



## KENYA BUREAU OF STANDARDS

### CER/POL/04: Policy on handling audit nonconformities

#### 1. Introduction

This policy document defines how audit nonconformities shall be handled by the auditee, and verified by KEBS CB prior to making a decision, either for certification or for continued certification.

#### 2. General

- 2.1 The auditee shall promptly initiate all necessary corrective actions to prevent recurrence in respect of all non-conformities identified by the audit team.
- 2.2 The auditee shall determine and record the cause(s) of the nonconformities determine the extent analysis to check whether similar nonconformities exist or could potentially occur, and the proposed corrections and corrective action as guided by the Corrective Action Request (CAR). The completion dates of the corrective action(s) shall be recorded on the CAR form.
- 2.3 The corrective actions shall be carried out as soon as possible or in any event within the period agreed with the KEBS CB.
- 2.4 An acceptable corrective action plan shall be submitted within two weeks. For a surveillance audit, non-submission of an acceptable corrective action plan within another twenty-one days will lead to suspension.

#### 3. Handling minor nonconformities

- 3.3 For all the minor nonconformities, the auditee shall submit to KEBS CB proposed corrective action plan(s)
- 3.4 The adequacy of the proposed corrective actions shall be reviewed by the auditor and feedback given to the auditee.
- 3.6 A decision shall only be made after KEBS CB has evaluated and approved the corrective action plan proposed by the auditee
- 3.7 The confirmation of corrective actions and evaluation of their effectiveness shall be conducted at the next audit

#### 4. Handling major nonconformities

- 4.3 For all the major nonconformities, the auditee shall submit to KEBS CB proposed corrective action plan(s)

- 4.4 The adequacy of the proposed corrective actions shall be reviewed and feedback given to the auditee.
- 4.5 A decision shall only be made after KEBS CB has confirmed the corrective actions and evaluated their effectiveness in a close out audit within 60 days. If the issues are not resolved and a decision to certify is made within six months of the audit, another stage 2 audit shall be undertaken for initial certification. For a recertification audit, if effectiveness and decision is not made within six months after expiry of the certificate, another stage 2 audit shall be conducted.
- 4.6 For a surveillance audit, if the issues are not resolved and a decision to continue to certify is made within 60 days of the audit, the client shall be suspended for a maximum of six months after which the certificate is withdrawn if the issues remain unresolved.