

## BENEFITS OF USING ACCREDITED CERTIFICATION BODIES

BY JOHN NDALAMO

PRIVATE AND PUBLIC ORGANISATIONS CAN OBTAIN CERTIFICATION TO MANAGEMENT SYSTEMS E.G. ISO 9001, ISO 14001 DEPENDING ON THEIR STRATEGIC OBJECTIVE I.E. PRODUCE QUALITY PRODUCTS/SERVICES OR MANAGEMENT BUSINESS IMPACT ON THE ENVIRONMENT. FOR INSTANCE, AN ACCREDITED CERTIFICATION BODY COMPLYING WITH THE REQUIREMENTS ISO 17021 AS WELL AS IAF MANDATORY DOCUMENTS MAY CERTIFY AN ORGANISATION IF THE MANAGEMENT SYSTEM REQUIREMENTS HAVE BEEN MET.

There are many reasons why interested parties make use of accredited certification bodies which include, amongst others, the following:

- i. To gain access to overseas markets since certificates issued by certification bodies that are accredited by an IAF MLA signatory are recognised and accepted throughout the world;
- ii. To identify best practice since the certification body is required to have appropriate knowledge of the user's business sector;
- iii. To offer market differentiation and leadership by showing to others credible evidence of good practice;
- iv. To demonstrate due diligence in the event of legal action; and
- v. To win new business particularly since the use of accredited conformity assessment services is increasingly a stipulation of specifiers in both the public and private sector.

The overall aim of using accredited certification bodies is to provide confidence to interested parties e.g. consumers, suppliers that business processes are managed within management systems that

fulfil specified requirements. In turn, certification conferred by accredited certification bodies allows for greater confidence in a certified clients business operations. It therefore follows that in order to inspire confidence and trust, the certification body should adhere to principles such as impartiality, competence, responsibility, openness, confidentiality, responsiveness to complaints that are essential in ensuring credible certification. The meeting of management system requirements by clients in a consistent and ethical manner is facilitated by adherence to these principles by certifications bodies by helping certified clients to better understand the essential nature of accredited certification. Central to this assurance is that certification activities are carried out by competent personnel and client's contracts are honoured at all times.

**Prepared by:**  
**John Ndalamo and Reuben Govender**  
**Certification Programme**

<sup>[1]</sup> IAF Why use an accredited certification body? (Quebec Canada 2011) pg3

<sup>[2]</sup> ISO 17021: 2015 Requirements for bodies providing audit and certification of management systems – Part 1 pgs 5-6

### CONTACT INFORMATION

**SANAS website:** [www.sanas.co.za](http://www.sanas.co.za) | **Main Switchboard No:** +27 (0) 12 394-3760 | **General Fax No:** +27 (0) 12 394-0526 |  
**Physical Addresses:** the dti Campus, Block G, Ground Floor | 77 Meintjies Street, Sunnyside, Pretoria | **SANAS Knowledge Transfer Centre:** 121 Muckleneuck Street Nieuw Muckleneuk | Pretoria | 0002 | Private Bag X23 | Sunnyside | Pretoria | 0132

