

**GRANTING, MAINTAINING, EXTENDING,
SUSPENDING, WITHDRAWING OR
REDUCING OF CLIENT CERTIFICATES**



Prepared	Manjunath. S, Manager Technical & Finance
Reviewed & Approved	Mallika B N, V P Technical

- 1.0 OBJECTIVE : To ensure compliance to requirements of ISO/IEC/17021/AS9104/1 and NABCB/ANAB guidance documents.
- 2.0 SCOPE : Covers certification to management system standards for which NS MSS is approved for.
- 3.0 RESPONSIBILITY : VP-Technical / MR, Technical Reviewers
- 4.0 DETAILED PROCEDURE:

1. Certificate is granted to a client organization after completion of Registration/Special/Surveillance/Recertification audit and corrective action audit on the recommendation of the audit team leader and approval by the Technical Reviewer as per the program specific requirement. Directory of certified clients is updated.

No recommendation for certification shall be made until all nonconformities are satisfactorily corrected with root cause analysis and corrective action is implemented, reviewed, accepted and verified for closure within 60 days of NCs raised during Initial/Special/surveillance/renewal audits. Failure to close the NCRs within 60 days of issuance will result in suspension of certificate.

No unaccredited AQMS certificate shall be given to any client.

2. Certificate is held by the client for a 3-year period subject to timely and satisfactory completion of surveillance audits and planned correction action on nonconformities if any. Use of certificates and logos during this period shall be as provided in the signed agreement and instructions. Proper use of certificate and logo is verified during surveillance visits.

3. Before the validity of the certificate expires, a renewal audit is conducted. After completion of the renewal audit and satisfactory corrective action audit, on the recommendation of the team leader and on the approval of Technical Reviewer, certificate is renewed for a 3-year period. The list of certified clients is updated. In case of failure to renew or in case nonconformities observed during renewal audit are not settled before expiry of existing certificate, the certificate lapses and the and client's name shall be deleted from the list of certified clients including OASIS database.

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4. If extension / change of scope or inclusion of additional site is requested by the client, a special audit is planned and conducted. On completion of the special audit and related corrective action audit, on the recommendation of the team leader and approval of Technical Reviewer, certificate is amended and issued. The validity of this certificate remains same as the validity of the previous certificate. In such cases, previous certificate will be withdrawn and destroyed. The list of certified clients is updated including OASIS database.
5. In case a reduction in scope or in the number of sites is intimated by the client or is discovered during surveillance, the existing certificate is withdrawn and a new certificate with corrected scope/number of sites will be issued. List of certified client is accordingly corrected including OASIS database.
6.
 - a. (a) An existing certificate will be kept on suspension in case of (a) client's non-cooperation resulting in unacceptable delays in conduct of surveillance audits
 - (b) Planned corrective actions on nonconformities, on nonconformities reported in surveillance audits not being satisfactorily completed
 - (c) Major/ repeated nonconformities detected during surveillance or short-notice audits
 - (d) Misuse of certificate or logo detected at any stage and
 - (e) Non-payment of fees payable to NS MSS within 90 days from the date of invoice.

VP-Technical monitor surveillance activities, including the reporting of auditors, to confirm that the certification activities are managed effectively.

Technical Reviewer, on the recommendation of the lead auditor shall take a decision in this regard. In all cases the certificate will be initially suspended and the client will be duly informed. In situations a) to d) the suspension will be for a notified period decided by the Technical Reviewer of NS MSS. In (e), the suspension will be for 30 days.

The certificate may be restored after satisfactory completion of surveillance audit and/or settlement of all nonconformities within agreed period. Both suspension and restoration of certificate is notified in NS MSS web-site/IAQG- OASIS database.

7. An existing certificate is withdrawn in the following circumstances.
 - (a) Required corrective actions are not satisfactorily implemented within agreed time
 - (b) Short notice audits conducted following complaints from interested parties including A's/IAQG members show serious lapses in implementation of the

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documented management system casting serious doubts on management commitment.

Withdrawal shall be notified in the NS MSS website / IAQG OASIS database. Return of the certificate and logo will be ensured

Audits for restoration of withdrawn certificates shall be treated as initial audits.

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NSMSS reserves the right to inform client's customers about suspension / withdrawal. In case of withdrawal, directory of clients will be duly corrected.

8. In case reduction in scope of certification, steps are taken to ensure that the client.
 - (a) Returns existing certificate and
 - (b) Corrects any advertising matter/ publication where an invalid reference to certification is made.

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