

 ESWATINI STANDARDS AUTHORITY	Document Title	Grant of Certification Procedure	
	Effective date	Document No.	Revision
	01 February 2026	CER_PR_014	06

1. PURPOSE

This procedure specifies the conditions for granting initial certification and maintaining certification.

2. SCOPE

The procedure applies to all processes relating to granting of Management Systems certification.

3. ABBREVIATIONS

3.1. MSCS – Management Systems Certification Scheme

3.2. TM - Technical Manager

3.3. CSO – Certification Systems Officer

3.4. SQAQO-Senior Quality Assurance Officer

3.5. CAC – Certification Approvals Committee

4. DEFINITIONS

4.1. Applicant - An Organization that applies for a certificate under the Management Systems Certification Scheme.

4.2. CSO -The Certification Systems Officer appointed to coordinate preparation, control and dissemination of documentation pertaining to MSCS.

4.3. TM- TM & Management Representative responsible for day-to-day operations of MSCS and quality management systems implementation within SWASA.

5. RESPONSIBILITIES

5.1. Certification Committee- The committee appointed to consider audit findings and recommendations for grant of certification.

5.2. SQAQO - responsible for supervision of day-to-day operations of MSCS and quality management systems implementation within SWASA.

5.3. TM - TM and Management Representative (MR) responsible for day-to-day operations of MSCS and quality management systems implementation within SWASA.

5.4. Team leader – leader of the audit team, responsible for making audit conclusions and certification recommendation.

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6. PROCEDURE

No.	Task	Responsibility
6.1	Submission of audit reports	
6.1.1	Analyses all information and audit evidence gathered during the stage 1 and stage 2 audits to review the audit findings and make appropriate recommendation and the audit conclusions.	Team Leader
6.2	Review of Audit recommendation	
6.2.1	Ensure that reviewers who review and scrutinize reports and make recommendations are different from those who carried out the audits.	TM
6.2.2	Confirm prior to making a decision;	
6.2.3	a) the information provided by the audit team is sufficient with respect to the certification requirements and scope for certification; b) it has reviewed, accepted and verified the effectiveness of correction and corrective actions, for all nonconformities that represent; c) it has reviewed and accepted the client's planned correction and corrective action for any other nonconformities.	TM/ Audit Team Leader
6.3	Information for granting initial certification	
6.3.1	Ensure information provided by the audit team has: a) the audit reports, b) comments on the nonconformities and, the correction and corrective actions taken by the client, c) confirmation of the information provided in the application review and d) a recommendation whether or not to grant certification, together with any conditions or observations.	CSO
6.3.2	Make the certification decision on the basis of an evaluation of the audit findings and conclusions.	CAC
6.3.3	Review all audit reports received for completeness and forward to Certification committee.	TM
6.4	Decision on Certification	
6.4.1	Submit review report and all other relevant information to approval committee to take certification decision.	TM
6.4.2	Document decision and forward to the ESWASA Executive Director for endorsement.	TM
6.4.3	Once endorsed by the ESWASA Executive Director inform applicant of the outcome of the certification process.	TM
6.4.4	Notification of grant of certification to the applicant.	TM
6.4.5	Update register of certificates.	SQAO
6.4.6	Prepare certificate document on prescribed format.	CSO

Prepared by: CSO	Reviewed by: SQAO	Approved by: TM	Page 2 of 3
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6.4.7	Present certificate to client.	TM
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7. REFERENCES

CER_PR_005 Certification Approval Committee procedure

CER_PR_020 Management systems certification audits procedure

CER_RU_028 Rules for use of standard mark

CER_FO_022 Certificates register