

Cancellation (Withdrawal) Of Certification



What is Cancellation (Withdrawal) of Certification?

Cancellation (also called Withdrawal) means:

The permanent revocation of a client's ISO certification, removing their right to claim certified status.

After cancellation:

- The certificate is no longer valid,
- The organization must cease all claims of certification,
- The certification mark and logos must be removed immediately.

When Does Cancellation Occur?

A Certification Body (CB) may cancel certification when:

- The client fails to address issues that led to suspension within the defined timeframe.
- The client ceases operations or closes down.
- The client voluntarily requests withdrawal of certification (e.g., restructuring, no longer requiring certification).
- The client consistently fails to comply with ISO standard requirements.
- The client misuses the certification mark and does not correct it despite reminders.
- Non-payment of fees after suspension reminders.
- Legal or regulatory restrictions prohibit continuation of certification.

Step-by-Step Cancellation of Certification Process

Step 1: Grounds for Cancellation Identified

Arises after:

- Unresolved suspension within allowed period (e.g., 3–6 months).
- Voluntary request from the client.
- Severe nonconformities affecting the integrity of certification.

Step 2: Internal Review by CB

Certification decision panel/technical reviewer:

- Confirms that cancellation criteria are met.
- Verifies suspension period expiration (if applicable).
- Reviews all communications with the client.

Step 3: Notification to Client

CB sends a formal notice of cancellation, stating:

- The reason for cancellation.
- The effective date of cancellation.
- Requirements to cease all claims of certification.
- Instructions for removing certification marks from all materials, websites, and products.

Step 4: Update Records

CB updates:

- Internal certification register to reflect "Cancelled/Withdrawn."
- Any applicable accreditation body listings or scheme owner databases.

Step 5: Post-Cancellation Actions

The client must:

- Remove certification logos and marks from:
 - Websites
 - Marketing materials
 - Stationery
 - Product packaging (if applicable)
- Stop making claims related to certification in tenders or communications.

CB may:

- Monitor the client's public claims for misuse of certification post-cancellation.
- Take legal or contractual action if misuse continues.

Key Points

- Cancellation is permanent, unlike suspension, which is temporary.
- Voluntary cancellations require formal written confirmation from the client.
- Cancellation is often the final step after suspension when issues are unresolved.
- Certification can only be reinstated by reapplying for certification and undergoing a full audit

Benefits of Proper Cancellation Handling

- Protects the integrity and credibility of the CB and ISO certification system.
- Ensures only compliant organizations claim certified status.
- Complies with accreditation body and ISO/IEC 17021-1 requirements.

Example Scenarios:

- **Client A** stopped manufacturing and closed operations → certification cancelled on client's request.
- **Client B** had major NCs unresolved after 6 months of suspension → certification cancelled by CB.
- **Client C** refused surveillance audits and communication → certification cancelled for non-cooperation.