



RWANDA STANDARDS BOARD

NATIONAL CERTIFICATION DIVISION

TITLE:

IDENTIFICATION No.

AUTHOR:

**PROCEDURE ON SUSPENDING,
WITHDRAWING AND REDUCING OF
SCOPE OF CERTIFICATION**

NCD/PRO/07

**QUALITY MANAGEMENT
SYSTEM OFFICER**

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DOCUMENT CONTROL:

CONTROLLED

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1. PURPOSE..... 3

2. SCOPE 3

3. PRINCIPAL RESPONSIBILITIES 3

3.1 Director System Certification Unit 3

3.2 The Quality Management System Officer (QMSO) 3

3.3 Audit Team Leader 3

3.4 CDC 3

4. PROCEDURE DETAILS 3

4.1 Conditions leading to Suspension of Certification 4


4.2 Actions taken upon suspension 4

4.3 Reduction of scope 5

4.4 Decision to reduce the scope 5

4.5 Withdrawal of Certification 5

Controlled

| | | |
|---|--|-------------|
|  | National certification Division | NCD/PRO/07 |
| Title: | Procedure on suspending, withdrawing and reducing scope of certification | Page 3 of 6 |

1. PURPOSE

This procedure describes the NCD process of suspending, withdrawing, reducing the scope of client's certification. It also specifies the subsequent actions taken for the client organization that persistently fails to meet certification requirements of a certification scheme licensed to.

2. SCOPE

This procedure covers suspension, withdrawal and reduction of scope and specifies subsequent actions taken. This procedure is applicable to all management system certification services offered by NCD.

3. PRINCIPAL RESPONSIBILITIES

3.1 Director System Certification Unit

The Director SCU makes a follow up to check whether the client organization meets certification requirements including requirements for the effectiveness of the management system.

Ensures certification is suspended, withdrawn or scope is reduced in case the client's management system has persistently failed to meet certification requirements.

3.2 The Quality Management System Officer (QMSO)

The QMSO ensures this procedure is maintained, controlled and makes updates to the public in case certification of a client's management system is suspended, withdrawn or the scope of certification is reduced.

3.3 Audit Team Leader


- a) The Audit Team Leader has the responsibility of recommending suspension, reduction of scope as deemed necessary as a result of conducting audit activities.
- b) Carries out audit(s) to determine whether the issues resulting in suspension are fully addressed by the client organization.

3.4 CDC

The CDC has a responsibility to make an effective decision on reducing the scope, suspending or withdrawing certification.

4. PROCEDURE DETAILS

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| Revision: | 06 | Date of Approval: | 05/06/2021 |
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|---|--|-------------|
|  | National certification Division | NCD/PRO/07 |
| Title: | Procedure on suspending, withdrawing and reducing scope of certification | Page 4 of 6 |

4.1 Conditions leading to Suspension of Certification

4.1.1 Following are the conditions that can lead to suspension:

- a) During the period of maintaining certification the NCD carries out surveillance activities; when the client's certified management system persistently or seriously fails to meet certification requirements, the audit team leader or the person responsible for monitoring surveillance activities recommends suspension of certification.
- b) The certified client does not allow surveillance or re-certification audits to be carried out at the required frequencies.
- c) The certified client requests a suspension.

4.1.2 RSB has the right to suspend a certificate for a period not beyond 6 months if the client violates their contractual obligations towards certification.

4.2 Actions taken upon suspension

4.2.1 The client organization is informed in writing the cause of suspension and the possible remedial time.

4.2.2 The Directory of Certified Clients (SCU/REG/03) is updated from the date of the decision and suspended status of the certification is made available upon request

When under suspension, the certified client's management system certification is temporarily invalid. The Director SCU makes a follow up to ensure that the client organization refrains from further use of certification mark of all advertising matters and other material that contain any reference to certification.


4.2.3 The Director liaise with client to determine when an audit should be carried out to determine whether the issues resulting in the suspension were fully addressed by the client organization.

4.2.4 The Director forwards a file to Certification Decision Committee (CDC) proposing restoration of certification or withdrawal or reduction of scope in case of failure to resolve the issues that resulted in the suspension in the time determined by NCD.

4.2.5 In case restoration decision is made by the CDC, the Director makes the necessary arrangements to update the Directory and formally communicate to the client a letter that lifts the suspension of the certificate in writing.

4.2.6 In case the CDC decides withdraw the Director makes the necessary arrangements to formally communicate to the client of RSB intention to issue a withdrawal letter according to the timeframe predetermined in the certification contract.

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|-----------|----|-------------------|------------|
| Revision: | 06 | Date of Approval: | 05/06/2021 |
|-----------|----|-------------------|------------|

| | | |
|---|--|-------------|
|  | National certification Division | NCD/PRO/07 |
| Title: | Procedure on suspending, withdrawing and reducing scope of certification | Page 5 of 6 |

4.2.7 Once the time communicated to client about the intent to withdraw elapses without the client demonstrating that the matter was effectively resolved the Director effects the withdrawal.

4.3 Reduction of scope

RSB reduces the certified client's scope of certification to exclude the parts not meeting the requirements of certification. The certified client may request for reduction of scope due to changes in the organization.

4.4 Decision to reduce the scope

4.4.1 The decision to reduce the scope is made following surveillance activities, recertification or special audit.

4.4.2 The decision to reduce the scope is communicated in writing.


4.4.3 RSB withdraws the certification documents for the original certification and issue new documents for the reduced scope.

4.5 Withdrawal of Certification

4.5.1 RSB is entitled to terminate or withdraw the certification after giving written notice of intent in case the client organization:

- a) Does not conform to the requirements of its certification when making reference to its certification status in communication media such as internet, brochures or advertising, or other documents;
- b) Makes or permit any misleading statement regarding its certification;
- c) Uses or permits the use of a certification document or any part thereof in a misleading manner;
- d) Does not amend all advertising matter when the scope of certification has been reduced;
- e) Allows reference to its management system certification to be used in such a way as to imply that RSB certified a product (including service) or processes;
- f) Implies that the certification applies to activities that are outside the scope of certification;
- g) Uses its certification in such a manner that would bring the certification system into disrepute and loose public trust;
- h) Certified management system or product process is no longer operational;
- i) Persistently and seriously violates standard (s) requirements;

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|-----------|----|-------------------|------------|

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|---|--|-------------|
|  | National certification Division | NCD/PRO/07 |
| Title: | Procedure on suspending, withdrawing and reducing scope of certification | Page 6 of 6 |

- j) Fails to meet other provisions of the certification contract or agreement;
- k) Fails to conform to new mandatory requirements in relation to revision of a standard certified against;
- l) Suspension period of the certification has expired;
- m) Continued use of the certificate for promotion following the suspension of the certificate;
- n) Terminates the contractual relationship with RSB certification;

4.5.2 When disputes regarding, suspension, or withdrawal or reduction of certification scope are not amicably resolved, the issue will be referred to Rwandan competent courts.

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