

PROCEDURE	SUSPENSION, CANCELLATION, WITHDRAWAL OR CHANGE IN REGISTERED	Best ISO-P-12
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1.0 Introduction

Registration certificates issued by Best ISO are at times subject to changes, suspension, cancellation or withdrawal. While changes and cancellations are usually at the client's request; by contrast suspensions & withdrawals, are typically the result of breaches of regulations relating to registration.

2.0 General

This work procedure covers all activities associated with the suspension, cancellation, withdrawal or change to the status of a numbered Certificate or client's registration.

3.0 Purpose

This procedure outlines the process and forms used, as well as the standard letters forwarded to a client.

4.0 Applicability

This procedure applies to the Head of Best ISO (**HO**), General Certification Manager (**GOM**), Certification dept. manager (**CM**), General verification dept. manager (**GVM**), Compliance and Risk Liaison Manager(**CRLM**) and Overseas Agents (**OA**). **NOTE:** Throughout this text where activities are performed by Best ISO staff, local equivalent job titles should be exchanged (as required).

5.0 Definitions

The Independent Certification Board (ICB) is responsible for examining and reviewing the certification activities of BEST ISO Certification Limited (BEST ISO). It is independent of the organisation and primarily charged with safeguarding impartiality. The ICB are to notify the BEST ISO Directors and President of any perceived breach of BEST ISO's obligations as an accredited certification body.

- The ICB is concerned with the integrity, impartiality and quality of the certification process. This includes the formulation of policies and oversight of policy implementation, the maintenance of the existing accredited scopes, reviewing applications for extensions of scope and dealing with all appeals by potential clients about registration decisions and by clients about decisions concerning the withdrawal of their registration.

Representatives of the Best ISO Suspension Committee should be made up of local staff of equivalent roles/responsibilities to those detailed above, using information provided by the relevant Agent.

6.0 Cancellation of registration

6.1 Requests from clients regarding cancellation of registration **MUST** be in writing. Except in the case of non-payment of fees, in this situation a client's action in not paying their fees is taken as evidence of their desire to cancel registration.

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- 6.2 Upon receipt of a cancellation request the **CM** shall initiate a cancellation of certificate using the deregistration process in CPM. Where the cancellation request relates to an international client, this will be reported by the Agent for Best ISO to process the deregistration through CPM on their behalf.
- 6.3 The cancellation of registration letter is posted to the client, by the **CA**.
- 6.4 CPM shall be used to process the de-registration. CPM will update the client status and forward a “to do list” action to the GOM. The **CM** shall record brief details of the de-registration under the organisation notes in CPM.

7.0 Changes in registered status

CPM shall be used to record site closures, mergers or other changes in the status of a Certificate where such changes will result in the cancellation of an issued Certificate of Registration.

8.0 Certificate Suspension

- 8.1 Certification by Best ISO may be temporarily suspended for a variety of reasons including:-
- a) voluntary cessation (by the client) of the operation of the clients certificated Management system, for whatever reason, e.g move of premises, staff shortages etc,
 - b) the Management system adopted by the client has persistently or seriously failed to meet the certification criteria, and has shown itself to be incapable of being effective,
 - c) the client has not permitted Best ISO to conduct surveillance/re-assessment activities when such activities are required; or
 - d) when no visit to the Head Office of the client has taken place within 12 months of the previous visit. Note: Should follow the decision made by the Suspension committee if unavoidable circumstances have occurred.
- 8.2 Reports of overdue visits and other requests to suspend a client’s registration are reviewed by the Suspension Committee, and a decision made regarding their suspension. In cases of persistent breach by the client of regulations relating to registration or prolonged delays to the performance of visits the client may be considered for immediate withdrawal (see 9.0 below)
- 8.3 Once a suspension decision has been ratified, the client is advised of their suspension by the **CM/ GOM**, using official letter as appropriate.
- 8.4 Under such a suspension, Best ISO will advise the client that they must not make any claims to the effect that their system is certificated.
- 8.5 Best ISO may also place notice on its website that the clients certification is in suspension, and take any additional actions it feels appropriate to advise other interested parties.
- 8.5.1 Details of client’s suspended by Best ISO will be notified on a monthly basis to Best ISO Head-office for updating where applicable onto the website.

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- 8.6 The **CM/VM** will amend the clients certification notes on CPM with the details/history of the suspension.
- 8.7 On a monthly basis Best ISO will review the status of each client which is in a state of suspension, to ensure that the period of suspension has not exceeded its maximum period (ie 6 months).
- 8.8 A reminder letter is sent by the **CM** on at a least a monthly basis, to reiterate to the client their continued suspended status using SL53. Should the maximum suspension period be approached, the client will also be advised and when exceeded withdrawal of certification will commence.

9.0 Certificate Withdrawal

- 9.1 Certificates of Registration are withdrawn by Best ISO when the registered company fails to comply with the Regulations relating to Registration.
- 9.2 Reasons for withdrawing certification are documented in section 30 of the Best ISO Regulations Relating to Registration.

NB; Withdrawal of a certificate due to Best ISO's failure to conduct a continual assessment visit within the timeframe carries with it the potential for a high degree of customer dissatisfaction and must be dealt with accordingly. Correspondence must be modified to show where Best ISO is at fault.

- 9.3 Prior to making a recommendation to withdraw Registration the **CM / OA** shall report to **ICB** (Best ISO- The Independent Certification Board). Details of the reason for withdrawal and evidence of appropriate authorisation shall be recorded in the notes on CPM.

The decision to recommend the withdrawal of certification shall then be communicated to the ICB approved , in writing by special delivery.

- 9.4 If a satisfactory response is not received within 14 days of the date of recorded despatch, then the **CE / OA** concludes the withdrawal of Certificate through CPM.
- 9.5 If a formal appeal is made, then procedure Best ISO-P-14 Appeals, is invoked.
- 9.6 Records of all withdrawals are maintained on CPM.

REFERENCES

Best ISO-P-14