



Document No	First Publish Date	Revision No	Revision Date	Page No
PR.005	01.01.2003	11	05.12.2018	1/5
CERTIFICATE SUSPENSION, WITHDRAWAL AND LIMITING PROCEDURE				

Revision No	Revision Date	Article No	Revision Content
01	26.11.2003	3	The responsibilities section has been completely changed.
		4.1.1	The period of freezing of the document was corrected for 4 months.
		4.1.2 b	Corrective action time was corrected for 60 days
		4.1.2 g h	Articles were added.
		4.1.4 – 5 6	Articles were removed.
		4.1.5	Added after re-adjustment.
		4.2.3 4.5	Articles were removed.
		4.2.3	Written notification was added,
		4.2.4	Statement as “on request” was removed.
		4.3.1	Provision for “written cancellation request” was added.
02	19.01.2004	4.4.4	Article was added.
03	16.08.2004	4.1.2 a and c	Articles were changed
04	18.10.2006		“Congealment” term was changed to “suspension”.
05	11.11.2007	4.1.2 4.4	j, k, l clauses were changed and added. Article 4.4 “Limiting” was added.
06	10.03.2008		Cancellation authorization was reduced to one signature.
07	17.05.2010	All	The document format and document code were changed.
	28.09.2011		FR.065 Cancel Letter and FR.066 Suspension Letter forms were created.
08	28.09.2011	4.1.34.2.34.3.15.67	FR.065 and FR.066 were referenced. 5.6 and 5.7 were added
09	03.01.2012	4.1.14.1.4 4.5.5	Suspension duration updated to 6 months. Article 4.5.5 was added.
10	01.11.2016	4.1.4,4.2.4, 4.3.4	Information that “the Ministry Acknowledgement to be made within 15 days” was added.
11	05.12.2018	2.1	except personal certification activities.

Quality Management Manager	General Manager



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1.0 OBJECT

- 1.1 This is to identify the system for the suspension, withdrawal and coverage of certificates of certified customers.

2.0 SCOPE

- 2.1 Applicable to all Kiwa certified customers **except personal certification activities.**

3.0 RESPONSIBILITIES

- 3.1 Operation Manager is responsible for receiving cancellation requests from customers.
- 3.2 Complaints about the Operations Manager management system are responsible for the creation of requests for the suspension and withdrawal of documents as a result of the lack of implementation and to inform the certification committee about the withdrawal.
- 3.3 The financing department is responsible for informing the Operations Manager of the need to suspend and withdraw from the failure of customers to fulfill their financial obligations.
- 3.4 Kiwa auditors shall be responsible for filling in the recommendation report for interim inspections in which the decision to continue the certification shall not be maintained and to establish telephone contact with the operations manager during the inspection.
- 3.5 Suspension of certification may be carried out with the approval of the Certification Committee. The certification committee is responsible for the approval of all withdrawal decisions prior to the notification. The withdrawals made by the customer's request are called revocation and do not require a committee review and are executed with the signature of the General Manager. All suspension, withdrawal and cancellation records are removed from the archive after being seized by the General Manager.

4.0 APPLICATION

4.1 Suspension of the Certificates

- 4.1.1 Suspension of certificates is an interim measure applied before withdrawal. The suspension period of the certificates cannot exceed 6 months.
- 4.1.2 Kiwa reserves the right to suspend customer certificates in the event of the following conditions:
- (a) The Company shall enter into significant changes or discontinue its operations.
 - (b) The existence of nonconformities that led to disruption in the Firm's management system.
 - (c) Inability to program intermediate controls
 - (d) The corrective actions shall not be carried out within 60 days to eliminate any non-conformities.
 - (e) Customer's refusal to adapt to changes in the certification system or Kiwa procedures
 - (f) Misappropriation of the certification process, logo, certificate, misuse or misuse of relevant documents.
 - (g) The Customer acts in contradiction with the spirit of the management system in a manner that would undermine the reputation of the certification process.
 - (h) The Customer acts in contradiction with Kiwa's contract.
 - (i) Customer's failure to meet its financial obligations against Kiwa



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- (j) The detection of major or minor non-conformities after certification and failure to close them
- (k) The customer is unable to maintain compliance with the legal requirements which may constitute the basis for the receipt of documents.
- (l) Conflict of accident or incidence, indicating that the Customer is unable to maintain compliance with the standards in which he / she has received a certificate (eg: environmental damage, large-scale work accident, explosion fire, mass poisoning, etc.)

4.1.3 Kiwa provides written information to the customer using the FR.066 form within 5 days for the suspension of the documents.

