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## Botswana Bureau of Standards




**BOBS/MS/01/POL1**

### Policy on Management of Impartiality

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## 0.0 Introduction

Apart from certification of management systems, BOBS offers technical services in the areas of certification of products, industrial metrology, trade metrology, testing of goods, training, standards development and information provision. However, BOBS is very conscious of the possible conflict of interest in providing these services and therefore has developed this Policy to define how impartiality is managed with regard to the management systems certification activity.

## 1.0 Consultancy, Training and Internal Audits

- No Units in BOBS shall offer or provide consultancy services to organizations wanting to obtain or maintain certification to BOS ISO 9001 or any management system standard.
- BOBS shall not offer services to design, implement or maintain management systems.
- However, BOBS may provide technical assistance to other certifying bodies, established or developing. Such typical consultancies include reviewing the technical infrastructure making recommendations on how the certifying body might establish an infrastructure that satisfies world best practice.
- BOBS training services shall be restricted to the provision of generic information and advice, which is freely available in the public domain.
- BOBS shall not offer or provide internal audits to its certified clients.
- BOBS shall not certify a management system to which it provided internal audits. A minimum period of two (2) years shall be allowed to elapse before BOBS can accept the application.
- Personnel (including those who may be subcontracted by BOBS) who have provided management system internal audits, including those acting in a managerial capacity, shall not be selected to take part in an audit or certification activities within two (2) years following the end of the internal audits.
- BOBS shall not certify a management system on which a client has received management system consultancy or internal audits, where the relationship between the consultancy organization and BOBS poses an unacceptable threat to the impartiality of BOBS.


## 2.0 Activities of Related Bodies

- Where required the Director of Commercial Enterprises (DCE) shall document and demonstrate how threats to impartiality are eliminated or minimised, whether they arise from within or from activities of related bodies.
- Where the threat(s) cannot be eliminated or minimised, certification shall not be provided.
- BOBS shall not certify another certifying body for its management system certification activity.
- BOBS shall not outsource audits to a management system consultancy organization.

## 3.0 Marketing of Certification and Consultancy

- BOBS shall not maintain a list of consultants for BOS ISO 9001 or any management system standard. BOBS shall also ensure that none of its clients are given the impression that the use of specific consultancy service (and training) providers would bring business advantage to the client and make certification simpler, easier or less expensive.

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- BOBS shall not market together certification and consultancy, and nothing shall be stated in BOBS marketing material or presentations, written or oral, to give the impression that the two activities are linked.