

# ISO 9000 / 14000 CERTIFICATION

The LPHCA awards ISO status to Graded Members who can demonstrate ISO certification that is Crown & Tick, which means recognised by Government.

Bernard Hall who has been taking us through the journey to ISO 14000 certification in recent editions of Private Hire News is unfortunately unwell so we have reproduced an article published in edition 22 about why we too only recognise (UKAS) or nowadays an equivalent European Standard.



The article below was written by Tim Inman of the Association of British Certification Bodies, (ABCB).

Steve Wright, your Chairman, spoke to me regarding a member of the London Private Hire Car Association who had obtained ISO 9000 certification from a certification body, (CB), which had not been accredited by the United Kingdom Accreditation Service, (UKAS). He asked me for an opinion on the value of such certification. Here goes.

The purpose of accreditation is to provide assurance to a prospective client that the CB holding the accreditation is competent, meets international criteria for integrity and has suitably qualified employees.



In the U.K., such accreditation is provided by UKAS, a body which operates in accord with a Memorandum of Understanding with the Secretary of State for Trade and Industry and is the only UK accreditation body recognised by Government.

UKAS subjects CBs to regular audit and conducts full re-assessments on a four-yearly cycle. In addition, the CB is required to conduct periodic surveillance of its customers and to re-assess their conformity to the relevant standard every three years.

These activities are also regularly audited by UKAS which is itself subject to peer assessment by other internationally recognised accreditation bodies which are bound together by a formal multilateral agreement.

So, in a nutshell, a UKAS accredited ISO 9000 certificate will have been awarded within an internationally accepted regulatory framework, maintained by a rigorous and transparent surveillance and assessment regime and have optimum image and status in the market-place.

On the other hand, non-UKAS accredited CBs either operate with no accreditation whatsoever or obtain accreditation from one of a number of accreditation bodies, not recognised by Government, established, it appears, to add an aura of respectability to otherwise non-accredited CBs.

These CBs tend to operate with little or no regulation of their activities. They can, and usually do, offer a cheaper service than UKAS accredited certification bodies and tend to attract business on that basis. Also, although customers of non-UKAS accredited CBs may display the ISO 9000 registration mark, they are not allowed to display the prestigious UKAS mark, commonly known as the "Crown & Tick".

Whilst there is no doubt in my mind as to the worth of UKAS accredited certification, as compared with the non-UKAS accredited variety, unless and until the Government acts to outlaw the latter, the potential purchaser of ISO 9000 is faced with a choice. I hope that this short article will assist in that choice.

Finally, should any reader require further information or advice in connection with the subject matter of this article, please do not hesitate to contact me.

Tim Inman is the Chief Executive of the Association of British Certification Bodies, (ABCB), the lead trade association for third party certification bodies operating from a UK base. Its membership comprises a broad cross section of certification bodies and its primary objective is to protect, promote and enhance the role, value and integrity of accredited third party certification.

UKAS the United Kingdom Accreditation Service are based at:  
21-47 High Street, Feltham, Middlesex. TW13 4UN

Further details about UKAS and ISO can be found at [www.ukas.com](http://www.ukas.com)

