



# Management System Certification – Quo Vadis?

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Certification bodies

Accreditation bodies

# CREDIBILITY

Certified organizations

Customers



Audit has no  
added value

Attempt (and need) to obtain a  
certificate quickly – without the  
needed effort

Many  
advisors

Many  
certification  
bodies



NON accredited  
services,  
marketing  
„quality“ marks

Some certified  
organizations do  
not meet legislative  
requirements /  
standards at all

## NON-CREDIBILITY

“Private”  
standards and  
systems of  
certification



Industry standards

Strengthened  
role of supplier  
audits

Source: Mr. Staněk, Ms. Černá

## IMPARTIALITY

Advisor **X** Auditor

Auditor



Certified  
organization


De-valuation of audit findings

# COMPETENCE OF CB'S PERSONNEL

- ✓ Workers reviewing certification requests
- ✓ Auditors and chief auditors
- ✓ Workers making decisions on certification

## ISO 19011:2002

(Management System Audit Directive)



**ISO 19011 – under review – (only) for audits by first and second parties**

**ISO/IEC 17021-2 – Requirements on management system audits by third parties**

# VERIFICATION OF AUDITOR'S COMPETENCY



*it***SMEF**

# RESPONSIBILITY

- ✓ of certification authorities
- ✓ of certified organizations

# OPENNESS OF CERTIFICATION AUTHORITIES

- ✓ Information on issued, suspended and withdrawn certificates
- ✓ Availability of applied certification procedures



# CONFIDENTIALITY



# RESPONSE TO COMPLAINTS



# PRICE OF CERTIFICATION

- ✓ differs between individual certification authorities
- ✓ trend of decreasing price for certification

# CERTIFICATION PRICING

- ✓ NUMBER OF AUDIT-DAYS – SPECIFIC RULES ARE LAID DOWN – e.g. IAF MD 5:2009, IAF MD 1:2007,

Effective Number of Personnel	Audit Duration Stage 1 + Stage 2 (days)
1-5	1.5
6-10	2
11-15	2.5
16-25	3
26-45	4
46-65	5
66-85	6

MLA

# CERTIFICATION PRICING

- ✓ Effectiveness of internal operations of the certification authority  
(e.g. optimization of activities, IT support)



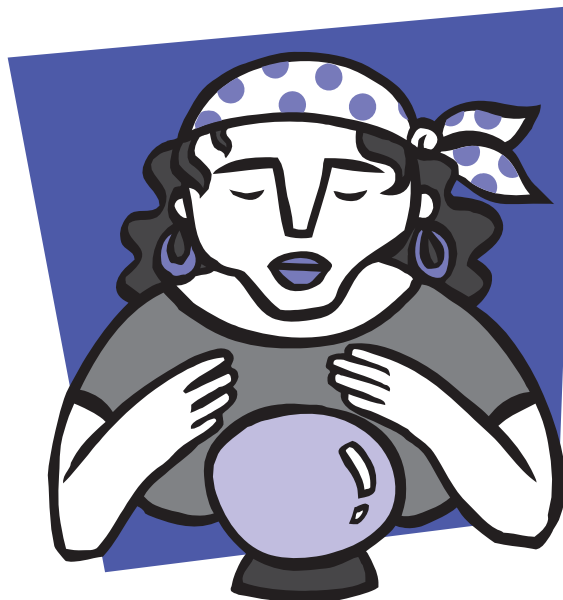
# CERTIFICATION PRICING

- ✓ Auditor's reward, guarantee of competency of the certification authority's personnel, continuous professional growth

OBJECTIVE  
ASSESSMENT

AUDIT'S  
ADDED  
VALUE

ISO 9001 Auditing  
Practice Group ??



## FUTURE?





- ✓ Transparency
- ✓ Compliance with accreditation rules
- ✓ Development of auditors

Certification authorities

- ✓ Spreading awareness of accredited services
- ✓ Stricter requirements
- ✓ Assessment consistency

- ✓ Possibility of unreported on-site supervision

Accreditation bodies

# CREDIBILITY

Certified organizations

- ✓ Compliance with standard requirements – all year long
- ✓ Compliance with legal requirements
- ✓ Ethical behaviour

Customers

- ✓ Recognize an accredited certificate
- ✓ Want a useful audit



# THANK YOU FOR YOUR ATTENTION

**Petr Koten**

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