

Document Type:	ISO 17065 Procedure	Document Number	MBS-CID-P920
Revision number	00	Effective date	31 st December 2024

1. PURPOSE

This procedure outlines the systematic approach followed by MBS-CID for handling the reduction in scope, suspension, withdrawal, or termination of product certification. It ensures that such decisions are taken impartially, transparently, and based on substantiated evidence.

2. SCOPE

This procedure applies to the termination, suspension, withdrawal, or reduction of scope for the certification granted to the MBS-CID clients.

3. RESPONSIBILITY

3.1. Director of Quality Assurance Services is responsible for defining policies and operational modalities for termination, reduction, suspension or withdrawal of certification.

3.2. The Deputy Director of Quality Assurance-CID is responsible for implementation of this procedure.

4. PROCEDURE

4.1 Identification of non-conformity

4.1.1 Upon confirmation of a nonconformity with certification requirements, whether from surveillance, complaint investigation, or other credible sources, MBS-CID shall assess the severity and implications. The appropriate action shall be selected from the following:

- a) Continuation of certification under special conditions (e.g., increased surveillance frequency),
- b) Reduction of certification scope,
- c) Suspension of certification pending corrective action, or
- d) Withdrawal or termination of certification

4.1.2 These actions shall be applied based on objective evidence and in line with requirements of ISO/IEC 17065.

4.2 Evaluation and review requirements

4.2.1 Evaluation, review, and certification decisions are conducted by individuals not involved in the original assessment of the non-conformity to ensure impartiality and objectivity.

4.2.2 When the recommendation made is to reduce the certification scope, suspend certification pending corrective action, or withdraw/termination of certification, MBS-CID shall;

- a) Update the status on the public database and certification records,
- b) Ensure return of the certificate where certification is withdrawn, or terminated,
- c) Verifying the discontinuing of the use of all advertising materials that contains any reference to the client as being certified and/or aspects of the scope being certified.

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4.3 Suspension of certification

4.3.1 Conditions for the suspension of certification include the following:

- a) Certified product, and or process has persistently or seriously failed to meet the certification requirements,
- b) Client does not allow surveillance or recertification audits to be conducted at the required frequencies.
- c) Client has voluntarily requested suspension of the certification.
- d) Termination of the certification agreement.
- e) Non-payment of certification fees.
- f) The incorrect reference to the certification status or misleading use of certification documents, marks or audit reports.
- g) Lack of timeous communication regarding changes to the audit client, its management, the Management Representative /Quality Control leader, address and contact details, scope of operations, the management system and processes.
- h) Not providing evidence and/or ineffective evidence provided of correction, root cause analysis and corrective action within 31 days of a major non-conformance.
- i) Not providing evidence and/or ineffective evidence provided of correction, root cause analysis and corrective action within 91 days of a minor non-conformance.

4.3.2 Suspension of certification shall not exceed 12 months.

4.3.3 Following the suspension, MBS-CID shall assign a qualified personnel to:

- a) Communicate to the client the corrective actions required to restore certification;
- b) Provide a clear timeframe for resolution;
- c) Inform the client of all applicable scheme-specific requirements.

4.4 Withdraw or termination of certification

Conditions for the withdrawal of certification include the following:

- a) Failure to resolve the issues that have resulted in the suspension in a time established by MBS may result in withdrawal.
- b) Severe or persistent nonconformities are identified, particularly those affecting safety, legality, or scheme compliance.
- c) Client has voluntarily requested to withdraw the certification.
- d) Termination of the certification agreement.
- e) Client refuses access to premises, fails to meet financial obligations, or misuses the certification mark;
- f) Applicable standard has been revised and the client is unwilling or unable to comply;
- g) A substantiated complaint against a certified product raises serious concerns.

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4.5 Reduction of scope

Conditions for the reduction of scope of certification include the following:

- a) MBS-CID shall evaluate the actions and, if satisfactory, reinstate certification.
- b) Updated certification documents and public information shall reflect reinstatement.
- c) If scope reduction was applied as a condition of reinstatement, this change shall be explicitly stated in the certification documents and records.

4.6 Processing the withdraw or termination of certification:

4.6.1 DDQAS-CID shall recommend withdrawal and issue a formal notice to the client with a 14-day response period.

4.6.2 Upon final decision, all certification rights are revoked, and the client shall:

- a) Cease use of certification marks and claims;
- b) Return or void certification documents;
- c) Be removed from the public list of certified products.
- d) Public and internal records shall be promptly updated to prevent misrepresentation of certification status.

4.7 Reinstatement of certification

Once corrective actions are implemented and verified:

- a) MBS-CID shall evaluate the actions and, if satisfactory, reinstate certification.
- b) Updated certification documents and public information shall reflect reinstatement.
- c) If scope reduction was applied as a condition of reinstatement, this change shall be explicitly stated in the certification documents and records.

4.8 Documentation and Record-Keeping

4.8.1 MBS-CID shall maintain records of:

- a) The nature of nonconformities;
- b) Evidence supporting decisions;
- c) Communications with clients;
- d) Modifications to public information and certification documents; and
- e) Actions taken for reinstatement or withdrawal.

4.8.2 All records shall be maintained per MBS-CID Procedure for control of Product certification records.

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5. REFERENCES

No	Document / information
5.1.	ISO/IEC 17065:2012 – Conformity assessment – Requirements for bodies certifying products, processes and services

6. RECORDS & FORMS

No	Record & form title	Number
6.1	Certificate suspension notification	MBS-CID-P920-F01
6.2	Certificate termination or withdrawal notification	MBS-CID-P920-F02
6.3	Certification scope reduction notification	MBS-CID-P920-F03

7. RELATED PROCEDURES & GUIDELINES

No	Procedure & guideline title	Number
7.1	Procedure for use of license, certificate and mark of conformity	MBS-CID-P200
7.2	Procedure for grant of certification	MBS-CID-P820
7.3	Procedure for control of product certification records.	MBS-CID-P920

8. DOCUMENT HYSTORY

Rev	Description of change	Effective date
0.0	New document	31/12/2024