4.1.4 Kiwa shall inform the Ministry of Science, Industry and Technology of the askı Company documents being suspended ya within 15 days from the date of the decision, if the companies decide to suspend the documents within the scope of the approved organization activities.

4.1.5 Following the successful elimination of the conditions requiring the suspension of certificates, the customer is informed by Kiwa that the certification process is in progress and takes all his rights back. He may retain the customer certificate during the suspension process but not his rights.

4.1.6 Documents may be withdrawn if they do not require the suspension of documents within 6 months.

4.2 Withdrawal of the Certificates

4.2.1 Kiwa reserves the right to withdraw customer certificates if the conditions given in 4.1.2 are met. Certificates are suspended before withdrawal.

4.2.2 Upon notification to the customer that a decision has been taken for withdrawal of the certificates, the customer immediately stops the use of Kiwa and the accreditation body's logos and other statements reflecting the certification. Within this scope, advertising is used in the logos and brands used in the facilities.

4.2.3 Kiwa shall provide its customers with written information using the FR.065 form, in which the documents have been withdrawn.

4.2.4 Kiwa shall inform the Ministry of Science, Industry and Technology of the ver Company documents being suspended in within 15 days from the date of the decision of the company, if the company decides to withdraw the documents within the scope of the approved establishment activities.

4.2.5 Return of the customer certification certificate is requested by Kiwa.

4.2.6 Kiwa certificate removes the withdrawn customer from the list of certified companies. In this case, the customer who wants to get the certificate back must complete the entire certification process.

4.3 Cancellation of the Certificates

4.3.1 Customers may request the cancellation of certification at any time. The request must be in writing. The incoming request is examined by the General Manager and after the approval, the customer gives the written information by using the FR.065 form.

4.3.2 Kiwa requests the customer to return the certificate after the cancellation of the certificate has been notified in writing. In this case, the customer immediately stops the use of Kiwa and the accreditation body logos and other statements that reflect the certification. Within this scope, advertising is used in the logos and brands used in the facilities.



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4.3.3 Kiwa revokes the revoked customer from the list of certified companies.

4.3.4 Kiwa shall inform the Ministry of Science, Industry and Technology of in Company documents suspended alar within 15 days from the date of the decision of the company in case of the cancellation of the documents within the scope of the approved establishment activities.

4.4 Limiting the Certificates

4.4.1 Kiwa limits the scope of the customer's certification to exclude the part that does not meet the requirements when the customer shows a continuous or serious failure to meet the certification requirements. During this process, compliance with the standard conditions used in the certification is considered and the process is documented by **FR.010 Certification Change Request Form** and by the chief auditor or Operation Manager who has made the final inspection and submitted to the committee review with **FR.009 Recommendation Report**.

4.5 General

4.5.1 Kiwa notifies its customers in writing of the necessary information in case of certificate suspension, withdrawal or cancellation.

4.5.2 Kiwa shall be entitled to provide the community with the information necessary for the suspension, withdrawal or cancellation of the certificate.

4.5.3 In cases where customers object to the withdrawal and withdrawal of certificates, legal remedies are available.

4.5.4 Kiwa issues suspended, revoked and withdrawn documents through **the List of Certified Companies** and notifies the accreditation body. In addition, suspended, canceled and withdrawn documents will be posted on www.kiwa.com.tr.

4.5.5 **In case of suspension and / or cancellation of the documents given within the framework of the new approach regulations, the relevant competent authority (Ministry of Health, Ministry of Health, Ministry of Science, Industry and Technology, Ministry of Environment and Urbanization of the Republic of Turkey) is informed in writing. Information periods are determined according to the relevant contracting authorities and regulations.**

5.0 RECORDS

- 5.1 FR.003 Certificate and Logo Use Agreement
- 5.2 FR.010 Change Request Form for Certification
- 5.3 FR.009 Recommendation Report
- 5.4 FR.044 Contract
- 5.5 S.Q.CR.001 Quality Management System Certificate
- 5.6 FR.065 Cancellation Letter
- 5.7 FR.066 Suspension Letter

6.0 REFERENCES

Standard No	Standard Name	Article no / Name
TS EN ISO/IEC 17021	Conditions for Organizations That Provide Assessment and Certification of Conformity Assessment Management Systems	
TS EN ISO/IEC 17020	General Criteria for Operation of Various Types of Inspection Organizations	
TS EN 45011	General Conditions for Certification of Product Certification Organizations	
TS EN ISO/IEC 17024	Conformity Assessment General Conditions for Personnel	



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	Certification Organizations	
TS EN ISO/IEC 17025	General Conditions for the Adequacy of Testing and Calibration Laboratories	