

SUSPENSION, WITHDRAWAL OR SCOPE REDUCTION OF ISSUED CERTIFICATION

A.12/d

S.No.	Activity	Responsibility
1	Suspension of Certification	
1.1	<p>QMS CS has a policy of taking <i>decision of</i> suspending certified client if:</p> <p>a) client's management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system, for e.g. Major CAR identified during surveillance / recertification audit,</p> <p>b) result of investigation into complaint against client or information from market, or failure of client to respond to audit findings within specified period.</p> <p>c) client does not allow conduct of surveillance or recertification audits at the required frequencies, or</p> <p>d) voluntarily requested by certified client.</p>	<p><i>Director - Operations to take decision after review by Certification Supervisor</i></p> <p>Director - Operations Do</p> <p>Do</p>
1.2	Inform client of suspension in writing giving reason(s) and conditions for lifting, as applicable. During suspension, client's management system certification will be temporarily invalid, however their information shall not be removed from the QMS CS List of Certified Directory, nor will they have to surrender their Certificates.	Director - Operations
1.3	In the case of voluntary request for suspension, client is asked to return original copies of certificates and stop claiming that they are an ISO certified organization. The Directory of Certified Client is updated and computer database updated to cancel any arrangements for future visits to the Client.	Do
2	Lifting of Suspension	
2.1	Clients suspended as per 1.1 (a&b) above, are given 3 months time to take appropriate corrective actions and inform QMS CS for arranging special audit visit.	
2.2	Special audit visit is planned and carried out to see effectiveness of action taken. If situation is resolved or Major CAR(s) closed or downgraded, recommend lifting of suspension otherwise recommend for withdrawal or reduction of the scope of certification.	Audit Team Leader
2.3	Review report and take appropriate action.	Certification Supervisor
2.4	If decision is to lift the suspension, send a letter notifying the client that full approval privileges have been restored.	Director - Operations
2.5	Clients suspended as per 1.1 (c) are given 15 days time to allow conduct of surveillance / recertification audit, failure to which will ultimately leads to withdrawal of certification.	Do
3	Withdrawal or reduction of scope of certification	
3.1	If decision is to withdraw certification, formally notify the client and request the surrender of the certificate(s).	Director - Operations
3.2	On receipt of any surrendered certificates (and copies), ensure they are destroyed and Directory of Certified Clients and computer database updated.	Do
3.3	QMS CS can also reduce the client's scope of certification to exclude the parts not meeting the requirements, when client persistently failed to meet the certification requirements for those parts of the scope of certification. Any such reduction shall however be in line with the requirements of relevant management system standard(s).	<i>Director - Operations to take decision after review by Certification Supervisor</i>
4	Reinstatement of approval after withdrawal shall require at least a partial assessment of relevant parts of the client's management system (at QMS CS's discretion).	Do