



SUSPENSION, WITHDRAWAL, OR REDUCTION OF CERTIFICATION PROCEDURE

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1. Purpose

This procedure outlines the process for the suspension, withdrawal, or reduction of certification granted by Mi-Cert Afrika in accordance with ISO/IEC 17021-1 requirements.

2. Scope

This procedure applies to all certified clients of Mi-Cert Afrika and covers circumstances under which certification may be suspended, withdrawn, or reduced.

3. References

- ISO/IEC 17021-1: Requirements for bodies providing audit and certification of management systems.
- Mi-Cert Afrika Certification Agreement.
- Relevant accreditation body requirements.

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4. Definitions

- Suspension: Temporary invalidation of certification for a specified period.
- Withdrawal: Permanent invalidation of certification.
- Reduction: Limitation of the scope of certification.

5. Reasons for Suspension, Withdrawal, or Reduction

Certification may be suspended, withdrawn, or reduced if the certified client:

- Fails to maintain compliance with the certification standard requirements.
- Fails to address nonconformities within the specified timeframe.
- Misuses certification documents or logos.
- Voluntarily requests suspension, withdrawal, or reduction.
- Becomes insolvent or ceases operations.
- Fails to pay certification-related fees.
- Prevents scheduled audits from being conducted.

6. Suspension of Certification

- 6.1 Mi-Cert Afrika may suspend certification when a client fails to meet certification requirements but demonstrates the intent to resolve issues within a defined timeframe.
- 6.2 The client will receive a formal notification detailing the reasons, conditions for reinstatement, and the timeframe for corrective actions.
- 6.3 During suspension, the client must refrain from using certification marks or claims of certification.
- 6.4 Mi-Cert Afrika will publicly list suspended certifications where applicable.
- 6.5 If corrective actions are successfully implemented within the given timeframe, certification will be reinstated; otherwise, it may lead to withdrawal or reduction of certification.

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7. Withdrawal of Certification

- 7.1 Mi-Cert Afrika will withdraw certification when a client fails to rectify the reasons for suspension within the specified period or commits serious violations of certification requirements.
- 7.2 The client will receive a formal withdrawal notice and must immediately cease all use of certification marks and claims.
- 7.3 The withdrawal status will be publicly communicated where necessary.
- 7.4 Re-certification will require a new application and audit process.

8. Reduction of Certification Scope

- 8.1 A reduction of certification scope may be necessary if a client:
 - No longer provides certain products or services covered by certification.
 - Fails to meet specific certification requirements within certain areas of operation.
- 8.2 Mi-Cert Afrika will formally notify the client of the revised scope and update certification records accordingly.
- 8.3 The client must update all references to certification to reflect the reduced scope.

9. Appeals and Complaints

- 9.1 A client may appeal a suspension, withdrawal, or reduction decision in writing within 30 days of notification.
- 9.2 Mi-Cert Afrika will review the appeal and communicate the final decision within a reasonable timeframe.
- 9.3 If the client remains dissatisfied, they may escalate the appeal to the relevant accreditation body.

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10. Responsibilities

- The Certification Manager is responsible for ensuring the proper implementation of this procedure.
- The client is responsible for complying with certification requirements and addressing identified issues within agreed timeframes.

11. Records and Documentation

Mi-Cert Afrika will maintain records of all suspension, withdrawal, or reduction decisions, including justifications, communications, and corrective actions taken.

12. Review and Revision

This procedure will be reviewed annually or as necessary to ensure continued compliance with ISO/IEC 17021-1 requirements and accreditation body expectations.

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