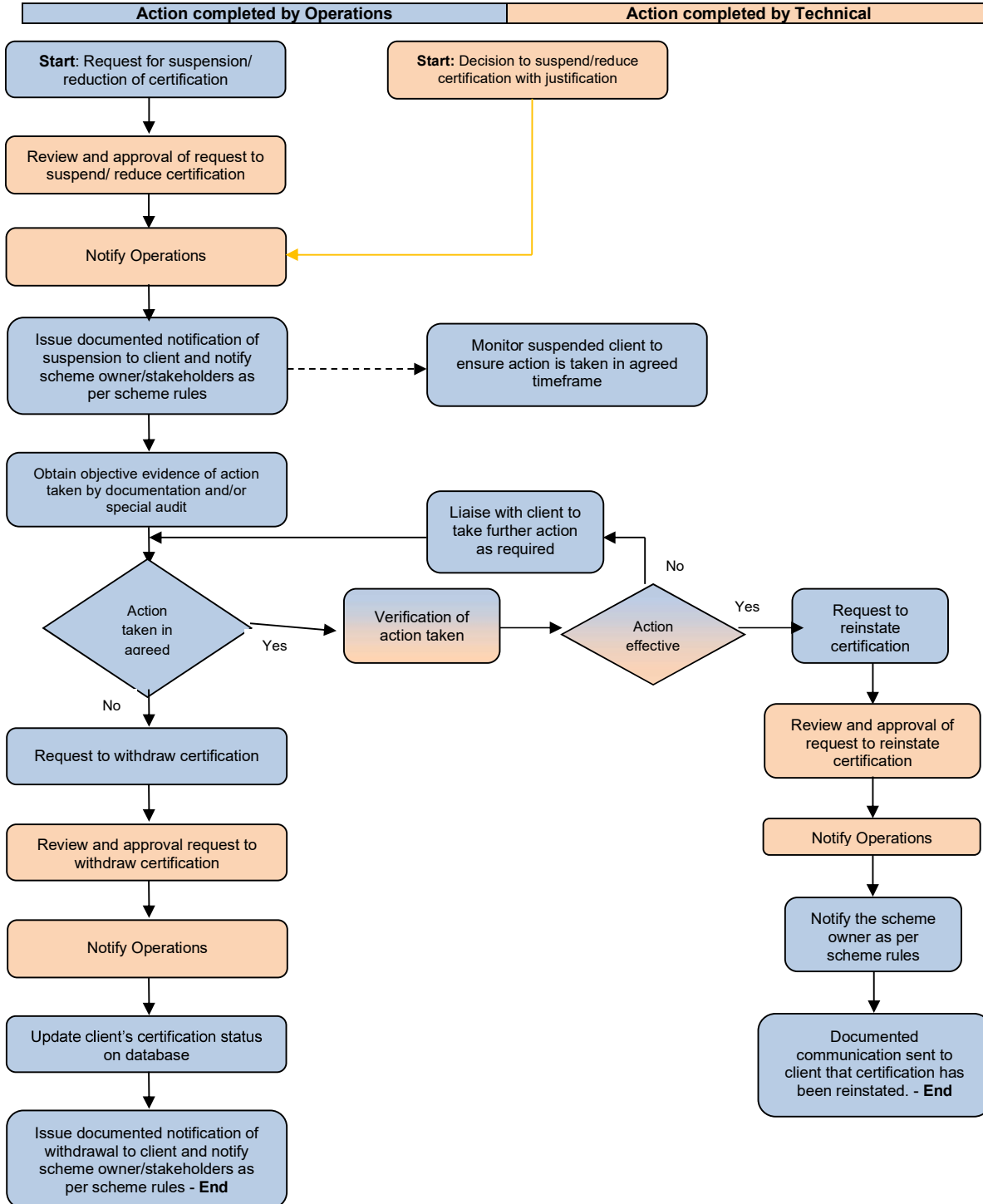


- Purpose:** To identify the process steps and requirements for suspension, reduction and withdrawal of Certification for BMTV
- Scope:** ISO 17021 and ISO 17065 schemes
- Process:**

Note: Scheme rules are contained within the scheme specific operations manuals applicable to BMTV office.



