



# Your pocket guide to certification and BSI Kitemark™

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**bsi.**



Show them what  
you're made of

“The BSI Kitemark™ has long been considered the UK’s premier symbol of product or service quality, bringing real, tangible benefits to clients. Using BSI Kitemark as a mark of distinction not only means products are consistently maintained against the latest version of the standard, and factory production controls reviewed, but also delivers a clear competitive advantage as a powerful marketing tool for companies looking to deliver confidence to the end-user.”

**Shahm Barhom,**

EMEA Product Certification Commercial Director

# Welcome to your pocket guide to certification and **BSI Kitemark™**

This practical guide is a comprehensive resource for those working across the fenestration supply chain, from system houses to installers. In our guide you'll find key information from BSI's technical experts at your fingertips, including step-by-step routes to BSI Kitemark and third-party certification for installers.

We have testing and certification solutions for all the major components in the fenestration supply chain. From safety glass and insulated glass units to systems, hardware, locks, through to manufacturing and installation providing stakeholders with peace of mind. Plus if you're looking to bring a new product to market, we test products in the early stages of product development to help you prove you're on track.

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**4,000 certificates approved**  
**173 fenestration client partnerships**  
**30 years' experience**  
**1 Lorraine Balch**



## Your fenestration support team

Our team of experts includes Certification Managers like Lorraine Balch and Joy Town, regional Business Development Managers, Client Managers and Customer Care Advisors, not to mention our Test Engineers. We take care to test your products and assess your factory production controls with accuracy, providing a premium service and certification you can build on.

Our team holds over 205 years of certification and industry experience, with 161 years dedicated specifically to fenestration testing and certification. We are ideally equipped to work with you from the design stage through to the testing and compliance process, helping you to get your products into the desired marketplace working with our local country offices.

**"We have been stunned at the level of expertise and knowledge that BSI has between its walls. We are also incredibly grateful for all of the support during and after the process of achieving a BSI Kitemark."**

**Justin Seldis**, Managing Director, Sunsquare Ltd

# BSI Kitemark for Building Hardware used in windows and doorsets



As the fenestration market continues to evolve and diversify, it's becoming increasingly important that hardware suppliers can prove that their products meet industry recognized standards, such as the performance characteristics of BS 6375 series of standards and the enhanced security requirements of PAS 24: 2016 as part of a system or finished product.

This BSI Kitemark provides assurance to fenestration manufacturers that the hardware that is supplied for use on their products has been rigorously tested to ensure that it performs as it should when in place on the window or doorset.

In order to achieve this BSI Kitemark, organizations are independently assessed at our Centre of Excellence against the following standards:

**BS EN 1670:2007** Building hardware. Corrosion resistance. Requirements and test methods

**BS 6375-1:2015** Performance of windows and doors. Classification for weather tightness and guidance on selection and specification

**BS 6375-2:2009** Performance of windows and doors.  
Classification for operation and strength characteristics and  
guidance on selection and specification

**BS 6375-3:2009** Performance of windows and doors.  
Classification for additional performance characteristics and  
guidance on selection and specification or PAS 24

**ISO 9001:2015** Quality Management Systems requirements.



# Approved Document Q Verification Certificate (ADQ-VC)



Approved Document Q is the practical guidance document about how to meet the security requirements of windows and doors in order to comply with Building Regulations 2010.

Installers of windows and doors in new dwellings or those formed of a change of use are now required to demonstrate compliance with Approved Document Q through certification or test reports to those who require it, such as Local Authority Building Control, Contractors, Developers and NHBC. These reports are often owned by a third party and as a result are not in the installers company name which can create delays in installation.

The Approved Document Q Verification Certificate (ADQ-VC) has been developed to provide installers with independent verification that they have the capability to deliver and install compliant products that have met the requirements of PAS 24:2016 Enhanced security performance requirements for doorsets and windows in the UK.

This verification certificate cuts down administration time by removing the need for installers to source test and certification data from their supply chain for each installation. Instead, the installer can achieve a certificate in their company name, verified by BSI that can be handed to those that require compliance evidence.



# Further fenestration standards and certification

Here is your quick guide to the fenestration standards and our additional certification solutions, from CE marking to BSI Kitemark™.

## BSI Kitemark support: keeping your products up to date

Should standards or regulations be revised, part of our service includes making sure you are aware of these changes and the implications to the certification of your products.

