

Document Number: PR/47AP/5	Subject: Suspension, Withdrawal, or Reduction of the Scope of Certification	Issue date :2007-May-17
Revision Level: 11	Approved By: <i>Manager, Certification Unit</i>	Last Revised: 2021-July-6

1. Purpose

This procedure outlines the method used by the National Certification Body of Jamaica (NCBJ) for suspending, withdrawing or reducing the scope of the certification.

2. Scope

This procedure applies to the suspension, withdrawal, and reduction of the scope of certification and specifies the subsequent actions to be taken by NCBJ.

3. Responsibility

It is the responsibility of the Manager, Certification Unit to carry out and maintain this procedure.

4. Definitions

N/A

5. Procedure

5.1. Suspension

5.1.1. The period of suspension shall not exceed six months unless specifically authorized by the Manager. Failure to satisfy the conditions or to remedy the causes of suspension within the specified time period is grounds for initiating withdrawal of certification.

5.1.2. The NCBJ shall suspend or withdraw certification when:

- The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies in keeping with the current issue of ISO/IEC 17021.
- The certified client has voluntarily requested a suspension.
- The certified client refuses to allow a witnessed audit by the NCBJ's accreditation body
- Failure of the certified client to conform to certification requirements.
- Ineffective correction and/or corrective action taken, or corrective action not implemented within a specified time period.
- Nonconformity with or failure to execute the Client Agreement.
- Improper use of the certificate of conformity or the NCBJ's Marks of Conformity.
- The existence of a complaint or a number of complaints indicating the management system of the certified client is not being maintained.
- Failure to meet financial obligations to NCBJ.
- Falsification/misrepresentation of any nature.

5.1.3. Process for Suspension of certification:

Document Number: PR/47AP/5	Subject: Suspension, Withdrawal, or Reduction of the Scope of Certification	Issue date :2007-May-17
Revision Level: 11	Approved By: <i>Manager, Certification Unit</i>	Last Revised: 2021-July-6

- A warning letter requiring rectification of the situation is sent by the Manager or approved designate
- The certified client may submit to the Manager documentation contesting or rebutting the recommendation for suspension or withdrawal.
- If the client has rectified the situation within Thirty (30) days after the letter has been sent no further action will be taken.
- However, if there is no response to the first warning letter, a second letter will be sent by the Manager Certification Unit or approved designate informing the client of immediate suspension and their right to appeal.
- The client will be given Fifteen (15) days in which to rectify the situation. If it has been corrected and the Manager accepts actions taken then suspended certification is restored.
- If the situation is not corrected within the Thirty days (30) days allowed then the Certificate will be suspended. This notice will be placed on the NCBJ directory of certification, suspension and withdrawal status.
- If the client makes an appeal for an extension of time to make the necessary corrections, the Manager may use discretion depending on the gravity of the situation.

5.1.4. Process for suspension of certification if the client fails to schedule surveillance or recertification audit:

- Once the client has past twenty-five (25) days after the due date of scheduling a surveillance audit or has cancelled a scheduled audit within that timeframe.
- The Assistant Operations Officer will complete a “Failure to Schedule notice” and submits to the Team Leader. The Team leader will take the appropriate course of action. In addition, if the client has not scheduled because of an outstanding balance the same procedure will apply.
- If the Client is twenty- five (25) days passed the due date and conducts the audit within the 60 days limit no further action will be taken.
- If on the other hand, the client is twenty- five (25) days past due and has cancelled (using the Client Request for Cancellation form) and wants to reschedule the audit beyond the 60 days limit a written request should be made to the Manager before the 60 days limit has elapsed.

5.1.5. Process for Suspension of certification if the Client request voluntary suspension

If the client requests voluntary suspension of certification he/she shall submit that request in writing.

5.1.6. Restoration of certification post suspension

NCBJ shall restore the suspended certification if the issue that has resulted in the suspension has been resolved. Failure to resolve the issues that have resulted in the suspension in a time established shall result in withdrawal or reduction of the scope of certification.

Document Number: PR/47AP/5	Subject: Suspension, Withdrawal, or Reduction of the Scope of Certification	Issue date :2007-May-17
Revision Level: 11	Approved By: <i>Manager, Certification Unit</i>	Last Revised: 2021-July-6

NOTE: In most cases, the suspension would not exceed six months.

5.2. Withdrawal of Certification

Failure to resolve the issues that have resulted in the suspension of certificates in the specified time established by NCBJ shall result in the withdrawal of certification.

The Manager will make the decision to withdraw certification from organizations. On receipt of the written decision from the Manager or approved designate to withdraw certification, the following shall be done:

- The Manager or approved designate shall inform the client in writing of the decision to withdraw certification, stating reasons and the effective date of withdrawal notice that is within ten (10) working days.
- If an appeal against withdrawal is received, the Appeal Committee shall be notified (See Customer Satisfaction Procedure).
- If the decision for withdrawal is sustained, the client shall be notified in writing of the following requirements:
 - the return of the certificate
 - refrain from using the certification mark in advertisements
- Following withdrawal, the certification shall be granted again only after the client has again successfully completed both the application process and the initial accreditation process, including payment of all required fees.

5.3. Reduction of Certification

- Any inconsistencies between the client's process and the expectations in the relevant management system standard or another normative document would lead to a reduction in scope of certification.
- In the event that the Client notifies the NCBJ of a scope reduction then the NCBJ shall take the necessary steps to verify the reduction and modify/alter the relevant documentation.
- Reissue the client's certificate with revised scope.

NOTE 1: Upon request, by any party, NCBJ shall provide information on the status of certification of a client's management system as being suspended, withdrawn, or reduced.

NOTE 2: NCBJ requires that the client upon suspension or withdrawal of its certification refrain from using all advertising materials that contains a reference to its certification as per the Use of the NCBJ's Marks of Conformity procedure.

Document Number:
PR/47AP/5Subject: **Suspension, Withdrawal,
or Reduction of the Scope of Certification**

Issue date :2007-May-17

Revision Level: 11

Approved By: *Manager, Certification Unit*

Last Revised: 2021-July-6

6. Referenced Documents/Reference

- 6.1.1 Customer Satisfaction Procedure
- 6.1.2 Use of NCBJ's Marks of Conformity procedure
- 6.1.3 Client Agreement
- 6.1.4 ANAB Management System Accreditation Manual
- 6.1.5 IAF MD 7

7. Records

Records	Location
Warning letters	Client Hardcopy File
Letter of suspension	Client Hardcopy File
Letter requesting voluntary suspension	Client Hardcopy File
Letter of withdrawal	Client Hardcopy File
Failure to Schedule Notice	Client Hardcopy File
Client Request for Cancellation Form	Client Hardcopy File