

Give your company the recognition it deserves

Like every good entrepreneur, you guarantee the quality you deliver. After all, your products, services, personnel and processes comply with all the laws and regulations concerning safety, efficiency, control and sustainability. These values all come naturally to you. What matters, though, is that you convince (potential) customers or clients of your good intentions, too. Kiwa's certification services can help you do just that. Our certificates and reports offer reliable, objective and internationally recognised evidence that you comply with all quality norms. Moreover, they provide your organisation with a lasting quality impulse. And as your partner for progress, we are happy to assist you with all your quality-related issues.



SARA HUANG
SALES REPRESENTATIVE
SUNRISE GRILLS, TAIWAN

如有疑問，敬請告知，謝謝！‘We’re satisfied with Kiwa’s service. So we’ll stick with Kiwa for future certifications.’

NICOLA RENOFFIO
PRESIDENT & OPERATION MANAGER
GENIUS S.R.L., ITALY

‘The Kiwa certification brand on our products helps us to market the products all over Europe. Genius considers the Kiwa mark a good marketing instrument.’

BERNARD VANDERPER
DIRECTOR BENELUX
DECEUNINCK NV, BELGIUM

‘At Deceuninck we have worked with a so-called sector-specific quality certificate for years. In addition to general requirements, it also contains specific requirements that we have imposed upon ourselves and our processors. Because of this we are able to control the quality of the distribution column and our co-window producers and installers can deliver quality to consumers and/or contractors.’



More than a certificate

Kiwa's services extend beyond simply issuing certificates. At your request, Kiwa – in co-operation with independent experts – can also carry out inspections and research in the fields of risk management, environmental legislation, the labour environment and safety issues concerning your products and services. Our combined knowledge of laws and regulations and of technology will ensure you of an impartial and thoroughly grounded evaluation that will exceed both your expectations and the required norm. You can be sure that with Kiwa's input, your organisation will be equipped for the future.

Kiwa will be in there with you

When you face complex and comprehensive certification procedures, you'll want a sparring partner. Like Kiwa. As a starting point, we will review your risk profile and company vision along with the latest legislation, regulations and sector-specific requirements. If you're facing multiple certification regulations, we'll help you establish an integrated approach – saving time and money and streamlining processes. And if knowledge of quality norms is what you need, Kiwa offers on-site, tailored training programmes.

We understand your international ambitions

Kiwa Certification is an authority at home and abroad in the construction, energy and water sectors with a stable position in numerous other market sectors. Our experts know their way around the jungle of European regulations, quality norms and safety criteria. This knowledge enables them to open doors for you that may otherwise remain closed. We may make the difference in your efforts to access European markets.

ANDREA MARIOTTINI
RIELLO GAS BOILER DIVISION
RIELLO S.P.A., ITALY

‘The Kiwa CE certification mark on our products helps us to market the products all over Europe and also in those countries not part of the CE market. We think the Kiwa CE mark is a good certification instrument, as it means the national notified bodies do not require additional tests/reports from us.’

SECTORS KIWA WORKS IN

- Agriculture, Feed and Food
- Building and Construction
- Chemical industry
- Energy, Water and Gas
- Health and Care
- Civil Engineering
- Retail and Wholesale
- Industry
- Food
- Education
- Public Institutions
- Tourism and Recreation
- Transport and Mobility
- Utilities
- Security and Safety

Kiwa Expert Centres: an international knowledge network

In an increasingly internationalised and complex world, Kiwa offers cross-border added value through a network of 9 specialised Expert Centres. Each one is a one-stop shop for its specific market, bringing together all the knowledge and expertise available throughout Kiwa's divisions and businesses in over 40 countries. They provide clients around the world with quick and easy access to all the knowledge and tools they need to improve quality and enter new markets. The Centres cover these sectors: Corporate Social Responsibility, Energyusing Products, Food, Healthcare, Glass, Safety & Risk Management, Polymers, Sanitary Appliances and Automotive.

TEN REASONS TO CHOOSE FOR KIWA CERTIFICATION:

- To strengthen your market position
- To gain rapid access to new European markets
- To give your organisation a lasting quality impulse
- To have your complete certification procedure taken care of by a single party
- To be sure of quickly being connected with the right auditors and inspectors
- To benefit from our strong domestic position and official recognition in 40 countries
- Kiwa has all the expertise and experience you will need in-house
- Kiwa's transparent procedures and clear fee structure
- Because Kiwa is truly independent and impartial
- Because we're active in many market sectors

The three dimensions of Kiwa Certification

With a staff of over 750 professionals, Kiwa is responsible for many hundreds of product, process and system regulations within the European market. Our services are focused on three things:

1. An objective quality statement for your products and processes

By obtaining product certification, you will increase your market chances, as you will be able to offer (potential) buyers objective proof that your products meet current quality and safety requirements. A certificate, moreover, covers more than just the product. The production process – from the source of your raw materials to the storage of the final product – can also be included. Process certification is especially useful if the final results of your work are difficult to evaluate objectively, as it is aimed at making the processes themselves clearer and more controllable. Constant monitoring of the quality of all possible activities within your organisation will improve employee efficiency and accuracy and make company risks easier to control. As a process certificate will also add strength to your market position, you are provided with a persuasive advantage in the allocation of projects.