## Windows and doors



**BS 7412:2007** Specification for windows and door sets made from unplasticized polyvinyl chloride (PVC-U) extruded hollow profiles



**BS EN 12608-1:2016** Unplasticized polyvinylchloride PVC-U profiles for the fabrication of windows and doors. Classification, requirements and test methods



**BS 4873:2016** Aluminium alloy windows and door sets. Specification



**BS 644:2012** Timber windows and doorsets. Fully finished factory assembled windows and doorsets of various types. Specification



**BS 8529:2017** Composite doorsets. Domestic external door sets. Specification

**BS 6375-1:2015+A1:2016** BS 6375-1:2015+A1:2016 Performance of windows and doors. Classification of weathertightness and guidance on selection and specification

**BS 6375-2:2009** Performance of windows and doors. Classification for operation and strength characteristics and guidance on selection and specification

**BS 6375-3:2019+A1:2013** Performance of windows and doors. Classification for additional performance characteristics and guidance on selection and specification



**BS 7412:2007** Specification for windows and doorsets made from unplasticized polyvinyl chloride (PVC-U) extruded hollow profiles



**BS EN 14351-1:2006 +A2:2016** Windows and doors — Product standard, performance characteristics

## Security



**PAS 24:2016** Enhanced security performance requirements for doorsets and windows in the UK



**TS 007** Enhanced security lock cylinders



**TS 008** Enhanced security and general requirements for letter plate assemblies and slide through boxes



### Smart Locks

We can support you with a range of testing, verification and certification services for smart locks that meet your needs. These can help accelerate and de-risk time-to-market in a highly competitive and time-critical industry. With smart locks, we can go beyond testing the software, we will examine the cylinder, the door furniture, the electronics, as well as the software / app to help ensure a secure smart lock.

## Door and window installation



**BS 8213-4** Windows doors and rooflights. Code of practice for the survey and installation of windows and external doorsets. Also incorporates the competent persons scheme relating to part L and PAS2030 Green Deal annex B3



**Window Energy Rating** The Kitemark scheme Window Energy Rating is based on the approved document L1B of the Building Regulations.

## Safety Glass and IGUs



**BS EN 12150:2015** Glass in building. Thermally toughened soda lime silicate safety glass



**BS EN 14179:2016** Glass in building. Heat soaked thermally toughened soda lime silicate safety glass



**BS EN 14449:2005** - Glass in building. Laminated glass and laminated safety glass



**BS ISO 11485 (parts 1-3)** Requirements for curved glass



**BS EN 1863 (parts 1-2)** Glass in building. Heat strengthened soda lime silicate glass



**BS EN 1279:2018 (parts 1-6)** Glass in building. Insulating glass units



## Key standards for BIM Objects



**BS 8541-1:2012** Library objects for architecture, engineering and construction. Identification and classification. Code of practice

**BS 8541-3:2012** Library objects for architecture, engineering and construction. Shape and measurement. Code of practice

**BS 8541-4:2012** – Library objects for architecture, engineering and construction. Attributes for specification and assessment Code of practice.

**The standards can be ordered from**  
**[shop.bsigroup.com](http://shop.bsigroup.com)**

# Your steps to BSI Kitemark™

## For manufacturers of fenestration products

We want your experience of achieving a BSI Kitemark to be as smooth as possible. Here are the key steps for each stage of the certification process ready for you to share with others or refer to as you go through your certification journey.

### Standards and a Quality Management System

**Do you already fabricate your product according to the relevant manufacturing standard?**

Standards are available on [shop.bsigroup.com](https://shop.bsigroup.com).

**Do you have a documented quality control system in place that your staff work to?**

If you don't already have a documented quality control system in place, you can opt for certification to ISO 9001:2015, the international standard which sets out the criteria for a quality management system. It can be used by any organization, large or small, regardless of its field of activity. In fact, there are over one million companies and organizations in over 170 countries certified to ISO 9001.

This standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement.

**Note:** In order to achieve a BSI Kitemark it's not compulsory that your company holds a certificate for ISO 9001. However we do require a documented quality system which specifically focuses on particular elements which directly influence product quality. It can be a stand-alone document or be included within the Quality Manual.

If you do hold ISO 9001 certification, this can be held with any recognized certification body.

## Your pre-assessment visit

With your products manufactured to the relevant standard, and your quality management system in place, our friendly Client Manager will deliver a pre-assessment visit. Essentially we'll look at every stage of the production process, starting from how the raw material comes in to your business, all the way to the finished product. The reason we look at your documentation and procedures is to make you aware of any gaps which would need to be addressed before you proceed to certification. These gaps are called non-conformities (NCRs).

