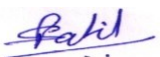




	DI Quality Certification Services Private Limited	Document no.	D-MMS-S-0016
		Rev. No	03
	Suspension, Withdrawal or Reduction in scope of Certification	Date	05-09-2024

DI Quality Certification Services Private Limited (*hereinafter referred as DI QCS*)

“Suspension, Withdrawal or Reduction in scope of Certification”

(Clause 9.6.5 of ISO/IEC 17021-1: 2015)

Process Description	Designation	Name	Signature
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Revision History

Sr. No.	REVISION NO.	CRN NO.	EFFECTIVE DATE	REASON FOR CHANGE	AUTHORIZED BY
1	00	Not Applicable	15-02-2022	Initial Release	Document Controller
2	01	CRN/22/02	17-08-2022	-Section 2 ISO 9001 reference added	Document Controller
3	02	CRN/24/04	26-08-2024	The document is updated for revised Roles & Responsibility of Director, Technical & Operations head	Document Controller
4	03	CRN/24/05	05-09-2024	DI QCS new logo updated	Document Controller

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1. Purpose

To document a procedure for conducting activities of ‘Suspension, Withdrawal or Reduction in scope of Certification’.

2. Scope

This procedure is applicable for ISO 9001 & ISO 13485 Management system certification schemes.

3. Responsibility

- 3.1 Operations Head
- 3.2 Programme Manager

4. Definitions/Abbreviations

Refer ‘D-MMS-G-0001 Definitions’ for any further definitions.

5. References

- 5.1 ISO/IEC 17021-1: 2015 Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements

6. Procedure

6.1 Suspension:

6.1.1 Certification status of a certified client leads to suspension, in cases when;

- a) The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system
 - A situation, where in the corrective action plan is not evidenced during a surveillance audit for the minor non conformities raised during previous surveillance audit. An additional audit is recommended at this stage and the client is advised to effectively close all the non-conformities within the defined time period. A failure to close the non-conformities during this stipulated period leads to a situation termed as persistent failure.
 - A situation, where in the corrective action plan is not evidenced during an additional audit for major non conformities raised during the surveillance audit in defined time period is termed as a serious failure.
 - An improper use of DI QCS certification mark and/or Accreditation Mark (as permissible) is evidenced (e.g. certification mark and/or Accreditation Mark (as

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permissible) is applied on the product or the certified client has no. of companies and the certification mark and/or Accreditation Mark (as permissible) is used for all the group companies without getting certification for all the group companies) and reported to the certified client but no actions taken by the client against the reported irregularities.

- b) The certified client does not allow surveillance audits to be conducted at the required frequencies even after sending two written notifications at a gap of 15 days between each respective notification. The first surveillance audit must be conducted within the defined time period
 - c) The certified client has voluntarily requested a suspension.
 - d) The client fails to comply with the due settlement of financial obligation of DI QCS, even after sending two written notifications at a gap of 15 days between each respective notification.
- 6.1.2 Certification is suspended for a period not exceeding three consecutive months under the authority of Operations Head.
- 6.1.3 Official Suspension Letter is sent to via email. This letter instructs the client to discontinue use of all advertising matter that contains any certification claim/matter, till the suspension is lifted.
- 6.1.4 Under suspension, the client's management system certification is temporarily invalid. DI QCS ensures enforceable arrangements through legally enforceable certification agreement with its clients to ensure that in case of suspension the client refrains from further promotion of its certification status. DI QCS makes the suspended status of the certification publicly accessible and takes other suitable measures, if it deems appropriate.
- 6.1.5 Removal of suspension is subject to an investigation/review by DI QCS To remove the suspension, the certified client could inform DI QCS that adequate measures have been taken and this action needs to be taken within three consecutive months from the date of suspension. DI QCS conducts an assessment to make the necessary decision.
- 6.1.6 At completion of the specified period of three consecutive months, the Operations Head/Programme Manager may:
- a) Remove the suspension and notify the client accordingly or
 - b) Withdraw the certificate, if the conditions have not been fulfilled or
 - c) Reduce the scope of certification to exclude the parts not meeting the requirements, when the client has not been able to meet persistently the certification requirements of the specific part/process of the scope of certification. However, any such reduction is in line with the certification requirements i.e. recommendation by nominated lead auditor for the audited client and subsequent approval by Operations Head/Programme Manager.

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6.2 Withdrawal

6.2.1 DI QCS withdraws the certificate and cancels any agreement for use of the certification mark in the following cases:

- a) If additional audit carried out related to suspended client still indicate that non-conformance(s) to relevant requirements are of a serious nature or not actioned upon.
- b) The suspended client does not allow the pending surveillance audit to be conducted within the suspension period of three months
- c) At the written request (voluntary) from the certified client.
- d) The client fails to comply with the due settlement of financial obligation of DI QCS, even after the end of suspension period of three months.

6.2.2 DI QCS ensures enforceable arrangements with the certified client concerning conditions of withdrawal, duly ensuring the notice of withdrawal of certification that the client discontinues its use of all advertising matter that contains any reference to a certified status.

6.2.3 DI QCS makes the withdrawal status of the certification publicly accessible and takes other suitable measures, if it deems appropriate.
Official **Withdrawal Letter** authorized by Operations Head/Programme Manager is sent to Client via email.

6.3 Scope Reduction

6.3.1 DI QCS shall reduce the scope of certification to exclude parts of the certified scope. Certified scope reduction can be done in following scenarios (but not limited to);

- a) The part of scope not meeting the requirements, when the certified client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification.
- b) Deletion of a product category from the quality management system scope which client organization is no longer manufacturing.
- c) Deletion of activity from scope (e.g. Organization previously certified with Manufacturing and Sales activity may reduce the 'Manufacturing' scope and opt only for 'Procurement and Sales' of product)

A certified client may appeal to DI QCS decision making authority against a decision to suspension, withdrawal or reduction in the scope of certification. In case of appeal, the certificate is not suspended, withdrawn or reduced for scope of certification, until the disposal of appeal.

6.4 Reference to certification and use of certification mark:

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- Organization shall discontinue use of all advertising matter that contains a reference to certification and certification mark when certification is under suspension/ upon withdrawal.
- Organization shall not provide any misleading statement regarding its certification status.
- Organization shall not use or permit the use of a certification document or any part thereof in a misleading manner.
- Organization shall not use its suspended/withdrawn certification in such a manner that would bring the certification body and/or certification system into disrepute and lose public trust.
- Organization shall amend all advertising matter when the scope of certification has been reduced.
- Organization shall not imply that the certification applies to activities and sites that are outside the scope of certification.

6.5 Return/deletion of certificate and certification mark:

Upon withdrawal of certification, client shall stop use of all digital copies of certificate, reference to certification and certification mark.
The physical copies of the certificate shall be returned to DI QCS within 1 month from date of withdrawal.

7. Associated Procedures/Documents/Formats

- 7.1 F-0016-01 Suspension Letter
- 7.2 F-0016-02 Withdrawal Letter