



(Certification Process)

**Procedure for Granting or Refusing, Expanding
or Reducing, Suspending or restoring,
Withdrawing or Renewing of Certification**

SBS - CMP - 02

1- Purpose, scope and users:

The purpose of this procedure is to document, establish, implement and maintain the system for granting or refusing certification, expanding or reducing the scope of certification, suspending or restoring certification, withdrawing certification or renewing certification against management system standards referenced in the Management System Manual as per requirements of ISO/IEC 17021-1:2015, ISO 17021-2:2016, ISO 17021-3:2017, ISO 17021-10:2018 and other applicable international standards for certification bodies providing management system certification.

This procedure is applied to all audits carried out on the client during a certification cycle.

Users of this document are General Manager and Certification Committees of **SBS for Certifications** .

2- Reference documents:

- ✓ ISO 17021-1:2015, clause 9.5 and 9.6
- ✓ ISO 17021-2:2016
- ✓ ISO 17021-3:2017
- ✓ ISO 17021-10:2018
- ✓ Procedure for audit – planning, conducting and reporting
- ✓ Procedure for Marketing, contract and contract review
- ✓ Management System Manual

3- Description of Activity:

3.1 General:

SBS for Certifications ensures that the person or the group of persons involved in the decision making for granting or refusing certification, expanding or reducing the scope of certification, suspending or restoring certification, withdrawing certification or renewing certification have not participated in the audit & and will never be outsourced.

SBS for Certifications ensures that the personnel involved in decision-making as stated above have the competence to evaluate the audit processes and the related recommendations of the audit team. The competence requirements are identified in the document (SBS - HRF-01 – 02)

The composition of Certification Committee who takes decision for granting or refusing maintaining, extending or reducing, suspending or restoring certification and withdrawing of certification or renewing certification is identified in document (SBS – CMWI – 01). Before taking a decision, the certification Committee shall review the audit reports to confirm that:

- (a) The information provided by the audit team is sufficient with respect to the certification requirements and the scope of the certification.
- (b) In case of a major non-conformance, the corrections and corrective actions submitted by the client are reviewed, accepted and verified for effectiveness of the actions taken i.e. the non-conformances is closed.
- (c) In case of minor non conformances, the planned corrections and the corrective actions are reviewed and accepted by the team leader or by the team member.
- (d) The person(s) [excluding members of committees assigned by the **SBS for Certifications** to make a certification decision are be employed, or are under legally enforceable arrangement with **SBS for Certifications** .
- (e) The persons employed by, or under contract with, entities under organizational control fulfils the same requirements of this part of ISO/IEC 17021 as persons employed by, or under contract with **SBS for Certifications** .
- (f) **SBS for Certifications** records each certification decision including any additional information or clarification sought from the audit team or other sources.

3.2 Granting the Certification:

3.2.1 Certification Committee Decision:

The final audit reports after initial assessment by Certification Manager are submitted to the certification Committee for the technical review and approval.

In addition to the points stated in section 3.1, the review shall also confirm:

- There is evidence that the client's management system complies with the certification requirements.
- Both negative and positive observations are made with respect to the client's management system.

- The client is capable of meeting the agreed requirements for the product as per the scope for certification.
- The non-conformances raised are meaningful and correctly graded.
- The corrections and the corrective action identified by the client appropriate and in conformity with the risk involved.
- Internal audit and management review are effective.
- The recommendation of the audit team is favorable and is justified and accepted.

Depending on the risk factor attached to each technical area, the composition of the certification panel is addressed in (SBS – CMWI – 01). The certification Committee shall review the audit reports and take appropriate decision. The review comments and the decision are recorded in (SBS – CMF – 02 – 02).

After the decision to grant certification, arrangement is made for the issue of certificate. Initially a draft certificate is prepared and it's correctness of entries verified by the Certification Manager.

The final certificate is finally signed by Certification Manager and is issued to the client.

If the recommendation made by the assessment team is not accepted by the certification Committee, the client and the audit team are accordingly informed with an explanation. **SBS for Certifications** shall further interact with the client to initiate appropriate action to resolve the issue.

3.2.2 Certification Document:

The final certificate shall be sent to the client along with conditions for the use of logo and the certification mark.

The Certification document (SBS – CMF – 02 - 01) shall include:

- (a) Name and geographical location of the client.
- (b) Dates of granting, extending and renewing certification.
- (c) Expiry date or the re-certification due date.
- (d) For Certificate Number we are giving:
CRT-Four digits Serial number-Year
Example: CRT-0012-2021
- (e) The management system standard, including the issue number and/ or the revision number, used for the audit of the certified client.

- (f) The scope of certification including any exclusion (exclusion applicable to only QMS).
- (g) The name, address and the certification mark of **SBS for Certifications** and the accreditation symbol as per guidelines of the accreditation body.
- (h) A means to identify the revised documents from any prior obsolete documents, in the vent of issue of revised certificate.
- (i) Any other information required by the standard used for certification.
- (j) Revision number & date along with original certification number to distinguish the revised documents from any prior obsolete documents.

Validity period of certification document: The certificate issued against any specific management system standard is valid for three years from date of decision on certification.