Here is a snap shot of some of the critical aspects we assess for your peace of mind:

- Control of production
- Inspection and testing of materials
- Control of non-conforming products
- Control of records
- Handling and storage of package delivery
- Internal audits and training

## Your Stage 2 visit

This will be scheduled separately. The purpose of this visit is to:

- Review any non-conformities raised at your pre-assessment visit, and to record that these have been dealt with
- Witness the production of samples to ensure that the System Suppliers fabrication manual is being followed
- Make sure that the product meets the clauses of the standard.

“BSI is so well known and publishes so many standards – who could be better placed to audit and certify our products?”

**Chris Costall,**

Compliance Director, Nationwide Windows and Doors

## System Supplier Support Programme for fabricators

Of real benefit to fabricators and System Suppliers alike, as a fabricator you can use an already fully tested System Suppliers design system for their windows and/or doors in its entirety for your own BSI Kitemark certificate.

As a fabricator you will sole source your profile systems to use exactly the same hardware and fixing components as originally



tested by the System Supplier. You will only have to undertake fabricator type testing as identified in the relevant material standard.

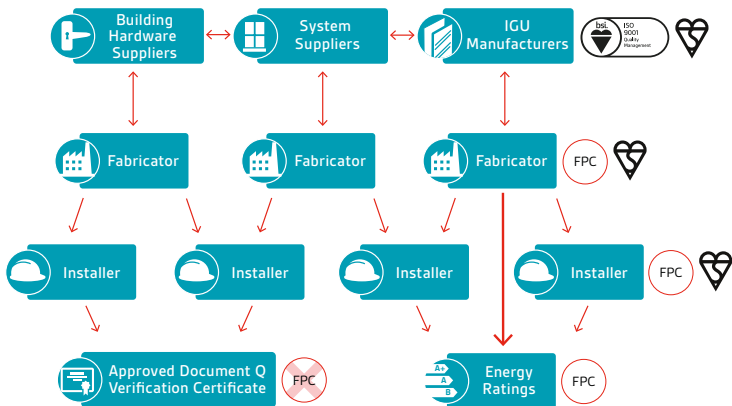
If you want to use different hardware, talk to us. We'll liaise with the System Supplier regarding the proposed change. This may mean that you lose support from the System Supplier with the product. If you decide to proceed then notify us of the hardware that needs to be changed. We'll advise you on the test implications and provide a quotation. We will also ask for your fabrication manual for the newly designed configuration.

“By working closely with BSI to help our fabricators achieve BSI Kitemark, we're creating a classic 'win, win' – instant recognition for quality and performance, while also being a great marketing tool for us and for our customers. This ultimately feeds back into more demand for our products.”

**Kevin Cole,**

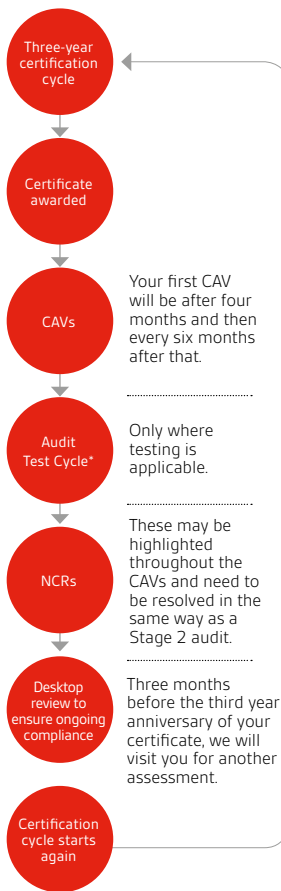
Senior Project Engineer, Smart Architectural Aluminium

## Choose your Component Suppliers and achieve BSI Kitemark™ for your products



Each individual fabricator will have to undertake their own audit testing through BSI's Centre of Excellence.

## Continuing assessment visits and testing



Once you have achieved your BSI Kitemark, we'll continue to assess your quality management system and test your products to give you the reassurance that standards have not slipped over time. The continuing assessment visit (CAV) is a regular event that may be completed in stages, typically every six months.

CAVs are planned over the certification period and will ensure that all elements of the organization covered in the assessment at Stage 2 are re-assessed. They give you the reassurance that all your systems and processes are doing exactly what you originally planned them to do.

The first CAV will be four months after your Stage 2, and then six monthly after that. This will be dependent upon any testing and can be discussed with your Certification Manager.

