



Specifying Kitemark® and Systems Assessment Certification

# Best practice procurement:

Delivering quality, value and reassurance

*raising standards worldwide™*





“We see that BSI PAS 125 Kitemark licence as an ideal means of assuring ourselves that the contractor carrying out our repairs has staff that are suitably trained, appropriately equipped and have access to the correct technical data.” – *Fleet Manager, Hampshire Constabulary*

## Kitemark® – The value of product certification



Untested products and services can hurt people and impact an organisation's reputation. They can disappoint customers and harm a brand. At worst, some products that are unfit for purpose quite simply have the power to cause fatalities. For this reason BSI has been testing and certifying products with the prestigious Kitemark for over 100 years so that manufacturers and procurement professionals can have confidence that their customers are protected.

Kitemark works hard to ensure the success of thousands of products and services and the safety of millions of people – of vital importance to the procurement process.

Because Kitemark is an independently operated, third-party certification it acts as proof that a product or service meets the standard as well as Kitemark criteria. As such, where compliance is legislated or required, Kitemark products can prove – without doubt – that they comply, and Procurement professionals can therefore be reassured

The benefit of specifying Kitemark or equivalent is that in doing so you can clearly demonstrate that you have applied **best practice** and **due diligence** in the management of procurement activities.

In light of the latest legislation – Corporate Manslaughter & Corporate Homicide Act 2007 and Health & Safety (Offences) Act 2008, managers of many procurement sectors are under greater pressure to show that they have chosen products or services that are **fit for purpose** and demonstrate a **duty of care**. has been delivered. By choosing to use Kitemark products or services, managers can help to show that they have taken their responsibilities seriously.

**Specification made simple – just add “Kitemark or equivalent”** into your product specifications for all procurement activities because Kitemark delivers quality and safety to you, your organisation and your community.

“The value and importance of the Kitemark in ensuring confident purchasing decisions cannot be underestimated.” – *Gas Industry Standards*

“The best solution is simply to show a Kitemark licence for the product, which tells the specifier all they need to know”.

- FloPlast



## Ten reasons why should you specify Kitemark or UKAS accredited certification?

- 1 To deliver every opportunity to **save time and money** without compromising quality.
- 2 Demonstrate that you have applied **due diligence, duty of care and best practice**
- 3 Ensure that the organisations and products you use **comply with latest legislation**
- 4 Improve the **management of risk** within the procurement process
- 5 To make sure you **select quality**, safe products and services without the need to test them yourself
- 6 To ensure you select the **most efficient, effective and reliable** businesses to deliver your project
- 7 To make **faster but solid decisions**
- 8 Deliver **consistent quality** and reliability
- 9 Bridge skills gaps as certification helps **reduce the risk in procurement** knowledge and experience
- 10 Enhance your corporate responsibility profile by showing that you **take quality and safety seriously**.

## Mini case study: Birmingham City Council

Birmingham City Council is responsible for one of the largest stocks of social housing in the UK and takes seriously, its duty of care to the community in delivering efficient, effective and safe products to its properties. The Council needed to ensure consistent quality, performance and durability of the window and door products fitted to its properties. In order to accomplish this Birmingham City Council now specifies that all double-glazed units supplied for use in those properties must be covered by a BSI Kitemark licence relating to BS EN 1279 Parts 2 and 3. This resulted in cost savings for the Council, as it eliminated the need for it to carry out its own testing and investigations to verify product quality. As a result the units that are now offered to the council are Kitemark certified and meeting or exceeding the Council's requirements and expectations in every respect. “We decided that specifying the Kitemark would provide a straightforward, efficient and cost-effective solution – and that’s exactly how it’s worked out in practice. The units covered by the Kitemark are meeting or exceeding our requirements and expectations in every respect.” Nick Rubery, Associate Service Quality Manager.



## Systems assessment - the value of UKAS accreditation

Procurement professionals, more than ever, are under pressure to maintain high levels of quality and safety while at the same time reduce spend and wastage. To help them achieve this they are increasingly turning to management system standards to ensure more **predictable outcomes**, **repeatable successes**, and to build confidence and trust as well as **eliminate waste**.

