 million of the European Union.

Certification is a statement by an accredited third party that your products or processes comply with the written standards and technical regulations required for national or global trade.

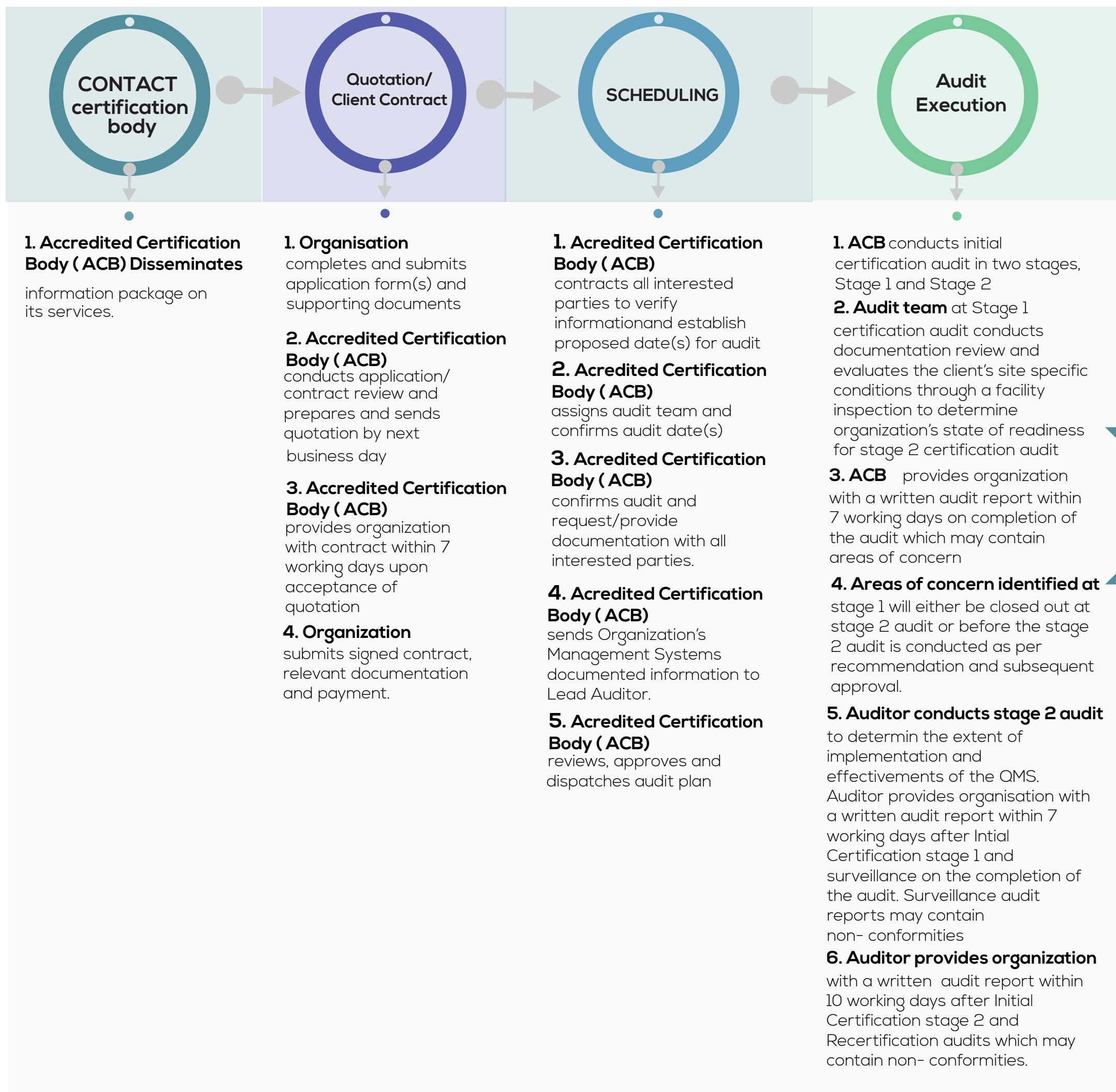
Be the One the Markets Demand.

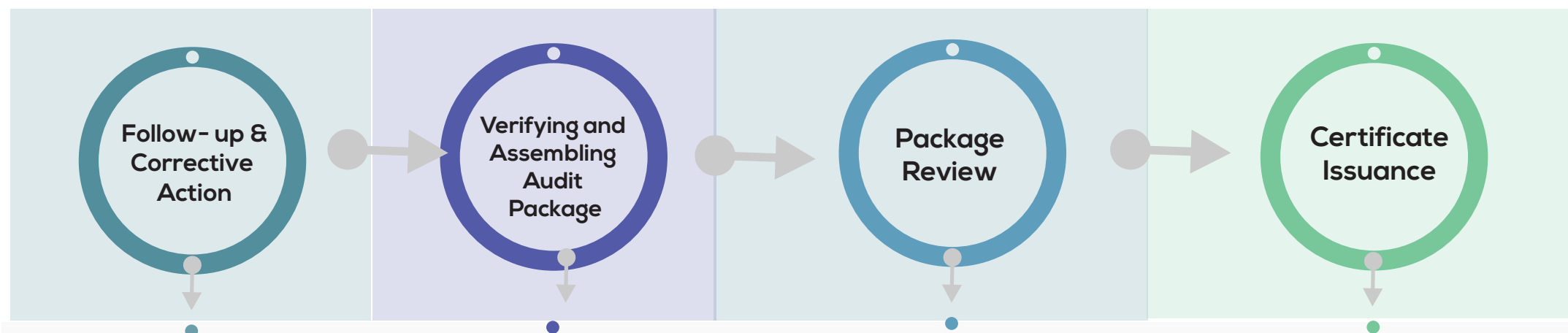
Contact your National Standards Bureau about the certification services they provide.
or The National Certification Body of Jamaica (NCBJ).

