

SUSPENSION, WITHDRAWAL AND SCOPE REDUCTION OF CERTIFICATION

1.0 PURPOSE

To define the method for suspension, withdrawal and scope reduction of a certified customer.

2.0 SCOPE

This procedure applies to all customers certified by Q-CERT.

3.0 RESPONSIBILITY

3.1 The Executive Director or designee shall be responsible for

- Reviewing the information concerning the change of the current status of certification of a client.
- Determining the severity of the non-conformance and/or discrepancy after a review of the applicable documentation (Ex. Audit Report, Recommendation Report, letter);
- Written notification of the certified customers of suspension, withdrawal or scope reduction.

3.2 Q-CERT Auditors shall be responsible for

- Completing the applicable Audit Report for Management Systems or Products and communicating to the Executive Director via phone for any customer that falls into the “Recommendation Not to Maintain Certification” category during the audit;
- Completing the Audit Report and describing any *findings* documented at the audit that constitute scope reduction, suspension or withdrawal.

3.3 Affiliates and Administration personnel shall be responsible for:

- Notifying the Executive Director at Q-CERT Main Office via e-mail, letter or telephone immediately of any reason for scope reduction, or potential suspension or withdrawal.

3.4 The customer shall be responsible for adhering to this procedure.

Note: A complaint from any source may result in a surveillance/special/short notice audit and subsequently to a suspended or withdrawn certificate

4.0 PROCEDURE

Suspension

4.1 Q-CERT reserves the right to suspend a certified customer’s certificate for the following conditions:

- Objectively documented failure to meet ongoing requirements of the certified management system or product
- Non-conformances found during surveillance which indicate a possible failure of the customers’ management system or production process or product;
- Client’s request to suspend certification for unforeseen reasons, infrastructure changes, significant personnel change etc.
- Any other infraction of the rules of the scheme (Standard, Regulation, Legal Requirement) and/or procedures of Q-CERT.

4.2 Certified customers notified by Q-CERT of suspension must immediately stop use of the certification documents and the Q-CERT, ESYD/ACCREDIA and/or other logos that may apply and any indication that they are certified. This includes use of logo on their stationary, advertising, etc.

4.3 Q-CERT will publish notices of suspension on the web page www.qmscert.com

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- 4.4 Upon successful removal of the condition(s) causing Q-CERT to suspend certification, Q-CERT will remove the customer from the suspended list and reinstate it to the certified clients list on the web page.
- 4.5 Failure to respond effectively within the agreed time within the agreed time of suspension and at maximum time of six months, will result in withdrawal.

Withdrawal

- 4.6 Q-CERT reserves the right to withdraw a certified customer's certification for the following conditions:
- If the applicant has failed to successfully remove the conditions prompting suspension;
 - If there have been several suspensions along the same general classification;
 - If surveillance indicates that nonconformances are of a serious nature and a threat to the consumer.
 - Client's request to withdraw certification
 - If the system or product regulations or Q-CERT procedures change and the customers unwilling or unable to make the appropriate changes;
 - If the certified customer fails to meet their financial obligations to Q-CERT;
 - On any grounds specifically provided for by the system or product regulations or formally agreed upon between Q-CERT and the certified customer;
- 4.7 Certified customers notified by Q-CERT of withdrawal must immediately stop use of the certification documents and of the Q-CERT, ESYD/ACCREDIA and/or other logos that may apply and any indication that they are certified. This includes use of logo on their stationary, advertising, etc. All shall be returned to Q-CERT
- 4.8 Q-CERT reserves the right to publish notices of withdrawal.
- 4.9 **Reinstatement after withdrawal will probably include a full audit.** Upon successful removal of the condition(s) causing Q-CERT to withdraw certification, Q-CERT will notify the customer that their certification has been reinstated and that they may utilize the Q-CERT, ESYD/ACCREDIA and/or other logos that may apply, etc.

Scope Reduction

Scope reduction can be the result of:

- A written request of the customer
- Changes of the management system or procedures of Q-CERT procedures and the customers unwilling or unable to make the appropriate changes to that part
- On any grounds specifically provided for by the system or product regulations or formally agreed upon between Q-CERT and the certified customer;

Additional Requirements

- 4.10 Q-CERT as notified and approved certification body shall inform the notification authority with the following:
- Possible denial, scope reduction, suspension or withdrawal of certification
 - Possible situations that affect the scope of certification and the notification/approval terms
 - Possible application for information in relation to evaluation activities and/or verification of the constancy of performance received from the market surveillance authority
 - Third party functions according to the evaluation and verification systems for constancy performance that execute within their notification/approval scope including cross border activities and subcontracting assignments
- 4.11 With regard to informing other notified bodies for negative results, these are notified through the web page

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of Q-CERT. Negative results correspond to a change in the status of the certified product

- 4.12 Failure of the customer to conform to any requirements described in the contract/certification terms and to this document and associated procedures with regard to the withdrawal of certification may lead to court settlement

5.0 RECORDS

Document Number	Title or Description
F-25*	Certificate of System / Product Assessment
F-2521C	Letter of Notification to Customer or
N/A	Any type of Media Used to Inform Customer about the status or potential status of certification
F-2002	Contract for Management System or Product Certification