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	Procedure- Decision to Suspend/Cancel Certification	Date: 18 January 2016 Doc. No: URSME-02
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1. Scope

This procedure covers the Process of Decision to suspend/cancel (Withdraw) client Certification.

2. Objective

The procedure allows for granting decision for suspension/cancellation, by an independent competent person.

3. Definition


Independent Competent person / Technical Person – Certification manager/ Certification Operation Manager

Note- In Absence of Certification Manager, Operation In-charge will Seek approval from Director before proceeding for Suspension/withdrawal of certification. .

4. Procedure

- During its validity period, Certification may be suspended (not exceeding 6 months) or the scope of certification reduced by order of the designated authority in line with the policy on this aspect, if the conditions so warrant, such as the following
 1. Organization does not agree or allow to get surveillance audit /recertification audit conducted within due date at the prescribed frequency.
 2. Financial issues, such as non-payment of dues.
 3. As a result of special visit, it is observed that correction or corrective actions taken by the client against findings/complaints are not appropriate. As a result, there is serious or persisting failure in maintaining Management System.
 4. Failure to meet certification requirements including the requirement to maintain effectiveness of the certified management system
 5. Client (certified organization) requests itself, provided suspension sought is for a limited period (say not exceeding six months) for any reason, such as strike at work of operation, temporary lock out, financial crises, major changes being taken up in the system during which they may not be able to comply with the system.
 6. As a result of investigation of complaint, where the findings so warrant.

This process is used to suspend/cancel clients **where visits are unacceptably overdue as per point 1 and Financial Issued – As per Point 2.**


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The normal suspension/cancellation process continues to exist via review of the client’s certification/ Surveillance/ Recertification audit report by competent technical person and filling RCL by reviewing auditors’ recommendation for suspension/ cancellation/withdrawal for other points.

Input	Instruction	Output
Year one surveillance overdue from their planned date for suspension.	Based on Client data, list out the clients which are overdue (Surveillance audit not completed within 12 Months from prior audit review). If client has genuine reason being overdue, filter it. <i>This decision will be made by the appropriate competent person. A record of the reason for suspending a client should be recorded in, e-mails to offices, managers, or other means.</i>	
As above for Year Two and Three surveillance Overdue etc..	Send the notification mail to client that if audit is not completed within 15 Months from prior review certification will be suspended. Allow clients to be reminded after 30 working days that they are on suspension Notification period to see if they can redeem the situation before they become suspended.	Notification Mail Print Suspension letter
Chase suspended certifications. (28 days from the above process)	After 16 months from prior review, Review clients on the list and proceed to send suspension letter. Remind the client that they are on suspension to see if they can redeem the situation before they become cancelled. Repeat the above process When you are sure that all clients that should not be get cancelled	Print cancellation letter
Cancel suspended certifications (15 days after the above process)	Review clients on the list and proceed for cancellation.	

For financial Issues, as per instructions by Accounts Manager, based on discussion with client, if payment is overdue more than 6 Months, Certificate may proceed for suspension. If 2 months from Suspension, No clearance of payment, Review clients and proceed for cancellation.

If in case, Client Agrees for Surveillance Schedule or Makes the payment or close the issue mentioned in Suspension letter within specified time frame, as reply of Suspension Notification, Suspension can be Restored/revoked. This Decision can be taken by Independent competent person.

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Date and Justification of Re-instatement to be added in URSME-02 Addendum1A.

4. Forms

Standard letter format for suspension /cancellation letter to be used for Suspension/cancellation of clients.

Details suspended clients to be records in URSME-012 Addendum1A.

Details cancelled clients to be records in URSME-012 Addendum1B.