**These Continuing Assessment Visits (CAVs) will always cover the following areas:**

- System maintenance
- Effectiveness of internal audits and follow-up actions
- Management reviews
- Preventive actions
- Corrective action processes
- Customer complaints
- Changes to the documented system
- In-house product testing (if applicable)
- Quality plan.

**And at each CAV the following will be audited:**

- Actions relating to any previous non-conformities
- How your management system is performing compared to your objectives
- The progress of any new and planned activities aimed at continual improvement
- Results from any previous internal audits
- The use of marks and any other reference to certification
- Records and processes relating to any complaint about the client that has been referred to BSI

- A non-conformity report (NCR) will outline any areas that don't match the standard and these will be grouped, as before, into minor and major non-conformities.

## BSI Kitemark Audit Testing

Following the issue of the BSI Kitemark Certificate, audit test samples will also be regularly selected from the certified range for testing to confirm ongoing compliance with the product standard. The frequency of this is a minimum of once per annum.



# Secured by Design



## Police Preferred Specification

Only certain windows, doorsets and locks which meet high standards for security are accepted by the Police security initiative Secured by

Design. We can help you comply with the Secured by Design requirements, with a BSI Kitemark.

Secured by Design (SBD) requires windows and residential doors to meet the high standards for security as accepted by the Police. They have to be stringently tested to comply with all clauses of PAS 24, the specification for Enhanced security performance requirements, including the performance characteristics of the BS 6375 series of standards before they are awarded a certificate by an independent UKAS accredited certification body, which complies with Secured by Design scheme rules.

PAS 24 Windows and doorsets are tested by replicating the forces that would be applied by an intruder. All hardware and potential access points on the window are tested. The test for

enhanced security is purely against intruder attack rather than a test of an individual hardware component and includes:

- Manipulation of hardware
- Assessment of glazing security
- Mechanical loading test
- Manual check test.



# Proven success of adopting the BSI Kitemark™



65%

say the BSI Kitemark has **increased sales**



60%

experienced improved **internal business confidence** with the BSI Kitemark



80%

see an improvement in their **business reputation**



70%

see an increase in the **efficiency of their processes** with the BSI Kitemark



80%

say the BSI Kitemark helped them to **improve customer satisfaction**



75%

say the BSI Kitemark certification has helped them **attract new customers**



## With a BSI Kitemark™ you can



- **Differentiate** products and services from the competition
- Gain access to **new markets** where the BSI Kitemark is specified or reassurance required
- Win new business by providing **proof** of consistent quality to specifiers
- Command **price premiums** due to increased confidence in quality
- **Reduce risk** and provide evidence of due diligence
- Maintain **quality** and reduce waste
- Improve **customer satisfaction**

“Having BSI Kitemarks is all part of our support to existing customers. It’s a great marketing tool and it helps us win business, especially when it comes to commercial projects.”

**Dennis Keegan,**

Head of Product, Deceuninck

"We chose the BSI Kitemark because it's easily recognizable and because of its association with good quality products. It gives our clients confidence in doing business with us, and it has helped to raise our profile as a manufacturer of high quality products delivering high levels of customer service. Plus our experience of working with the BSI test house and the scheme manager has been excellent."

**Mick Toner,**

Factory Manager, Howarth Timber Windows and Doors Ltd



# Market Access

Whether exporting to global markets or importing into the UK, our dedicated team of fenestration professionals support the certification process from concept to completion. With in-depth regulatory knowledge and product expertise we can assist you every step of the way.

## CE marking

Via the Construction Products Regulation, CE marking is mandatory and is a visible declaration from the manufacturer or importer that the product meets the minimum legal requirements for supply of complete windows and doorsets placed on the market within the EU. BSI can offer CE marking services from both our UK (Notified Body No. 0086) and Netherlands (Notified Body No. 2797) Centres of Excellence.

## BSI Kitemark™

BSI Kitemark goes beyond the minimum requirements, is a mark unique to BSI, and is recognized worldwide as a symbol of quality, safety and trust. As a result, it is not only acknowledged by consumers but also accepted by specifiers, architects and procurement professionals as a method of demonstrating 'best in class' around the globe.

# Specifier engagement

## Increasing the value of the BSI Kitemark

Our dedicated specifier engagement team promote



### Industry awareness

Educating specifiers and clients on the value of the BSI Kitemark



### Product differentiation

Raising consumer awareness of the value of the BSI Kitemark



### Global access

Working with authorities to ensure British Standards and the BSI Kitemark are accepted worldwide.



