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- 13.1 **Purpose** : The purpose of this procedure is to ensure that the reduction, suspension or withdrawal of organizations from registration is done in a consistent manner.
- 13.2 **Scope** : This procedure covers all organizations, who after registration do not comply with Conditions for Maintaining Registration.
- 13.3 **Responsibility** : The Registration Approval Board through the Director CS shall be responsible for implementing and reviewing this procedure.
- 13.4 **Relevant Documents** : QA F/02 and MC18 - Certification Contracts  
**PM 31- Reference on the use of certification marks**
- 13.5 **Activity Description** :
- 13.5.1 Before registration, the organization shall be made aware of the requirements of **PM31**, QAF/02, MC 18 and Scheme requirements for Product Certification(PC).
- 13.5.2 If a registered organisation does not comply with one or more of the requirements of QAF 02 or MC 18 **which may result to certification scope reduction, suspension or withdrawal, this shall be formally brought to the attention of the PMCAC (for product certification) and RAB (for management system certification) by the Manager CS.**
- 13.5.3 The RAB or PMCAC shall deliberate on the issue and decide on whether to reduce, suspend or withdraw the organisation from registration.
- 13.5.4 The RAB or PMCAC shall formally advise the Manager CS of their decision who in turn shall inform the organisation. The **Systems Coordinator** and Divisional Secretary shall complete QAF/85 to notify the IT Department, through Marketing, of the RAB's/**PMCAC** decision, for purposes of updating the website and for publication in other public media.

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- 13.5.5 If the decision is to suspend or withdrawal, then the organisation shall be requested to surrender the certificate of registration, schedules, any additional copies and flags.
- 13.5.6 If it is a suspension, the organisation shall be required to take the necessary correction and corrective action and advise the Manager CS, who shall ensure the appointment of an audit team to carry out a short-notice audit or sampling of products to verify the actions taken. The certification is taken through the relevant stages, with recommendation being made to the RAB for reinstatement of the certification.
- 13.5.7 The period of suspension shall be a maximum of **six** months. While under suspension, the certification is temporarily invalid. The organization shall not promote or advertise the certification. The suspended status of the organization shall be made public. The status of the certification shall also be made known to any party requesting such information by the Director CS **or Manager CS**.
- 13.5.8 Failure by the organisation to reinstate the certification after the expiry of the suspension shall lead to withdrawal and the organization shall re-apply and be treated like a new client.
- 13.5.9 If an organization fails to address the root cause and to implement the corrective actions within the agreed timeframes for surveillance audits, a recommendation shall be made to the RAB/PMCAC for the certification to be:
- 13.5.9.1 Reduced to exclude the areas where the NCs occurred or
- 13.5.9.2 Suspended if the NCs were found throughout the system leading to a system breakdown
- 13.5.9.3 Suspended if the NCs were not even addressed within the agreed Time

**Relevant Documents(records):** -Audit reports (QA F/60, QA F/60a, MC 7)  
 -Client's Corrective Action and Follow –up audit reports

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***END OF PROCEDURE***-----  
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