



Suspension Process			
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Purpose

This process provides a description of suspension, to ensure proper control over D.I.C.-issued certificates and certified clients with the intent of meeting the Accreditation Bodies' and Sector Authority organizations' requirements for certification.

Scope

Applies to all certifications provided by D.I.C. to relevant audit criteria, throughout all stages of the certification process.

Responsibility

Certification Authority Personnel are responsible for implementing this process.

1.0 Definitions

- 1.1 Suspension is a temporary status which can only end by full reinstatement or withdrawal of certification. During this period, the client's certification is temporarily invalid. Suspension is not to exceed 180 days unless approved by the Regional Accreditations Manager of the Business Unit Manager (of the Unit holding the accreditation) and/or when required, by the Accreditation Body or Sector Authority Organizations. **For MSC/ASC the suspension can be extended to 12 months if verification activities cannot take place earlier due to seasonal nature of the activity.**

In the case of suspension, the client shall refrain from further promotion of its certification. D.I.C. will make the suspension status of the client publicly available and take any other measures it deems appropriate.

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

- 1.2 Reduction of scope consist of excluding from the scope of certification the parts not meeting the requirements when the client 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 the requirements of the audit criteria used for certification.

2.0 General

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

- a) The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system.
- b) The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies.
- c) The certified client has voluntarily requested a suspension.
- d) Corrective Actions are not closed within the specified timeframe.
Note: After 60 days of non receipt of corrective actions from the client, email notification will be sent to the client notifying them of the potential of suspension. If further delay occurs and the 90 day time limit is exceeded, the Program Manager, the Regional Accreditations Manager, or designated certification authority personnel shall provide direction on the suspension of the certificate
- e) Violations of D.I.C. contract (includes unpaid invoices).
- f) As a result of investigation conducted on a complaint against a certified client.



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3.0 Suspension

Based on any of the above-identified conditions, any personnel may recommend the suspension of a client's certification or, except for items b) and e) above, the reduction of the scope of certification of the client. The recommendation and justification shall be submitted to the Business Unit Manager and Certification Authority personnel for approval. The approved decision shall include the conditions for lifting the suspension or reinstating the complete scope of certification. When suspension or reduction of scope action is determined, the Regional Accreditation Manager will be notified.

Within five (5) working days of the approval of the decision of suspension or reduction of scope, the affected client will be notified in writing of the suspension of its certification. The letter typically indicates:

- a) Reason for suspension or reduction of scope.
- b) Maximum duration of suspension or reduction of scope.
- c) Conditions for the suspension or reduction of scope to be lifted (i.e. timeline submission of corrective actions, special surveillance visit, etc.).
- d) Failure to resolve the issues that have resulted in suspension or reduction of scope in the specified timeframe shall result in withdrawal or permanent reduction of the scope of certification.
- e) Other parties to be notified, if applicable.

A Change Notice Form (AKKGF113) shall be prepared and forwarded to Operations personnel for updating of the internal database and the directory of certified clients posted on the website, as well as any external Accreditation Body or Sector Authority Organization databases,

Subsequent actions:

If the client submits a timely response, follow-up and or verification shall be performed as per the disposition of the conditions for lifting the suspension or reinstatement of the complete scope of certification. Results of the required follow-up and/or verification activity are to be documented. If satisfactory, the results are to be forwarded to Certification Authority personnel for re-instatement of the certificate. **For MSC/ASC an on-site audit must be performed and at a later date a second on-site unannounced audit shall be performed. MSC and MSC's accreditation body must be informed within 10 days of closing the nonconformity with a change to the certificate's status.**

If the results are unsatisfactory, or if the client fails to respond adequately to D.I.C.'s request, a recommendation shall be forwarded to Certification Authority personnel for:

- Decertification in accordance with the requirements of AKKGP108 - Decertification Process, or
- Permanent reduction of scope in accordance with the requirements of AKKGP113 – Amendment to Certification Process.

Upon suspension and lifting of suspension, or reduction and re-instatement of scope of certification, a Change Notice Form (AKKGF113) shall be prepared and forwarded to Operations personnel for updating of the internal database and the directory of certified clients posted on the website, 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
1	MSC/ASC requirements added	01.11.2013