3.3 Maintaining the Certification:

The Certification is maintained for a period of Three years under the following conditions:

- (a) The Surveillance Audits are conducted as planned and the client has demonstrated that it continues to satisfy the requirements of the management system standard as confirmed by **SBS for Certifications**.
- (b) All the non-conformance raised during previous surveillance are closed within the time frame agreed and correction and corrective actions for the non-conformities raised during the current audit are identified and accepted by **SBS for Certifications** as described in procedure (SBS – CMP – 01).
- (c) The Internal Audit and the management reviews are conducted as scheduled and there are no issues pending.
- (d) The client shall maintain suitable records of customer complaints and keep the records of investigation and remedial actions taken with respect to such complaints for verification by the **SBS for Certifications** auditors.
- (e) All outstanding dues to **SBS for Certifications** are paid.
- (f) The certification Committee approves the audit.
- (g) The continuation of certification is held up on the ground that the team leader's report on for any major nonconformity other situation which may lead to suspension or withdrawal of certification.

- (h) **SBS for Certifications** has a system that requires the audit team leader to report to the **SBS for Certifications** initiates a review by competent personnel, different from those who carried out the audit, to determine whether certification can be maintained.
- (i) Competent personnel of the **SBS for Certifications** monitor its surveillance activities, including monitoring the reporting by its auditors, to confirm that the certification activity is operating effectively.

3.4 Expanding the Certification:

Any request by the client for any extension of scope is dealt as per procedure (SBS – CMP – 01).

The decision for granting extension is taken as described in sections 3.1 and 3.2 of this procedure.

SBS for Certifications issues a new certificate with amended scope without any change in the certification period as identified in the previous certification document. The new certificate shall contain new revision number and date.

3.5 Reducing the Certification:

SBS for Certifications decides to reduce the client's scope of certification by excluding the parts not meeting the requirements, when the client has persistently and seriously failed to meet the certification requirements for those parts of the scope of certification. Such exclusions shall be consistent with the certification standard.

If the reduction in scope is requested by the client it shall be dealt as per procedure (SBS – CMP – 01).

The decision for reducing the scope is taken as described in sections 3.1 and 3.2 of the procedure.

SBS for Certifications issues a new certificate with amended scope without any change in the certification period as identified in the previous certification document. The new certificate shall contain new revision number and date.

3.6 Renewing the certification (re-certification):

SBS for Certifications renews the certification as per procedure for re-certification (SBS – CMP – 01).

SBS for Certifications makes decisions on renewing certification based on the following:

- (a) The results of the re-certification audit.
- (b) The results of the review of the system over the period of certification.

(c) Complaints received from customers of certified clients.

The decision for re-certification is taken as described in sections 3.1 and 3.2 of this procedure.

SBS for Certifications issues a new certificate as described in section 3.2.2 of this procedure.

3.7 Suspending and Withdrawing Certification:

3.7.1 Suspending certification:

SBS for Certifications shall suspend certification in cases wherein:

- The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system.
- The client does not allow surveillance and re-certification audits to be conducted at the agreed frequencies.
- Wishful misuse of logo & reference to certification.
- Non-compliance to submission of Corrective action as stated procedure (SBS – CMP – 01).
- Voluntary suspension requested by the client.
- The certified client doesn't pay the certification/ surveillance or recertification fees s greed by client prior to services extended.

For re-certification and surveillance audits if the client does not submit the corrective action within 20 workings days from the date of audit, it shall lead to suspension of certification.

For certification audit the failure on the part of the client to submit the corrective action within the stipulated time may lead to show cause notice by **SBS for Certifications** , If the client does not respond favorably within 03 months the audit shall be treated as cancelled. The suspension shall be for a period of maximum 06 months and the suspended status of the client shall be publicly made available in the register of certified clients being maintained by **SBS for Certifications** at its registered office. During this period the client shall discontinue the use of logo or any reference of certification in advertising matter, as directed by **SBS for Certifications** , at the time of giving notice of suspension and the same also addressed in Client Contract (SBS – SMF – 01 – 05).

The decision for suspending certification is taken by the certification Committee of **SBS for Certifications** .

3.7.2 Withdrawing certification:

SBS for Certifications withdraws the certificate under the following circumstances:

- Failure of the client to resolve the issues of suspension within six months shall result in withdrawal of certification.
- Other reasons like major legal complaint, company involved in malpractices, **SBS for Certifications** loses accreditation etc.
- Client voluntarily requested for a withdrawal.
- The certified client doesn't pay the certification/ surveillance or recertification fees as agreed by client prior to services extended (even after suspension).

Upon withdrawal of certification the client ceases to enjoy the certification status and shall accordingly return the certificate as directed by **SBS for Certifications** at the time of withdrawal notice.

The decision for withdrawing certification is taken by the certification Committee of **SBS for Certifications** .

Upon request from any party **SBS for Certifications** correctly state the status of certification of a client's management system as being suspended, withdrawn or reduced.

3.7.3 Restoring:

The **SBS for Certifications** restores 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 by the **SBS for Certifications** results in withdrawal or reduction of the scope of certification.

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