

Quality Procedure

Procedure for suspension, withdrawal and
scope reduction of certificate
QP 10



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	Quality Procedure Procedure for suspension, withdrawal and scope reduction of certificate	Document No.	QP 10
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1.0 Document Details

Document ID	QP 10
Document Name	Procedure for suspension, withdrawal and scope reduction of certificate
Document Owner	Management of Denan Sport Service
Revision No.	0
Revision Date	20 th December 2016
Review Period	1 year


2.0 Approvals

The signatures below certify that this document has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements herein and are committed to ensuring their provision.

Created By	Mr. Hesham Abdelfatah	Decision Maker		
Reviewed By	Mr. Nabil Mejri	Management Representative / Operation Manager		
Approved By	Mr. Marwan Mohamed Saad	Executive Director		
	Name	Designation	Signature	Date

3.0 Amendment Record Sheet

Amd. No.	Date of amendment	Page No.	Present		Amended		Nature of change	Brief description of change	Reason for the amendment	Sign.
			Rev. No.	Issue No.	Rev. No.	Issue No.				

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1.0 Purpose

To describe a procedure for suspension, withdrawal and scope reduction of the certificate

2.0 Scope

This procedure covers overall activity for certificate issue, suspension and withdrawal of certificate for all types of certification activities done by Denan Sport Service.

3.0 Responsibility

3.1 Operation Manager is responsible for ensuring implementation of this procedure throughout the certification scheme process.

3.2 Decision Maker is responsible for making decision for granting certificate, re-certificate and renewal of certificate.

3.3 Administration Executive is responsible for receiving application, reviewing application to ensure applicant meets the requirement and providing information to Examiner. Also, he is responsible for maintaining all records of applicant, certification, examination and other relevant to comply with requirement of ISO/IEC 17024:2012 certification process.


3.4 Examiners is responsible for conducting examination, preparation and submission of examination reports to Operation Manager and Decision Maker for making decision.

4.0 Description of activity

4.1 Suspension and withdrawal of certificates

4.1.1 This instruction covers suspension procedures through withdrawal or cancellation of the certificate and revision of the register of certified persons.

- Grounds for action are brought to the attention of the Operation Manager, who reviews the information and decides whether to proceed.
- Either way, the letter to the certified person via registered mail / courier is sent for advising them of the details of the grounds for action and the decision on whether to proceed.
- If the Decision Maker decides to proceed, the certified person must reply to Denan Sport Service within fourteen days of receipt of letter.
- If the Decision Maker determines that the action or position contained in the certified person reply is satisfactory, he issues a letter stating this, and mails it to the certified person via registered mail.
- If actions are required, due dates must be set and Decision Maker must review the actions at those times to ensure that they are effectively completed in order to prevent suspension or cancellation.
- If the certified person does not reply in fourteen days, if the reply is not satisfactory, or if the actions required are not effectively completed in the allowed time, the Decision Maker determines whether to suspend or withdrawal certification.

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- If the decision is made to cancel certification, Decision Maker is responsible for suspending the certified person or canceling the certified person from the Register of Certified person, advising the certified person by registered mail / courier, and publicizing the cancellation, if necessary.


4.3.2 The following reasons are considered grounds for suspension or cancellation:

- Major non-conformance(s) or effective corrective action not implemented within a specified time period.
- Improper use of the certificate, symbol, or logo not remedied to the satisfaction of Denan Sport Service .
- Certified person ceases to supply services of the certified quality for an extended period of time.
- Certified person's has persistently fails to meet any of the requirements for certification including requirements for the effectiveness.
- Certified person fails to meet financial obligations to Denan Sport Service .
- Certified person makes a formal request to withdraw certification.
- Infringement by the certified person of any contractual conditions between the certified person and Denan Sport Service .
- Certified person is unable or unwilling to ensure conformance to revisions of standards.
- Existence of a serious complaint, or a large number of second or third party complaints, which indicate that the system is not being maintained.
- Certified person does not allow periodic examination to be conducted at the required frequency

4.2 Conditions for Suspension or Cancellation of Certified person

4.2.1 Subject to actions by the certified person, the following steps will be taken leading to possible suspension or cancellation of the certified person's certification:

- Unless a reply is received to the letter accompanying notification within 14 days, certification will be suspended and a notification of suspension may be published at the discretion of Denan Sport Service .
- The certified person's response to the accompanying letter will be reviewed and the proceedings may be put on hold while clarification is sought.
- Where mutually agreed-upon corrective action is to be implemented, a time period for implementation will be specified and a review of the corrective action undertaken at the appointed time. This may be the subject of a special surveillance visit or of review of submitted objective evidence, at the discretion of Denan Sport Service . Should the corrective action not be considered adequate or not be completed by the appointed time, certification will be automatically suspended.
- In the case of serious circumstances, Denan Sport Service may invoke suspension during the period pending the implementation of corrective action.

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- Where suspension has been invoked, unless otherwise specified, the certified person must advise Denan Sport Service every 14 days of the current situation of corrective action. Failure to meet this requirement will result in cancellation of the certified person's certification.
- When corrective action to resolve the problem(s) taken by the certified person has been verified, certification will be resumed. The period of certification will not be revised to cover the period of suspension.
- Cancellation of certification will be invoked where; following suspension of certification, the certified person fails to respond to Denan Sport Service communications within the 14 days grace period or fails to implement corrective action within the appointed time period.
- In extreme circumstances Denan Sport Service may invoke the cancellation of certification with immediate effect without recourse to initial certification suspension.
- Cancellation of certification will require the certified person to assume the status of non-approval and return all certification documentation to Denan Sport Service .
- Use of certification documents, symbols, or logos by the certified person following certification cancellation may result in legal action being taken against the certified person.
- Re-approval after certification cancellation will be on the same basis, and follow the same process, as that of initial application for a new certified person. This will require a full assessment, with optional document review at the discretion of Denan Sport Service .
- The de-certification will be published as a separate list and will be available at the Denan Sport Service office and made available upon request.
- The certified person has the right to appeal any decisions of Denan Sport Service and a copy of the appeals procedures will be made available upon request.
- Management Representative shall remove the companies where the certificate has been cancelled. During suspension, suspension remark shall be placed in the registered of certified person.
- The certified person files for all cancelled cases shall be archived for a period of 3 months and then destroyed.

4.3 Reduction in scope of Certificates issued

4.3.1 Denan Sport Service shall wherever applicable reduce the scope of certification if during the time of routine periodic examinations / Renewal Examinations it finds that the certified person has continually / seriously failed to meet the certification requirements for those parts of the scope of certification. The reduction in scope will be approved by the Management Representative

5.0 Reference

6.0 Enclosure Nil

7.0 Records

7.1 ===== Records of suspension, withdrawal and scope reduction