

Considerations on the Credibility and Added Value of Certification and Accreditation Processes

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Abstract

ISO 9001 is an excellent reference that can help organizations to develop an effective QMS. The effectiveness and the efficiency of QMS certification are based on the credibility of the certification process. But commercial considerations and incompetence or indifference on the part of a CB (certification body) result in poor-quality certification and the eventual lack of credibility of the whole process. With the proliferation of CBs and the absence of adequate control by ABs (accreditation bodies), the certification process in general has been discredited, especially in developing economies. Industries don't see value addition in the certification, and some of them have lost faith in the standard itself. ISO and the IAF recognize the problem and have initiated corrective measures. It is hoped that, in time, industries will begin to look upon QMS certification as a value-added exercise and the ISO 9001 certification process will regain some of its lost glory. This paper includes relevant data on the history and most important today's challenges and issues (with proposed possible solutions) of certification and accreditation processes in Romania.

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