

Policy on Suspending, Withdrawing, or Reducing the Scope of Certification

1. Purpose

This policy outlines the procedures and conditions under which IQMCINDIA Certification Pvt. Ltd. may suspend, withdraw, or reduce the scope of a management system certification, in accordance with ISO/IEC 17021-1:2015, clause 9.6.5.

2. Scope

This policy applies to all clients certified by IQMCINDIA Certification Pvt. Ltd. under management system schemes (e.g., ISO 9001).

3. Definitions

Suspension: Temporary invalidation of the certification in full or in part.

Withdrawal: Termination of the certification.

Reduction of Scope: Elimination of parts of the client's certified activities due to inability to fulfill certification requirements.

4. Conditions for Suspension

A certification may be suspended under the following circumstances:

- Failure to comply with certification requirements, including failure to implement corrective actions for non-conformities.
- Misuse of the certification mark or logo.
- Voluntary request by the client.
- Failure to allow scheduled surveillance or recertification audits.
- Failure to meet financial obligations to IQMCINDIA Certification Pvt. Ltd.
- Legal or regulatory non-compliance.
- Significant changes in the client organization that affect the management system (e.g., mergers, restructuring) without notification to IQMCINDIA.
- Breach of contract or agreement with IQMCINDIA Certification Pvt. Ltd.

Note: The client will be informed in writing, and the suspension period will not exceed 6 months unless justified.

5. Effects of Suspension

- The client's certification becomes temporarily invalid.
- The client shall not claim certification status during suspension.
- Use of logos and certificates must cease until reinstatement.
- Suspension status will be reflected in the public certification database and client list.

6. Lifting of Suspension

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Certification will be reinstated if:

- The issues that led to the suspension are resolved within the allowed time.
- An evaluation (e.g., special audit) confirms compliance restoration.

If not resolved, the certification may be withdrawn or scope reduced.

7. Conditions for Withdrawal

A certification may be withdrawn if:

- The suspension is not resolved within the defined timeframe.
- There is evidence of deliberate violation of certification conditions.
- Repeated or serious breach of contractual obligations.
- Client's management system is no longer in conformity with certification requirements.
- Legal prohibition to operate or certification becomes irrelevant.
- Voluntary request by the client to terminate certification.

8. Reduction of Scope

Scope reduction will be considered when:

- A specific site, product, or activity no longer complies with certification requirements.
 - Client voluntarily requests to reduce the scope.
 - Part of the client's operations covered by the certificate has ceased or become non-compliant.
- IQMCINDIA will ensure that any scope reduction is clearly documented and communicated.

9. Communication and Records

- All decisions regarding suspension, withdrawal, or reduction of scope are made by a competent, impartial committee.
- Clients are notified in writing with reasons and potential consequences.
- All actions are recorded and maintained as per IQMCINDIA'S document control and retention policies.
- Information about the status of certification (active, suspended, withdrawn, or reduced) is made publicly accessible as per clause 8.1 of ISO/IEC 17021-1:2015.

10. Appeals and Complaints

Clients may appeal decisions related to suspension, withdrawal, or reduction of scope. Appeals must be submitted in writing within 15 days of notification. Appeals will be handled as per the IQMCINDIA Appeals and Complaints Procedure (IQMC-PR12).

11. References

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

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- IQMCINDIA Appeals and Complaints Procedure (IQMC-PR12)
- IQMCINDIA Audit and Certification Procedure (IQMC-PR06)

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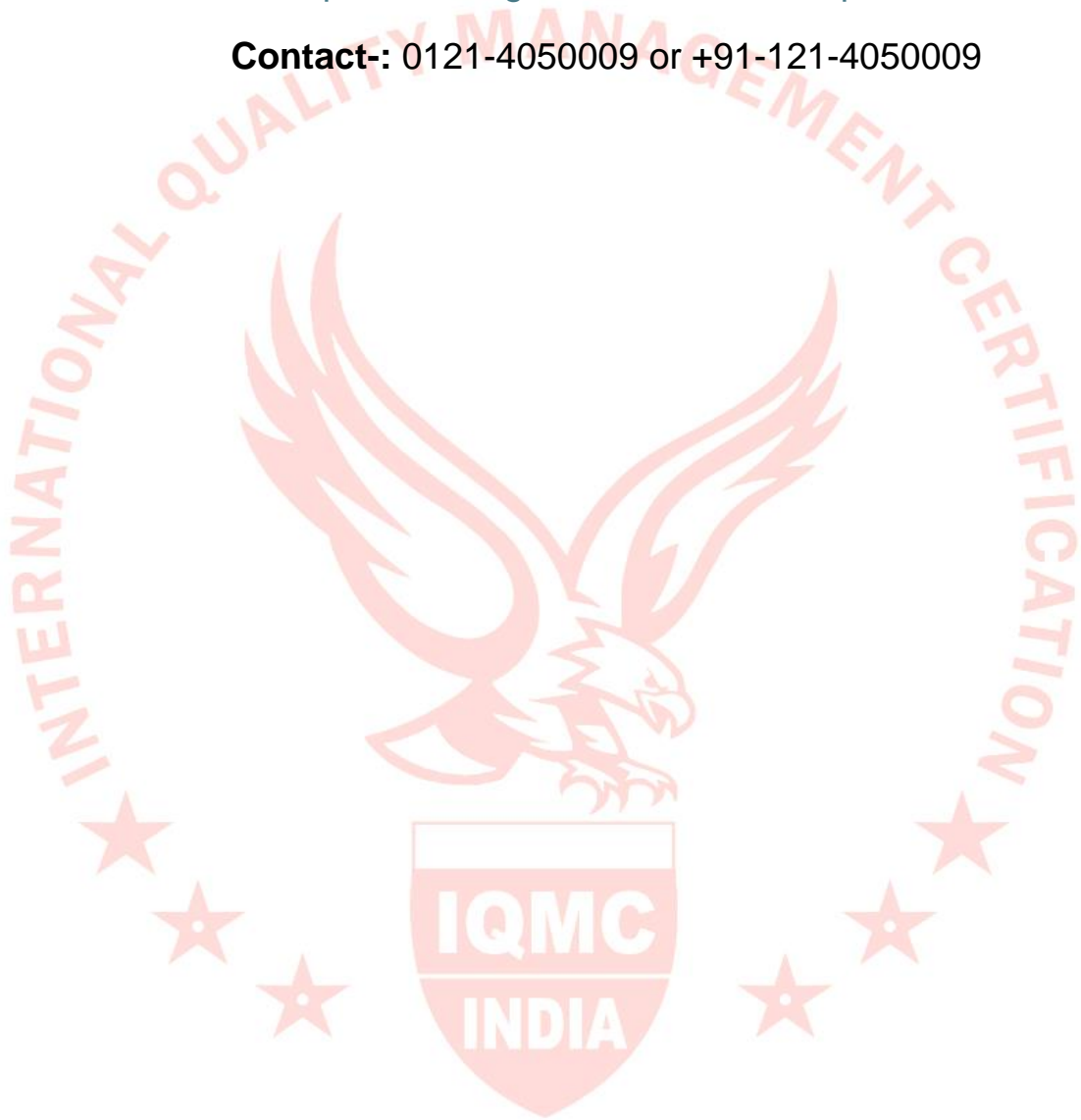
IQMCINDIA CERTIFICATION PVT LTD

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FOR MORE INFORMATION DO VISIT-: www.iqmcindia.com

Email -: iqmc.india@gmail.com or info@iqmcindia.com

Contact-: 0121-4050009 or +91-121-4050009



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