



Decertification Process			
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Purpose

This document provides a description the decertification process (cancellation or withdrawal).

Scope

Applies to all D.I.C. clients who are to be decertified.

Responsibility

Certification Authority personnel are responsible for implementing decertification decisions.

1.0 Definitions

Cancellation: Action to nullify a certificate at the request of the certified client.

Withdrawal: Action taken by D.I.C. to terminate the validity of the client's certificate.

Note: In the case of multi-site organizations, cancellation and withdrawal suspension applies to the certification of the entire organization, although the issue may relate to one or more of the sites only

2.0 General

A certificate's validity is subject to ongoing requirements for surveillance and recertification audits, and other conditions specified in the client's contract with D.I.C.. The decertification process may begin upon verification when any of the following examples occur:

- a) Client wishes to cancel and sends formal notification (in writing);
- b) Deficiency in certified client's management system is identified;
- c) Corrective Actions are not closed within specified timeframe;
- d) Incorrect/inappropriate use of certificate(s) and/or certification mark(s);
- e) Lack of payment;
- f) Violations of D.I.C. contractual requirements;
- g) The client ceases to exist as a legal entity in its form as certified;
- h) When a client refuses or fails to schedule required maintenance surveillance audits, special surveillance, or re-certification;
- i) Recommendation as a result of the escalation of a suspension decision (AKKGP107 – Suspension Process).

3.0 D.I.C. actions for decertification

Based on any of the above identified conditions, any Management or Certification Authority personnel may recommend a client's decertification.

The process is initiated with a formal letter to the client indicating the reason and the effective date of the decertification. Additionally, the following information is included:

- a) The client is advised to return all certificates, destroy all artwork and marketing material, and cease use of the Mark in advertising, etc.
- b) If it is a requirement of the applicable audit criteria, the client is required to send written notification to its customers who require certification, advising them that they are no longer certified.
- c) In the case of corporate certification, decertification is caused by one or more of the sites no longer fulfilling the necessary criteria for maintaining the certification.
- d) The client may appeal the decision for decertification following D.I.C. Dispute and Appeals Process AKKGP208.



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- e) Upon withdrawal of the certification, a Change Notice Form (AKKGF113) shall be prepared and forwarded to Operations personnel for updating of the internal database, as well as any external Accreditation Body or Sector Authority Organization databases, within the required timeframe. The Change Notice needs to be approved by Certification Authority personnel prior to the issue of the formal letter to the client.

4.0 D.I.C. internal requirements

Decertified clients will be tracked by each D.I.C. office. At a minimum, the following information is tracked:

- a) A reason for the decertification is documented and reported during annual Management Reviews to the Global Accreditation Manager, along with any applicable corrective action when deemed necessary by the Certification Authority personnel.
- b) Record of notification sent to client.
- c) If decertification is due to a product safety recall or regulatory issues, the Regional or Program Manager will be notified and will consider if any public agency requires notification, and take appropriate action.

Upon cancellation and/or withdrawal, the D.I.C. office will update the internal database, as well as any external Accreditation Body or Sector Authority Organization databases, within the required timeframe.

Revision Log		
Revision No.	Description of change	Release Date