

|  |
| --- |
| **KEBS Certification Body(CB)– Impartiality Assessment Survey** |

**Purpose of the Survey**

We thank you in advance for completing the questionnaire which will help us give and maintain confidence to all interest parties that Certification Services offered by KEBS CB fulfils specified requirements.

Please proceed as follows:

* Complete the questionnaire by filling in sections A, B, C and D by ticking/checking the boxes.
* Should you need any help in completing this survey, please contact: 0720297715

Please complete the survey by **30th March 2020 and mail back to** [**omboks@kebs.org**](mailto:omboks@kebs.org). Thank you.

**Section A: Entity Category**

Please indicate your entity interest category by ticking/checking one or more of the following:

Certified Client of KEBS CB  Governmental authorities  Non-Governmental Organization

Governmental authorities  Consumers and other members of the public

Customer of organization(s) whose management systems are certified by KEBS CB

**Section B. Threats to Impartiality**

**B.1** Do you have confidence and trust that KEBS CB Certifications decisions are not influenced by Self-Interest?

Entirely  Mostly  Slightly  Somehow  Not at all

**B.2** Do you have confidence and trust that KEBS CB Certifications decisions are not influenced by familiarity such as KEBS CB auditors being too familiar with clients?

Entirely  Mostly  Slightly  Somehow  Not at all

**B.3** Do you have confidence and trust that KEBS CB Certifications decisions are not influenced by Intimidation?

Entirely  Mostly  Slightly  Somehow  Not at all

**B.4** Do you have confidence and trust that KEBS CB Certifications decisions are not influenced by monetary interest?

Entirely  Mostly  Slightly  Somehow  Not at all

**B.5** Do you have confidence and trust that KEBS CB Certifications decisions are not influenced by interested parties?

Entirely  Mostly  Slightly  Somehow  Not at all

**Section C: Net Promoter Score(NPS)**

Would you recommend KEBS CB to another organization?

Entirely  Mostly  Slightly  Somehow  Not at all

**Section D: Recommendations for improvement**

Please suggest recommendations for improvement aimed at closing any identified gaps in the CB Certification process.

**……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………**