The NCBJ is an accredited certification body servicing the Caribbean.
This certification process infographic is design to put at your fingertips, the information you need to take the next step.

It's Easy. Are you ready?







1. If nonconformities

are raised the organisation prepares and approves Corrective Action Plan (CAP) and submits to auditor and the NCB within 30 calendar days from date of issue.

2. Auditor evaluates and

accepts or rejects CAP and submits feedback to NCBK with 10 working days. For further action, 20 additional days may be allocated.

3. For major National Certification Body of Jamaica (NCBJ) organization implements the accepted corrective action plan within 90 calendar days from date of acceptance of CAP by auditor

4. Organization

collects and evaluates evidence of effectiveness

5. Auditor verifies the

implementation of effectiveness within 15 working days using the most effective means (off-site or onsite) and submits evidence of verification to NCBJ

6. For minor ACB

implementation and effectiveness is verified at surveillance audits.

1. Accredited Certification Body (ACB) reviews

audit package for completion

2. If Accredited Certification Body (ACB)

are not closed out audit package is rejected, client informed.

Note: if the certification body is not available to verify the implementation of corrections and corrective actions of any major nonconformity within 6 months after the last day of stage 2, the certification body shall conduct another stage 2 prior to recommending certification.

3. If the audit package

is complete executive committee conducts review and makes certification decision

1. Executive Committee

reviews audit package

2. Executive Committee

communicates decision to NCBK for action.

3. Accredited Certification Body (ACB)

communicates decision to client (approved or rejected)

4. Audit packages

are then filed

5. For initial and recertification approved audit packages, a certificate is prepared and issued, Rejected audit packages go through the circle until a decision/recommendation is achieved

1. Accredited Certification Body (ACB)

prepares certificate

2. Accredited Certification Body (ACB)

logs date of approval

2. Accredited Certification Body (ACB)

dispatches certificate package to client.



Surveillance Audits

1. **ACB** monitors organisation's conformity to their certified management system via surveillance audits which are conducted at least once per year.
2. **ACB** determines frequency of audit by but not limited to; the size and complexity of organization; certified facility, system maturity and the number and extent of non conformities observed
3. Surveillance audits are to be conducted at least once in a calendar year. The date of the first surveillance audit following initial certification shall not be more than 12 months from the certification decision date.
4. Surveillance audit is smaller in scope and time is usually 1/3 of initial certification audit time.
5. **Nonconformities** are handled in a similar manner as the initial certification audit.
6. **Implementation** and effectiveness for **Corrective** action may be conducted at the next surveillance audit except for major nonconformities.
7. **ACB** reserves the right to conduct special audits during the course of the certification period. Reasons for special audits include but are not limited to:
 - A. Extension of scope
 - B. Customer complaints
 - C. Significant changes to Management System.



Re-certification Audits

1. The **Certificate of Conformity** is valid for a period of three years, subject to continued conformance to the standard. In special circumstances where the standard is revised and a transition period is required the three year validity may not be realized based on the publication of the standard and when the recertification is conducted.
2. Recertification activities are to be completed before expiry of certification
3. A **Recertification audit** may need to have a stage 1 in situations where there have been significant changes to the management system, the organization, or the context in which the management system is operating (e.g. changes to legislation or revision and publication of the related standard).
4. For any **major nonconformity**, correction and corrective actions must be implemented and verified prior to the expiration of certification.
5. When **recertification** activities are successfully completed prior to the expiry date of the existing certification, the expiry date of the new certification can be based on the expiry date of the existing certification.
6. The **issue date** on a **new certificate** shall either be on or after the **recertification decision**.
7. If a recertification **audit** or verification of implemented corrections and corrective actions for any major nonconformity is conducted after the expiry date of the certification, then recertification shall not be recommended and the validity of the certification shall not be extended. The client shall be informed and the consequences explained.
8. **ACB** can restore certification within 6 months provided that the outstanding recertification activities are completed, otherwise at least a stage 2 shall be conducted. The effective date on the certificate shall be on or after the recertification decision and the expiry date shall be based on prior certification cycle.



DEFINITIONS

- a) **Nonconformity:** Non-fulfilment of a requirement
- b) **Major Nonconformity:** Nonconformity that affects the capability of the management system to achieve the intended results. Nonconformities could be classified as major if there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements. A number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.
- c) **Minor nonconformity:** Nonconformity that does not affect the capability of the management system to achieve the intended results.

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