



# QUALITY REGISTRAR SYSTEMS

Document No.: SOP-10

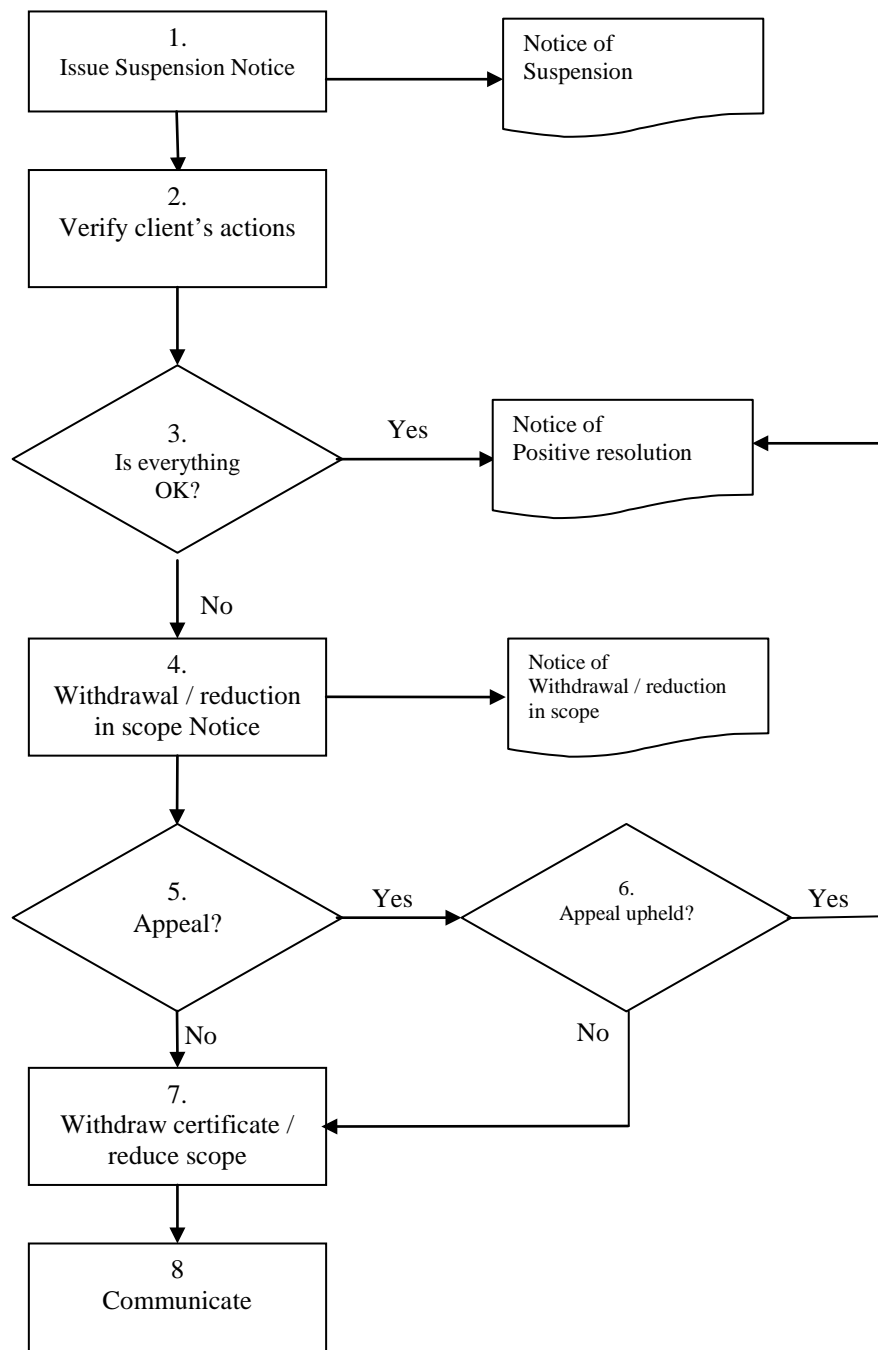
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- Objective** – To establish requirements for the suspension, withdrawal or a reduction in the scope of certification issued by Quality Registrar Systems.
- Scope** – this procedure explain the activities for certification suspending , withdrawal, maintenance and control including maintaining, extending and reducing of certification with aligning to the proper use of certification.

