

## WORK PROCEDURE

Document No: NSMSS-3.09

Revision No R03

## SUSPENSION/ WITHDRAWAL OF CERTIFICATES

Revision Date 01-Oct-2020

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### 1. PURPOSE:

This procedure is defining the process of Suspension withdrawal of certificates.

### 2. SCOPE:

This procedure applies to the Novo Star issued certificates. This procedure applies to all management systems certificates and is intended for all employees who are involved in the suspension, withdrawal, refusing, termination of a certificate.

### 3. Responsibility:

VP Technical / Managing Director

### 4. Reference Standards:

Standard No	Standards Name
ISO 17021-1	Conformity assessment – Requirement for bodies providing audit and certification of management systems
AS 9104-1	Requirements for Aviation, Space, and Defense Quality Management System Certification Programs

### 5. Abbreviation:

AS	:	Aerospace
AQMS	:	Aerospace Quality Management system
AMC	:	Assistant Management Coordinator
EMS	:	Environmental Management system
OEMS	:	Original equipment manufacturer
QMS	:	Quality Management System
OASIS	:	Online Aerospace Supplier Information System

### 6. PROCEDURE:

Planning Team and verification team-work as a team to understand the details of client which are in the verge of suspension or withdrawal. Principal responsibility is with Executive-Reports (for communicating with the client) and with Executive-Systems (for posting in the Novo Star website)/OASIS. Below are various circumstances detailed for which suspension can be initiated.

- a) Executive Planning/ Verification receives information from the Lead Auditors regarding major nonconformities observed during surveillance audits are of major/ repeated nonconformities detected during audit meriting suspension of certificate.
- b) Lead auditors regarding planned corrective actions on nonconformities observed during surveillance audits not implemented satisfactorily.
- c) Executive-Planning regarding non-cooperation resulting in unacceptable delays in conduct of surveillance audits.

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- d) Executive-Finance regarding non-receipt of payments within 90 days of the date of invoice.
- e) MR may receive complaints from customers / registration authorities / OEMS / accreditation board about client.

Below would be the action initiated for respective point detailed above

- In the case of (a), client shall be notified that the certificate is suspended till agreed corrective action is implemented satisfactorily and the nonconformities are closed. A maximum of 90 days shall be permitted for closure of nonconformities for QMS/EMS. For AQMS a maximum of 60 days shall be permitted.
- In case of (b), Executive-Reports shall notify the client that the certificate is suspended till all the open nonconformities are closed satisfactorily. A maximum of 90 days shall be permitted for QMS/EMS. For AQMS a maximum of 60 days shall be permitted.
- In case of (c), Executive- Reports shall notify the client that the certificate is suspended, till the surveillance audit is planned, conducted and all nonconformities closed. A maximum of 30 days shall be permitted for conduct of surveillance audit and another 60 days for closure of nonconformities.
- In case of (d), Executive-Reports shall notify the client that the certificate is suspended till the dues are cleared. A maximum of 30 days shall be permitted for clearing the dues.
- In case of (e) executive- reports shall notify the client that a special audit will be conducted. In extreme cases, the certificate may be suspended immediately. For AQMS, the status shall be posted in the OASIS. In all cases, status shall be notified in Novo Star website.

The client shall be instructed not to make use of the certificate in any way during suspension. Suspension shall be posted in the website. After expiry of the deadlines, if still no satisfactory action is taken by the client, action shall be initiated to withdraw the certificate and delist the client for QMS / EMS, including deletion of client's name from OASIS for AQMS Certificates. In all cases, status shall be notified in Novo Star website. In all the cases, if the client takes satisfactory action within the specified time, the status of the certificate shall be restored. The client shall be informed. Restoration of certificate status shall be posted in the website.

If client fails to take satisfactory action within permitted time, Executive-Reports shall withdraw the certificate after approval from Manager certification. Client shall be asked to return the certificate and logo. Withdrawal shall be posted in the Novo star website & OASIS Database.

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### Withdrawal of Certification:

If a certificate is withdrawn, the client shall be treated as a lost client for all purposes Directory of clients shall be corrected. For a Multiple site organization, The certificate documentation will be withdrawn in its entirety if any of the sites does not fulfil the necessary provisions for the maintenance of the certification.

AQMS certificate holders shall be required to inform their customers about any change in the status of their certificates.

Withdrawal can happen under below circumstances

- a) The request of the organization,
- b) Bankruptcy of the organization or termination of the activities in the scope of certificate.
- c) The incorporated body of the organization is changed,
- d) The organization does not accept the suspension conditions,
- e) The organization does not remove the suspension reasons,
- f) The organization does not give permission for the audit until the end of the suspension period,
- g) It is found in the follow up audits for removing suspension condition that the organization did not close the nonconformities in the determined time periods,
- h) Misleading and unfair usage of the certificate by the organization for the products or service not included in the scope of the certificate,
- i) The organization is not present in the stated site address,
- j) The alteration of the organization on the certificate,

upon withdrawal of its certification, the client is supposed to discontinue its use of all advertising matter that contains a reference to certification, as detailed in agreement.

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