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Certification Policy on Suspension, Withdrawal or Reduction of the Scope of Certification

Rwanda Standards Board (RSB) offers certification services based on ISO/IEC ISO/IEC 17021-1 and 17065 requirements in honor of its commitment to give due trust to the public and all interested parties in its certification services to its certified clients.

In safeguarding of the public and all interested parties' confidence that an organization certified by RSB fulfils specified requirements, the Top Management of RSB takes full responsibility for all decisions related to suspending, withdrawing and reducing of the scope of certification.

In this context, RSB has set forth this policy for suspension, withdrawal or reduction of certification scope as follows;

Suspension

RSB shall suspend certification in the following cases:

- The client's certified products/management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system;
- The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies;
- The certified client has voluntarily requested a suspension.

Additional specific reasons for suspension by RSB include:

- Major non-conformities that could result in nonconforming product /system
- Failure to close a major nonconformity in the required time frame
- Failure to meet the conditions of the certification agreement

Under suspension, the client's management system certification is temporarily invalid and the client is formally informed.

Time: Suspension would not exceed six (6) months.

Withdrawal

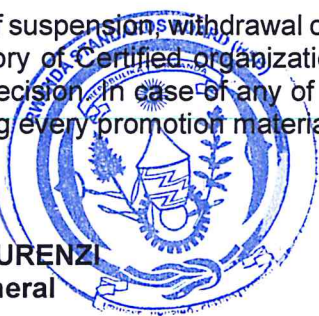
Withdrawal will follow as a result of failure to resolve the cause for Suspension within six months maximum or as a result of an emergency. In both cases the certificate shall be withdrawn or scope shall be reduced.

Reduction of Scope

In the event of Suspension, RSB may reduce the scope of client certification to exclude the parts not meeting the requirements, when the certified client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction shall be in line with the requirements of the standard used for certification.

In all cases of suspension, withdrawal or reduction in scope and in restoration, the status will be updated in the Directory of Certified organizations displayed on RSB website within 3 working days from the date of the decision. In case of any of the above, RSB makes follow up to ensure that the client have stopped using every promotion material related to certification accordingly.


Raymond MURENZI
Director General



Revision:	01	Date of Approval:	28/02/2020
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