### 3. Process Flow Chart





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## Suspension or Withdrawal of Certificate

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### 4. Procedure

| Action                     | By Whom           | When  | How   |
|----------------------------|-------------------|---|---|
| 1. Issue suspension notice | a) Scheme Manager | <p>a) The client has not paid the appropriate fee</p> <p>b) The client requests suspension of certification or breaches section 9 of the scheme rules and regulations</p> | <p>In writing, by letter, e-mail, fax or other suitable method.</p> <p>The notice of suspension will direct the client:</p> <ul style="list-style-type: none"> <li>- To take action to resolve the suspension within the time frame specified.</li> <li>- to inform its customers of the suspension, and</li> <li>- Not conduct business on the basis of certification, or use of logo.</li> </ul> <p>Suspension and withdrawal of certification validity shall be published in the most effective mean considered by QRS to the interested parties. Where certification is suspended; it shall be barked in read colour in the column of the “register of certified companies”. In case of withdrawal, it shall be omitted (marked in) from the “register of certified companies” and the certificate shall be withdrawn and disposed from the registrant.</p> <p>In most cases the suspension period will not exceed 6 months</p> |
| 2. Verify client actions   | Scheme Manager    | As per timescale defined in the suspension letter   | Obtain objective evidence that the actions have been taken  |
| 3. Is everything OK?       | Scheme Manager    | After the time specified in the suspension letter   | If the withdrawal is not to proceed, to notify the client in writing by letter, e-mail, fax or other suitable method of communication and to confirm the certification validity.  |

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## Suspension or Withdrawal of Certificate

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|  |                          |   |   |
|--|--------------------------|---|---|
| <p>4. Issue withdrawal / reduction in scope notice</p> | <p>a) Scheme Manager</p> | <p>a) The client has not paid the appropriate fee<br/>b) The client requests withdrawal of certification or breaches section 10 of the scheme rules and regulations</p> | <p>Failure to resolve the issues that have resulted in the suspension of certification in a time specified by QRS shall result in withdrawal or reduction of the scope of certification.</p> <p>Notice of withdrawal to be issued in writing by e-mail or fax, followed by copy sent by certified mail.</p> <p>The notice will require the client:</p> <ul style="list-style-type: none"> <li>- to immediately discontinue its claim to be approved/certificated.</li> <li>- to the return of certificate</li> <li>- not to take orders on the basis of a non-existent certificate.</li> <li>- to withdraw all documents that makes use of the Accreditation Mark and/or the Company Certification logo.</li> <li>- Status of suspension or withdrawal of certificate(s) will be displayed on QRS website <a href="http://www.qrsyst.com">www.qrsyst.com</a></li> </ul> |
| <p>5. Appeal?</p>                                      | <p>Client</p>            | <p>Following receipt of withdrawal / reduction in scope notice</p>  | <p>Appeal against withdrawal / reduction in scope made to the Supervisory Board stating reasons why withdrawal is unjustified.</p>  |
| <p>6. Appeal upheld?</p>                               | <p>Supervisory Board</p> | <p>At a Supervisory Board Meeting, which may be especially convened</p>   | <p>Review all the information submitted by the client and the Scheme Manager, assess against the Rules and Regulations and decide whether or not to withdraw the certificate.</p> <p>Inform client of the decision</p>  |
| <p>7. Withdraw Certificate / reduction in scope</p>    | <p>Scheme Manager</p>    | <p>Following the withdrawal / reduction in scope notice and either a lack of appeal from the client or a decision to proceed from the Supervisory Board</p>             | <p>Implement the withdrawal / reduction in scope notice</p>   |
| <p>8. Communicate</p>                                  | <p>Scheme Manager</p>    | <p>a) quarterly<br/><br/>b) Supervisory meetings Board</p>  | <p>a) A list <b>MUST</b> be sent to the accredited / scheme office detailing any suspended / withdrawn clients, who have not met their financial obligation<br/>b) A list of suspended / withdrawn clients is presented to the Supervisory Board</p>  |

**Note: QRS don't outsource the decisions of granting, maintaining, renewing, extending, reducing, suspending or withdrawing of certification.**

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## 5. Documentation

| Reference | Title  |
|-----------|--|
| SOP-09    | Handling client Complaints, Disputes and Appeals |
| Doc 02-3  | Rules & Regulations                              |
|           | Notice of Suspension                             |

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