2. A streamlined organisation with system certification

System certification will give your organisation a decisive edge in terms of quality. System certification clarifies responsibilities, authorisations and procedures within your organisation. The advantages are evident: more efficient work processes, happier employees, better risk control, improved customer satisfaction and greater profits. At your request, Kiwa system certification (ISO9001) can be supplemented with ISO14001 (environment) and/or OHSAS18001



(work environment) or a sector-specific module (an ISO-based quality management system that meets requirements at home and abroad).

3. Certifying your employees

Your employees are the critical success factors in achieving business objectives. Personal certification, therefore, is a logical step to take in improving the quality assurance of your products and organisation. Contrary to educational programmes, a personal certificate provides continuous quality monitoring with regard to the professional abilities, technical knowledge and skills of certified individuals.

PAUL PETERS
HEAD OF CUSTOMER CARE
**HTM PASSENGER TRANSPORT NV,
THE NETHERLANDS**

‘We often work under difficult circumstances and a safe working environment for our personnel is one of our primary concerns. We do everything we can to ensure safety. A lot depends on our employees. That's why we train them well and require them to become certified. This way the safety of our employees and clients is safeguarded.’

MATS OVEGÅRD
QUALITY MANAGER STORES
ICA AB, SWEDEN

‘We have taken the initiative to introduce a new standard for food handling in retail stores – a worldwide first. It is good to be able to show clients fair evidence of the quality of the food they are buying. The standard is now owned by our trade association. ICA has already begun to certify Swedish supermarkets. For them, certification is not only a safe way to advertise quality in a store, but also an affirmation that they employ knowledgeable staff.’

The road to certification

One step at a time

With Kiwa, your certification procedure will be a fixed process following a number of carefully established steps. The result is that you will soon be able to use your quality statement to profile yourself in the market. The entire procedure can be roughly divided into the following stages:

1. Certification research

Kiwa's certification research consists of one or more company visits to determine whether your product, process or systems are in line with the relevant evaluation guidelines or international norms. At your request, this stage may include a trial audit.

2. Awarding of the certificate

If the product, process, or system meets all the requirements, you will receive a certificate and a certification logo, as far as this is relevant. If any improvements are required, your organisation has up to six months to implement them.

3. Follow-up visits

After the certificate has been awarded, Kiwa will visit you periodically to check your compliance.

4. Re-certification

Product and process certificates are generally valid for an unlimited period of time, providing the product or process in question remains compliant with the relevant requirements. System certificates are valid for three years. Re-certification involves a limited amount of research.

Certifying the certifier

At Kiwa Certification, we're adamant about expertise, independence and a personal approach. That's why we regularly submit our own organisation and staff to audits. All of the leading European accreditation institutions have accredited us for the vast majority of system, product, process and personal certification schemes. For a detailed and up-to-date overview of all of Kiwa's certification arrangements, accreditations and notifications, visit our website at www.kiwa.nl.



YOUR INVESTMENT

Usually, the cost of certification can be earned back rapidly for the simple reason that an independent quality label increases your market chances. How much you pay, depends on the complexity and size of your organisation, the number of locations or subsidiaries involved and the nature of the certification. Naturally, Kiwa will always provide you with an estimate of the time and cost involved prior to starting the procedure.

CE MARKING: YOUR PASSPORT TO THE EUROPEAN MARKET

Kiwa has been recognised by the government as an institute that is allowed to award the CE mark to producers and importers of construction materials, AoC systems and gas burners. A CE-mark supplements your product certification, indicating that your products meet European regulations.

More information?

For more information on our services and the possibilities of certification for your organisation, please visit us at our website or contact our experts. We will be happy to answer all your questions. Our contact details and information on our branch offices can be found at www.1kiwa.com.

A partner for progress

Kiwa is a globally active quality assurance firm that assists organisations across a broad range of market sectors with comprehensive certification procedures. As your partner for progress, Kiwa will help you to continuously improve your processes, products, employees and organisations. Our activities in the fields of inspection, research, consultancy and training will support you in this goal. With more than 900 professionals in over 40 countries, we have the expertise and experience needed to be your partner, helping you to reach your full potential.

Kiwa Certification

The shortest route to recognised quality



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