



## How can I become certified? – A practical guideline

### Who is Dancert?

Dancert is fully owned by the Danish Technological Institute, an independent non-profit organisation.

The staff at Dancert consists of experienced experts familiar with management systems, products and production processes. The special knowledge of the employees is combined with in-depth knowledge of standards and authority requirements.

Dancert certifies:

- Products in accordance with
  - Danish and European standards
  - European Harmonised Standards and European Technical Assessments with a view to CE marking
  - Keymark scheme rules
  - Supplementary regulations of Dancert
  - Industrial standards
- Quality control systems in accordance with DS/EN ISO 9001
- Environmental management systems in accordance with DS/EN ISO 14001

A current list on standards and other certification principles may be obtained upon request.

The Danish Energy Agency has registered Dancert under the registration number 1073 and accordingly, the certificates issued by Dancert can form the basis for CE marking of products.

Dancert performs the certification in the following manner:

1. The organisation applies for certification and simultaneously submits documentation on how the organisation/product fulfils the requirements. Ordinarily, the documentation consists of the quality manual of the organisation supplemented by other relevant materials.
2. Dancert examines the documentation and generates a report for the organisation. The report provides a description about the areas in which the organisation must adapt its documentation in order to meet the requirements.

3. In case of certification of a management system, an initial visit at the organisation is agreed, where the organisation is examined jointly in order for Dancert to become familiar with the organisation so that Dancert can develop a purposeful audit programme for the certification audit (phase 2). Together, the points 1 to 3 form phase 1 of the certification process. The result of phase 1 determines whether it is possible to proceed to phase 2.
4. Dancert visits the organisation during a certification audit where an examination shall prove whether the systems work in practice. Subsequently, the organisation receives a report and continues to work on points of improvement, if any.
5. Dancert assesses the improvements performed and issues the certificate if Dancert receives documentation for fulfilment of the requirements by the organisation.

### How do I start?

The application for certification can be carried out by submitting the general application form of Dancert to be found under [www.dancert.dk](http://www.dancert.dk). The application can also be obtained directly by contacting the secretariat of Dancert. The relevant information documentation can be found on the website or will be sent to you directly upon request.

Before the organisation decides to apply for certification, it is possible to agree on an information visit. During the visit, Dancert discusses the certification process for the selected requirements and answers questions about the interpretation of the requirements. The current state for fulfilment of the certification basis can be assessed first together with the organisation.

As soon as the application has been submitted, Dancert will in writing inform the organisation about the acceptance of the application or ask for further information. If it has been determined that the certification applied for cannot be performed, Dancert will send a refusal.

We will agree on a general schedule for the certification process and on the Dancert employees to participate in the individual partial processes.



Subsequent to an examination of the documentation of the organisation, which will include the production manual and product sheets (type assessment), Dancert will send a report confirming that the certification requirements have been fulfilled.

Following this, Dancert will perform a certification audit.

## **What happens during the audit?**

An audit will be performed in connection with the certification; i. e. prior to the certificate being issued, and an audit will be performed in connection with the continuous surveillance of the organisation.

The date for the certification audit will be agreed with the organisation at least 2 weeks in advance, and Dancert will send an audit programme at the latest 1 week prior to the audit. The audit team consists of one or several auditors/specialists to be appointed by Dancert. During the audit, the organisation must provide a person authorised to accept possible nonconformities from the requirements.

In general, a surveillance audit has the same content as a certification audit, though with the substantial difference that only a part of the requirements will be examined.

Following the audit, Dancert will send an audit report containing observations, remarks and possible nonconformities. In case of nonconformities from the requirements, a nonconformity report will be generated, which has to be accepted by the management representative of the organisation. In the report, Dancert will state the requirements that have been deviated from. In the nonconformity report, the organisation must explain the reason for the nonconformity, how to remedy the nonconformity and the corrective measures to be taken to avoid the nonconformity from occurring again. In general, Dancert must receive the explanation within 1 month and will then determine the content and scope of the verification, which can end the nonconformity.

An appropriate time frame for performance of the corrective measures, depending on the character of the nonconformity, will be agreed. The time frame may, however, not exceed 6 months. In general, the corrective measures will be verified in

connection with the audit of the organisational system for corrective measures at the following audit, but a supplemental report or an additional audit may be required.

Nonconformities observed during the certification audit must be ended before the certificate is issued.

If circumstances are found during the audit, which present a nonconformity risk, an observation will be stated in the audit report.

The organisation is obliged to follow up on observations and explain the reactions needed as a result of the observations. During the following audit, Dancert will follow up on how the organisation has reacted on the observation.

Other circumstances that are neither characterised as nonconformities nor as observations, may be shown as "remarks" in the report. Dancert does not expect the organisation to follow up on remarks especially.

Prior to the surveillance by Dancert, the organisation is obliged to report all substantial changes affecting the management system, the production and the product including changes in the production manual and new product types continuously.

## **When will I receive my certificate?**

It usually takes approx. 3 months from submitting the application until the organisation receives the certificate. If the organisation needs more time to perform the process in a satisfying manner, the time frame will be extended to max. 6 months. Otherwise, there is a risk that the information given in connection with the application, has become obsolete. A fast process may also be agreed.

## **Extension of a certificate**

If the organisation has a need for certification of additional products or activities, the organisation gets in touch with the contact person at Dancert. There is usually no need for a new application. The contact person will subsequently inform the organisation about the documentation to be submitted and whether a new audit may be required. In most cases, an extension can be



combined with a planned surveillance audit and in some cases, no audit will have to be performed at all.

certain kinds of certification such as product certification. In some cases, legal requirements may also apply to the certification.

## **Can I lose my certificate?**

Yes, you can – but fortunately that only happens in rare cases. Organisations certified by Dancert enjoy respect. The reason is that the customers experience that organisations certified by Dancert make a great and serious effort to fulfil the requirements and meet the expectations of the customers.

Another reason is that Dancert only issues certificates to organisations that have shown that they meet all the requirements and that a certificate can only be maintained if the organisation can continue to prove that it still fulfils the requirements.

If Dancert observes that an organisation, which has received a certificate, no longer meets the requirements, Dancert will ask the organisation to remedy the nonconformities and provide according documentation for Dancert. If the organisation cannot or will not correct the nonconformity(ies), Dancert will suspend the certificate of the organisation. A suspended certificate becomes void.

If the organisation has not corrected the nonconformities until the end of the suspension period, Dancert will take the certificate from the organisation.

If the requirements for a partial coverage area of the certificate are not fulfilled, the certificate can be limited in order for the certificate to be maintained.

If the organisation foresees that it will not be able to meet the certification requirements for a certain period of time, a voluntary suspension of the certificate can be agreed. As soon as the organisation is able to meet the requirements once more, the certificate can become effective again. In general, a suspension may not take longer than 12 months.

## **Rights and Duties**

The rights and duties of the organisation are listed in Dancert's general terms and conditions for certification, inspection and approval to be found on the Dancert website. In addition, supplementary terms have been determined for