



<b>Document Title</b>	Suspension/ withdrawal/ reduced scope of certification Procedure	
<b>Effective date</b>	<b>Document No.</b>	<b>Revision</b>
18 January 2022	2_QUA_ Suspension/ withdrawal/ reduced scope of certification Procedure _04	04

## 1. PURPOSE

This procedure is to ensure uniform practices for suspension, withdrawal, and reducing scope of certification.

## 2. SCOPE

This covers suspension, withdrawal and reduction in scope of certification of clients certified by SWASA MSCS.

## 3. ABBREVIATIONS

**3.1 CAC** – Certification Approvals Committee

**3.2 ED** – Executive Director

**3.3 QAM** - Quality Assurance Manager

**3.4 MSCS** – Management Systems Certification Scheme

## 4. DEFINITIONS

**3.1 Suspension-** Temporary invalidation of the statement of conformity for all or part of the specified scope of attestation.

**3.2 Withdrawal-** Revocation or cancellation of the statement of conformity. Failure to resolve the issues that have resulted in the suspension within the time established by Management System Certification Scheme (MSCS) results in withdrawal of certification.

**3.3 Reduced scope of certification-** Exclusion of that part of the scope of certification not meeting the requirements or when the client has persistently or seriously failed to meet the certification requirements.

## 5. RESPONSIBILITIES

**4.1 QAM-** is responsible for suspension, withdrawal and reduction in scope of certification

**4.2 Executive Director** – Responsible for ensuring decisions are taken for suspension, withdrawal and reduction in scope of certification if the need arises.

**4.3 CAC** – Responsible for taking decisions for suspension, withdrawal and reduction in scope of certification.

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## 6. PROCEDURE

### 6.1 Suspension of certification

**6.1.1** The operation of Certificate is suspended for a specified period in the following cases:

- a) Certified client does not submit certified management systems for surveillance within the specified time frame:
- b) the client does not complete corrective actions within agreed time scale,
- c) the client requests for suspension
- d) the certificate or logo of MSCS is misused in any way,
- e) the client fails to conform with the agreed standard consistently,
- f) the client fails to comply with the financial requirements of the agreement of certification,
- g) the client undertakes actions which bring MSCS into disrepute.

**6.1.2** In these cases, a formal communication is sent to the client for remedial measures within an agreed time period.

**6.1.3** If the above action does not result in any improvement, a final letter is issued to the client indicating the conditions under which suspension has been affected. The information on the certified status of the client is made publicly accessible through SWASA website. If required, any other mode of publication may also be considered.

**6.1.4** The client has the responsibility for taking prompt corrective action and to inform MSCS within 30 days, subsequent to which an audit or a visit may be planned to verify the requirements.

**6.1.5** On fulfillment of indicated conditions within the stipulated time, MSCS may revoke the suspension and notify the client accordingly. Otherwise, the certification is either withdrawn or cancelled.

**6.1.6** The maximum period of suspension is six months unless for any specific reason extended by MSCS, after which conditions for withdrawal apply.

### 6.2 Withdrawal of certification

**6.2.1** The client's certification is withdrawn and agreements cancelled in the following cases:

- a) When the conditions of suspension persist after the stipulated time and the client fails to take corrective actions on being informed by MSCS.
- b) At the request of the client.
- c) When MSCS certification scheme is changed and the client either will not or cannot ensure conformance to the new requirements within the stipulated time.

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d) The client is not complying with the requirements of the standard for a period of six months or more, unless for specific reasons.

**6.2.2** This is done by informing the client by a final letter followed by any other publication notifying the cancellation if required. This information is made publicly accessible through SWASA website.

**6.2.3** The client may dispute or appeal or complain against the decision of MSCS which will be dealt with as specified in appeals procedure.

**6.2.4** Once the Certificate is withdrawn and if the client wishes to get the certification again, MSCS would carry out a complete re-audit.

**6.2.5** When withdrawal is finalized, the following actions are taken:

- a) The client is advised by communication in writing (Letter, e-mail, fax etc.) to return the Certificates along with logo issued to them or,
- b) Client gives a confirmation that the certificates or logo issued are either made obsolete / withdrawn or prevented from any misuse.
- c) MSCS suitably denote or amend the “List of certified Companies” published

### **6.3 Reduction or extension of scope of certification**

**6.3.1** The scope of certification can be extended or reduced on receipt of written request from the client under one or more of the following:

- a) When products/services are added or deleted from the existing scope,
- b) When the client increases or decreases the production capacity or range covered in the scope, with additional or less manpower or resources within the existing management systems certified.
- c) Change in number of sites.

**6.3.2** SWASA MSCS can reduce the scope if during an audit, the client is not able to demonstrate its capability to render the scope of activities as specified in the Certificate of Approval.

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- 6.3.3** SWASA MSCS has the option to verify during surveillance audits or on receipt of any information, the continuation of scope certified and any variations that can lead to change in the scope. This situation is examined by QAM to resolve with the client and changes are made.
- 6.3.4** Reassessment to verify compliance to the specified standard is also conducted in the event of changes significantly affecting the activity and operation of the client such as a change of ownership, changes in personnel or equipment or if an analysis of a complaint or any other information indicates that the certified client no longer complies with the requirements of the standard to which it is certified or to the procedures of MSCS.
- 6.3.5** If a client makes a false claim as to certification by SWASA MSCS, appropriate action is taken against such client in accordance with the conditions of certification this may include corrective action, publication of transgression and if necessary, other legal action.

## 7. REFERENCE

- 2\_QUA\_ Grant of Certification Procedure
- 2\_QUA\_ Extending scope of certification Procedure
- 2\_QUA\_ Appeals handling Procedure
- 2\_QUA\_ Complaints handling Procedure