As a procurement professional you need to be certain that the organisations you choose to work with are reputable, reliable and well run. This will mean that the organisation has **robust and comprehensive processes** in place to deliver their services or products professionally and safely as well as having the administrative and legislative processes to ensure paperwork is accurate, legal and timely.

Looking for certified organisations is a useful start but with so many certifying bodies how do you know which ones are the best?

### Specification made simple – look for UKAS Accredited certification.



This means that the certifying body – such as BSI – is accredited by UKAS (United Kingdom Accreditation Service) to certify organisations to management system standards.

This means that the certifying

organisation is audited as rigorously as they audit their clients.

The most commonly used systems assessment certifications are ISO 9001 – Quality management; ISO 14001 – Environmental management; BS EN 16001 – Energy Management; BS 25999 – Business Continuity; ISO 27001 – Information Security; BS OHSAS 18001 – Health & Safety Management; BS 8901 – Sustainability Management for Events;

*“An evaluation body accredited by UKAS has proved that it complies with best practice and is competent to deliver a consistently reliable, impartial and accurate service which meets the appropriate, internationally-recognised standard.”*

*– Jon Murty, Marketing & Communications Manager, UKAS*

BSI's schedule of UKAS accreditations can be



checked at [www.ukas.com](http://www.ukas.com). As a UKAS accredited certification body is permitted to display one of the national accreditation symbols specifiers and procurement professionals can make an

informed choice – **so look for the UKAS symbol.**



## Clearing up the myths

Are the claims being made by businesses really true? Insisting that organisations back up their claims to quality, safety and standards compliance will provide reassurance, demonstrate due diligence and best practice. Here is a list of commonly made claims about products or services.

**Statement of design:** Manufacturers may make a statement such as “this product was designed to comply with BSxxxxx “. Without proof the buyer has no way of knowing whether it actually complies. It may have been designed to comply but it may still fail when actually tested.

**Statement of quality:** Manufacturers may claim that their products are high quality or safe but such statements need substantiation so that the buyer can be sure.

**Standards compliance:** Compliance with a formal standard is a good start for any product or organisation. But unless you can see the test report or some other sort of proof it is difficult to be sure that it is fully compliant.

**Test Report (in-house):** An in- house test report may not be as valuable as a third party test report because there could be commercial pressures on the laboratory to provide compliant data.

**Test Report (non-UKAS):** If the laboratory does not have UKAS (United Kingdom Accreditation Service) accreditation, the test house may have interpreted

the standard requirements incorrectly, the equipment may not be calibrated, the staff may not be trained and the report is therefore less valuable than a UKAS accredited one.

**Test Report (UKAS accredited):** UKAS accredited test houses undergo inspections and audits to ensure the accuracy and veracity of their outputs. A test report will state that “the sample submitted met the requirements of the standard”. It will not, and cannot, make the same statement for any products manufactured before or after the date of submission.

**CE marking:** This is a legal requirement for certain products to be placed on the market in the EU. CE marking has two categories: a) Mandatory CE marking – products MUST be tested by a Notified Body – such as BSI. b) Self-declared CE marking: No testing or review is required, it is the manufacturers’ own statement of conformity.

**Independent, UKAS Accredited Certification:** Whether you are using a management system certification or a product certification as the means of choosing suppliers and products, independent, third-party, UKAS accredited certification bodies – such as BSI - provide the best and most robust form of proof that the company or product meets, and continues to meet, the required standards. Look for Kitemark and BSI Registered marks for complete reassurance.

# BSI: Your one-stop-shop for certification

As well as offering Kitemark certification and management systems, did you know that BSI also offers a complementary range of services that can help your business maximise its potential?

## Standards

As the UK's National Standards Body, BSI works with businesses, consumers and the Government to make sure that British, European and international standards are useful, relevant and authoritative.

## Entropy® Software

BSI's web-based management system software solution is used by leading organisations at over 14,000 sites around the world to improve their business performance and manage their risks.

## Product testing and CE mark

BSI offers CE marking and direct testing for a wide range of products to national and international standards

## Training solutions

BSI offers a comprehensive portfolio of standards-based and business improvement training courses. Training delivery methods include open scheduled courses, in-company training, eLearning modules and distance learning qualifications.

[www.Kitemark.com/specifiers](http://www.Kitemark.com/specifiers) • Tel: 0845 080 9000

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