### BSI Kitemark is specified in

- Contracts
- Preferred supplier lists
- Local authority procurement
- PQQs

## Who are the specifiers?

You tell us...



### Partnership through collaboration

BSI works with industry leaders to promote certification and raise the bar of quality and safety worldwide.

#### Examples of specifier

- Local Authorities
- PQQ writers
- Construction frameworks
- House builders
- Principle contractors
- Government agencies
- **Your customers**

Contact our **Specifier Engagement Team** if you would like to work with BSI to promote the use of the BSI Kitemark to your customers or key specifiers

Email: [commercial.engagement@bsigroup.com](mailto:commercial.engagement@bsigroup.com)

# Common terms

## Certification

This means that you have been successfully assessed against the requirements. We will issue you with a certificate and an approval mark that you can use to promote your achievement. You can then say you are 'approved', 'registered' or 'certified'.

## Non-conformity report (NCR)

The failure to conform to part of the standard and can be described as minor or major. Minor non-conformities are generally nothing to worry about and should be viewed as an opportunity to develop and add maturity to your management system or product. Major non-conformities, however may delay your application for certification, but remedying them will really help your organization improve.

## Continuing Assessment Visits (CAVs)

CAVs are planned annual visits to ensure that all elements of the organization covered in the formal assessment are re-assessed, giving the reassurance that all systems and processes are doing exactly what was originally planned.

## Corrective Action

These are improvements to an organization's processes and products taken to eliminate causes of non-conformities. They focus on the root causes of non-conformities to prevent their recurrence.

## **Corrective Action Plan (CAP)**

A plan to address the root cause of a non-conformity raised during an assessment or as a result of an audit or type test failure.

## **Notified Body**

In the European Union, an organization that has been designated by a Member State to assess whether a product meets the requirements of the EU Directive. Assessment can include inspection and examination of a product, its design and manufacture. With this declaration of conformity, the manufacturer can label the product with the CE mark, which is required for distribution and sale in the EU.

Following the RvA (Raad voor Accreditatie) accreditation achieved in December 2018, BSI is now able to conduct product conformity assessments out of its Netherlands notified body, assessing the compliance of products subject to the Construction Products Regulation. Once these products have met the requirements, manufacturers can apply for the CE mark, so they can be sold in the European Union and the wider European Economic Area.

Alongside its existing notified body designation with the UK Government, the Netherlands designation provides stability and continuity of market access in the event of disruption linked to the UK's proposed exit from the European Union.

## **BSI Kitemark™**

The BSI Kitemark is a registered trade mark owned and operated by BSI. It is one of the most recognized symbols of quality and safety and offers true value to consumers, businesses and procurement practices.

## **Factory Production Control (FPC)**

This is a quality management system, based on the fundamental elements of ISO 9001. Full details of what should be included in a FPC are available from your Certification Manager.

## **Type Testing**

Samples of the product or product range for BSI Kitemark will be tested for full compliance with the product standard as appropriate to the product or service. This is normally undertaken at BSI or an independent laboratory accredited to ISO 17025 or equivalent. Any testing undertaken should be documented on the organization accreditation schedule. If you have had your product tested or certified for conformity by a third party you should provide evidence as this may change the BSI type test programme.



# Why BSI?



## A global brand and network – trusted and recognized around the world

- A global network of over **4,600 people** supported by **12,200 industry experts**
- Over **100 years' experience** across almost **every sector**
- Global specialization focused on **standards, training, certification and GRC**
- Industry specialized assessors **constantly trained** on new standards and processes
- Our Credo “**Making Excellence a Habit**” keeps BSI **client focused, valued and appreciated** by our clients – BSI assessors score 9.25/10 in our Global Client Satisfaction Index.

We are the business standards company that equips businesses with the right tools and solutions to turn best-practice standards into habits of excellence. With over 4,600 staff worldwide, we help our clients drive performance, manage risk and grow sustainably.

All our standards are underpinned by a collaborative and rigorous approach perfected over decades. We always work closely with industry experts, government bodies, trade associations, businesses of all sizes and consumers to develop standards that drive excellence.

Our reach is global and we play a key role within the International Organization for Standardization (ISO). As one of the founding members, we help make sure international standards developed address today and tomorrow's business and societal needs, while delivering real benefits to an organization and all its stakeholders.

To find out more

Call: **+44 (0)345 0765 606**

or visit: **[bsigroup.com/windowsanddoors](https://bsigroup.com/windowsanddoors)**



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or visit: **[bsigroup.com/windowsanddoors](https://bsigroup.com/windowsanddoors)**



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