

How to get Certified? – Practical Guidance

Who is Dancert?

Dancert is fully owned by the Danish Technological Institute which is an independent, non-profit institute. The . The Certification Board of Dancert assists in ensuring impartial certification.

Dancert's employees are experienced experts who know management systems, the products as well as the manufacturing processes. The expertise of the employees is combined with profound knowledge of standards, codes of practice and regulatory requirements.

Dancert certifies/verifies:

- Products in accordance with Danish and European codes of practice and standards for products
- Products in accordance with harmonized European standards with reference to CE-marking
- Products in accordance with key-mark-regulations
- Quality Management Systems in accordance with DS/EN ISO 9001
- Environmental Management System in accordance with DS/EN ISO 14001
- Energy Management Systems in accordance with DS 2403
- Occupational Health and Safety Management Systems in accordance with OHSAS 18001 and the Danish Statutory Order no. 923
- CO₂ discharge reports

Dancert is accredited by DANAK to certify products and management systems.

The National Agency for Enterprise and Construction has notified Dancert with the registration number 1073. There may be a product committee related to a product area. The product committee advises Dancert within the product areas of which Dancert offers certification.

Certification by Dancert takes place as follows:

1. The company applies for certification and hands over at the same time documentation on how the company/product complies with the requirements. The documentation normally consists of the quality management manual and other relevant material.
2. Dancert reviews the documentation and prepares a report to the company. The report

describes which parts of the documentation, the company may have to improve to meet the certification reference.

3. Before certifying a management system an initial audit at the company is arranged where Dancert and the company analyse the needs of the company so that Dancert gets to know the company and so that Dancert can set up an appropriate audit programme for the certification audit ("stage 2"). The items 1 till 3 represent "stage 1" in the certification process. The results of "stage 1" determine whether the company is ready for "stage 2").
4. Dancert visits the company on a certification audit, where a review shall show whether the systems operates in practice. The company will then receive a report and will work on improvements, if any.
5. Dancert evaluates the accomplished improvements and issues a certificate when Dancert has received the documentation that the company complies with the certification reference.

How can I get started?

You may apply for certification by completing Dancert's general application form which is found at www.dancert.dk. You may also apply by contacting the secretariat of Dancert. Relevant information can be found on Dancert's homepage or we will be forwarded upon request.

Before the company decides to apply for certification, Dancert offers to pay the company t an informative visit. During the visit Dancert will explain the certification process related to the chosen certification reference and answers questions on interpretations. In cooperation with the company, Dancert can give an overall assessment of the present level of compliance with the certification reference.

Upon receipt of the application, Dancert informs the company in writing that the application has been accepted. If necessary, Dancert will ask for further information.

At the same time the company will receive an overall schedule for the certification process and information about who of Dancert's employees will handle the individual processes.



After reviewing the material from the company including the manufacturing manual and data sheets (initial type testing), Dancert forwards a report confirming that the requirements for certification are met.

Then Dancert will carry out a certification audit.

How does an audit take place?

Audits are carried out in connection with the certification that takes place prior to issue of the certificate, and audits are carried out in connection with the ongoing surveillance of the company.

Dancert agrees on the date for the certification audit with the company at least two weeks in advance, and no later than one week before the audit Dancert forwards a programme for the audit. The audit team consists of one or several auditors/experts appointed by Dancert. During the audit a representative from the company shall be present who has the authorities to accept nonconformities, if any.

A surveillance audit has in principle the same scope as a certification audit, however, the substantial difference is that only a part of the certification reference is reviewed.

After the audit Dancert forwards an audit report that includes observations, notes and nonconformities, if any. If nonconformities occur compared with the certification reference, a nonconformity report is issued that must be accepted and signed by the management representative. Dancert will state in this report which part of the certification base has been deviated. The company is requested to account for the cause of the nonconformity, planned remedial measures and corrective actions to carry out to prevent recurrence. Normally, the company shall forward the statement to Dancert within a month. Then Dancert specifies the necessary verification, in order close the nonconformity.

Dancert and the company agree upon an appropriate time limit for accomplishment of the corrective actions which will depend on the nature of the nonconformity. The time limit may, however, not be more than six months. The corrective actions are normally verified in connection with the next audit of the company's system for corrective actions, but it may take place, if necessary, in a supplementary report or at an extraordinary audit.

Nonconformities noted during the certification audit must be closed before issuing the certificate.

If findings at the audit indicate a risk of a nonconformity, this will be noted as an observation in the audit report.

The company is obliged to make its own follow-up on

the observations and consider what actions to take.

At the next audit Dancert will follow up on who the company has dealt with the observations.

Other findings that cannot be characterised as nonconformities or observations can be listed as notes in the report. As far as notes concerns, Dancert does not expect any special follow-up from the company.

Besides Dancert's surveillance the company is obliged to report regularly all essential changes, which affect the management system, the production and the product including changes in the manufacturing manual and inclusion of new product types.

When can we expect the certificate?

It normally takes approx. three months from the application has been sent till the company receives the certificate. If the company needs more time to accomplish the process satisfactorily, the schedule is prolonged, however, not for more than six months as there would be a risk of the information given in connection with the application would be out of date. A faster process may also be agreed.

Dancert prepares a certification report indicating the basis for issuing the certificate. Then the company will receive the certificate.

What is a product committee?

In connection with product certification Dancert may appoint a product committee. The product committee advises Dancert senior executive and the Governing Board on product-specific aspects. The product committee has no authority to make decisions in relation to the certification but may due to its knowledge, however, influence that the certification is performed with due regard to specific conditions valid for a certain product area. The company may use the product committee for many purposes e.g. in case of disagreements about nonconformity report, they may be asked for advice if complaints have been made about a company or if a company requests to complain about Dancert.