

## **QP: 9.6**

### **PROCEDURE FOR SUSPENDING, WITHDRAWING OR REDUCING THE SCOPE OF CERTIFICATION**

#### **4.1 OBJECTIVE**

To decide the method of Suspending, withdrawing or reducing the scope of certification

#### **4.2 CRITERION:**

The EICPL will suspend certification in cases when,

- The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system,
- The certified clients do not allow surveillance or recertification audits to be conducted at the required frequencies, or
- The certified client has voluntarily requested a suspension.
- If clients do not follow the agreed terms and conditions for certification services.

#### **4.3 RESPONSIBILITY**

The key responsibility lies with Operational Manager

#### **4.4 EXECUTION**

- Receive the information from either by customer or auditor regarding the suspension, sends the suspension of certification letter to the client for the period not more than one month.
- Issue a suspension letter to the client. Stating reason, suspension period etc.
- Under suspension the client's management system certification is temporarily invalid, the EICPL have made enforceable arrangements with its client to ensure that in case of suspension the client refrains from further promotions of its certification. The EICPL has established a method for putting the information of suspension of certificate on website to make publicly accessible the suspended status of the certification and shall take any other measures it deems appropriate.
- If within the given period of time the customer resolves the issue and asking for reassessment of the management system for continuation of the certificate, the certification manger will arrange the assessment arrangement.

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- Failure to resolve the issues that have resulted in the suspension in time established by the EICPL maximum period can be given four weeks only, result in withdrawal or reduction of the scope of certification.
- Inform the same to the concern peoples Like DIC or other customers of the certified client.
- Communication of the same to stop the use of same Certification Logo to all concerns.
- Inform the client for not using the certification status during the period of suspension
- If the client does not respond within the suspension period. The same information is put up in front of certification committee. Upon approval of certification committee, the request is send to managing director for authorization to withdrawal of certificate. Upon the withdrawal of the client the said information is available on the website of EICPL i.e. [www.eicplglobal.com](http://www.eicplglobal.com)
- Withdrawn certificate will be collected and destroyed as per the procedure established in for control of records i.e. by burning. To avoid the misuse of the certificate.
- The EICPL shall reduce the client's scope of certification to exclude that part not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction shall be in line with requirements of the standard used for the certification.
- The EICPL shall have enforceable arrangements with the certified client concerning conditions of withdrawal, ensuring upon notice of withdrawal of certification that the client discontinues its use of all advertising matter that contains any reference to a certified status.
- Upon request by any party, the certification body shall correctly state the status of certification of a client's management system as being suspended, withdrawal or reduced.

### **RECORDS**

<b>Sr. No.</b>	<b>Description</b>	<b>Ref. No.</b>
1.	Certificate Suspension Register	EICPL .1508.58
2.	Certificates withdrawal Register	EICPL .1508.60