



Suspension

Of Certification

What is Suspension of Certification?

Suspension means:

The temporary invalidation of a certified client's management system certification for all or part of the scope.

During suspension, the **organization cannot claim certification status** until the suspension is lifted.

When Does Suspension Occur?

Certification Body (CB) may suspend certification if:

- The client's management system continually fails to meet certification requirements (e.g., major NCs remain unresolved).
- The client fails to conduct required surveillance or recertification audits on time.
- The client voluntarily requests suspension (e.g., during business restructuring).
- Misuse of certification mark or misleading references to certification.
- Non-payment of certification fees.
- Significant changes in organizational structure, scope, or processes without informing the CB.

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Objectives of Suspension

- Protect the integrity of the certification process.
- Allow the client time to correct nonconformities.
- Ensure certified status reflects the actual effectiveness of the management system.

Step-by-Step Suspension of Certification Process

Step 1: Identification of Grounds for Suspension

CB identifies noncompliance or issues requiring suspension during:

- Surveillance audits
- Recertification audits
- Review of complaints
- Administrative checks

Step 2: Notification to Client

CB formally notifies the client in writing, stating:

- Reason(s) for suspension.
- Effective date of suspension.
- Conditions to be fulfilled to lift the suspension.
- Implications, including the prohibition of using certification marks during suspension.

Step 3: Suspension Implementation

- Certification status in the CB's register is updated to "Suspended."
- Certification marks and logos must not be used during the suspension period.
- The client may not claim certification status in tenders, communications, or on products.

Step 4: Corrective Action by Client

The client is given a defined timeframe (e.g., 3 months) to:

- Address the issues leading to suspension.
- Submit evidence of corrective actions.

Step 5: Evaluation by CB

- CB reviews corrective action evidence.
- A follow-up audit may be conducted if necessary.

Step 6: Decision on Suspension

After review, the CB:

- Lifts the suspension if issues are resolved, restoring certification status.
- Reduces the scope if part of the system remains noncompliant.
- Withdraws certification if the client fails to resolve issues within the specified period.

Implications of Suspension

- The client cannot use certification logos or claim certification during suspension.
- The certification is temporarily invalid until the CB formally lifts the suspension.
- Once lifted, certification is reinstated without changing the original certification cycle.

Key Points for Clients

- Maintain regular surveillance and recertification audits to avoid suspension.
- Ensure timely corrective actions for major nonconformities.
- Promptly inform the CB of any changes that may impact the management system.
- Avoid misuse of certification marks or misleading claims.

Example: Reasons Leading to Suspension

- Failure to close major NCs identified in surveillance audits.
- Missed scheduled surveillance due to non-cooperation.
- Using the certification logo on products (where not allowed under scheme rules).
- Refusal of access to CB auditors.