4. Policy

4.1 General Requirements

- BMTV reserves the right to suspend, withdraw, or reduce the scope of certification, at any time during the certification cycle where there is evidence of a breach of the scheme certification requirements for example overdue audits / overdue open NCRs.
- Decisions for reducing, suspending, or withdrawing certification shall never be outsourced.
- Upon request by any party, BMTV shall correctly state the status of certification of a company's certification as being suspended, withdrawn or reduced.
- Copies of all communications related to this procedure shall be retained in line with the requirements of the quality manual BMTV-QM-01.
- BMTV reserves the right to conduct a special audit to verify the action(s) taken by a certified client to correct the reason for suspension.
- When the appropriate action to resolve a reason for suspension includes an audit / evaluation, review or a certification decision, the requirements of the applicable standard operating procedure and the scheme specific operations manual for such actions apply.
- It is important to note that there is a difference between withdrawal of certification and cancellation of certification. The differences are described below.
- Unless there is a serious breach of contract and/or certification requirements the first course of action should always be suspension of certification as explained in 4.2 below. Where the client has not corrected the reason for suspension of certification the next course of action should be withdrawal of certification as explained in 4.3 below.
- Clients can cancel their certification at any time during the certification cycle. Cancellation of certification is different from withdrawal of certification and is explained in 4.5 below.
- It is the responsibility of BMTV to monitor and manage suspended clients to ensure that action to correct the suspension is taken is required timescales.
- The BMTV is responsible for overseeing the operations monitoring process which highlights breach of certification requirements and has the authority to initiate the suspension/withdrawal of certification process as required. The Operations Department also monitors suspended clients to ensure that timescales are not exceeded.

4.2. Suspension of Certification

BMTV shall suspend certification in cases when:

- The client's certified system / certified product has persistently or seriously failed to meet certification requirements;
- The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies;
- The certified client does not close major non-conformities in the required timeframe;
- The certified client requests voluntary suspension;
- The certified client is in breach of the certification contract i.e., nonpayment.

Upon suspension of certification the Operations Department must send documented communication to the certified client confirming suspension of certification and informing the certified client that they must:

- take corrective action(s) to resolve the reason for suspension within the time frame specified;
- inform their customers of the suspension;
- not conduct business on the basis of certification;
- refrain from further promotion of their certification including use of certification marks and discontinues the use of all advertising matter that contains any reference to the suspended certification.

The duration of the suspension period will be decided on a case-by-case basis dependent on the reason for suspension. Under suspension the client's certification is temporarily invalid.

Note 1: In most cases the suspension would not exceed 6 months. However, this period may be extended to 8 months if the client(s) provide objective evidences which shows a critical situation has happened internally such as major changes in the management or to the staff.

Note 2: For Product Verification certification the maximum duration of suspension is twelve (12) months and after this period, the certificate will be withdrawn.

4.3 Withdrawal of Certification

Following suspension of certification, where the client has not addressed the reason for suspension the next step of action is for BMTV is to withdraw the client's certification.

Upon withdrawal of certification the Operations Department must send documented communication to the certified client confirming withdrawal of certification and informing the certified client that they must:

- Inform their customers of their withdrawn certification.
- Not conduct business on the basis of certification.
- Immediately discontinue any certification claims including use of certification marks and discontinues the use of all advertising matter that contains any reference to the withdrawn certification.
- Return / destroy all copies of their BMTV certificate.

4.4 Reduction of Scope

BMTV shall reduce the client's scope of certification to exclude the parts not meeting the scheme requirements if 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 standard used for certification.

Upon approval of the reduction of the scope of a client's certification the certified client shall be re-issued a certificate with the amended scope of certification, maintaining the validity of the original certificate.

The Operations Department must send documented communication to the client informing them of exactly which element of the scope of certification has been reduced and the justification for the decision.

4.5. Cancellation of Certification

A client can cancel their certification at any point within the certification cycle. Where a client wishes to cancel their certification, they must send documented notification to BMTV. Upon receipt of confirmation of certification Operations Department must:

- Update all records showing the cancelled status
- Send documented communication to the certified client confirming cancellation of certification and informing the certified client that they must immediately discontinue any certification claims including use of certification marks and discontinue the use of all advertising matter that contains any reference to the cancelled certification and return/destroy all copies of their BMTV certificate.
- Send documented notification of the clients cancelled status to all relevant departments. Notification should be sent monthly through email.

4.6. Records

All Records of all communication pertaining to this procedure must be retained by the Operations Department in accordance with the requirements stipulated in the BMTV Quality Manual clause 9.1. Any records related to certification decision making must be retained by the Operations Department.