



**ALIGNED GLOBAL ASSURANCE
QUALITY & STANDARDIZATION
CERTIFICATE**

Doc No.: AGA-MSQ-QP-13

Issue No. 1

Revision No. 0

Issue Date 14.08.2020

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DECISION TO SUSPEND/CANCEL CLIENTS

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1.0 Purpose

The procedure allows for granting decision for suspension/cancellation, by an independent competent person.

2.0 Scope

This procedure covers the Process of Decision to suspend/cancel (Withdraw) client Certification.

3.0 Definition

Independent Competent person – Certification manager / Accounts Manager/Manager /Report Reviewer

Note- In Absence of Certification Manager, Operation In-charge will seek approval from Manager before proceeding for Suspension/withdrawal of certification.

4.0 Procedure

4.1 During its validity period, Certification may be suspended (not exceeding 6 months) or the scope of certification reduced by order of the designated authority in line with the policy on this aspect, if the conditions so warrant, such as the following.

Scenario	Independent Competent person
A) Organization does not agree or allow to get surveillance audit /recertification audit conducted within due date at the prescribed frequency.	Certification Manager
B) Financial issues, such as non-payment of dues	Accounts Manager
C) Client (certified organization) requests itself, provided suspension sought is for a limited period (say not exceeding six months) for any reason, such as strike at work of operation, temporary lock out, financial crises, major changes being taken up in the system during which they may not be able to comply with the system.	Certification Manager/Manager
D) As a result of investigation of complaint, where the findings so warrant.	Certification Manager/Manager
E) As a result of special visit, it is observed that correction or corrective actions taken by the client against findings/complaints are not appropriate. As a result, there is serious or persisting failure in maintaining Management System.	Report Reviewer



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F) Failure to meet certification requirements including the requirement to maintain effectiveness of the certified management system	Report Reviewer
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4.2 Below process is used to suspend/cancel clients where visits are unacceptably overdue as per Scenario A mentioned in Point 4.1.

Input	Instruction	Output
<p>Year one surveillance overdue from their planned date for suspension.</p> <p>As above for Year Two surveillance Overdue etc..</p> <p>Chase suspended certifications. (Maximum 6 Months from Date of suspension)</p> <p>Cancel suspended certifications (15 days after the above process)</p>	<p>Based on Client data, list out the clients which are overdue (Surveillance audit not completed within 12 Months from date of decision)</p> <p>This decision will be made by the appropriate competent person. A record of the reason for suspending a client should be recorded in.</p> <p>This Review to be done on Monthly Basis.</p> <p>Send the Suspension letter client that if audit is not completed within 12 Months from date of decision.</p> <p>Allow clients to be reminded that they are on suspension period to see if they can redeem the situation before they get cancelled.</p> <p>Remind the client that they are on suspension to see if they can redeem the situation before they become cancelled.</p> <p>Repeat the above process</p> <p>If any client is able to close the issue within suspension period, re-instate certificate.</p> <p>After 18 months from prior review, Review</p>	<p>Print Suspension letter and send to client</p> <p>Print cancellation letter</p>



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	clients on the list again and proceed to make cancellation decision.	
	Review clients on the list and proceed for cancellation.	

4.3 For financial Issues, Scenario B, as per instructions by Accounts Manager, based on discussion with client, if payment is overdue more than 6 Months, Certificate may proceed for suspension

4.4 **For Scenario C and D**, Decision will be taken by Independent Competent person, and recorded.

4.5 **For Scenario E and F**, The normal suspension/cancellation process continues to exist via review of the client's certification/ Surveillance/ Recertification audit report by competent technical person and filling Report review checklist by reviewing auditors' recommendation for suspension/ cancellation/withdrawal for other points and recorded in Report review checklist.

4.6 If in case, Client Agrees for Surveillance Schedule or Makes the payment or close the issue mentioned in Suspension letter within specified time frame (maximum 6 Months), as reply of Suspension Notification, Suspension can be Restored/revoked.

4.7 If the Suspension is not revoked within Specified time frame, client will be proceeded for Cancellation.

4.8 This Decision can be taken by Independent competent person.

5.0 Forms

- 1) Standard letter format for suspension /cancellation letter to be used for Suspension/cancellation of clients.
- 2) Details suspended clients to be recorded in AGA Suspension Form
- 3) Details cancelled clients to be recorded in AGA Cancellation Form