



TiQHUB

Techno
iQualityHub
Innovations

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LLC

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PROCEDURE

Version.

4.00

**Granting, Maintaining,
Extending, Reducing,
Suspending & Withdrawing
Certification**

Date of Issue

001.10.2019

	Name	Designation	Signature	Date
Reviewed & Approved By	Manov	CEO		001.10.2019



Revision History

Version	Date	Description	Remarks

1.0 Purpose

To lay down the procedure and conditions for granting, maintaining, extending, reducing, suspending and withdrawing certifications.

2.0 Scope

Process related to granting, maintaining, extending, reducing, suspending and withdrawing certification.

3.0 Responsibility and Authority

GM Certification

4.0 Policy & Procedure

TIQHUB requires the customers to have documented management system that meets applicable standard.

After each periodic on-going surveillance, TIQHUB reviews the on-going surveillance report package for recommendation of maintaining certification. TIQHUB has the responsibility and authority for decision of maintaining, extending, and reducing, suspending and withdrawing certification.

4.1 Granting Certification

Granting certification means the state that the compliance to the Certification requirements has been confirmed by the TIQHUB as per its Certification Procedures.

The certification is granted and recorded in List of customers on the website after the following conditions have been met by the applicant organization:

1. Customer has a documented management system that meets applicable standard or other normative documents.
2. One Internal Audit and Management Review cycle has been completed and non-conformities, if any, have been corrected.
3. The applicant meets the criteria of certification and all Major non-conformities, if any found during assessment have been closed. For minor NCs corrective action taken or planned has been received.
4. There are no adverse reports/ information/ complaints with the TIQHUB about the applicant regarding the quality and effectiveness of implementation of system as per TIQHUB certification criteria.
5. The applicant has paid all the fees.

4.2 Maintaining Certification

Maintaining Certification means the state that demonstrate that the client continues to satisfy the requirements of the management system standard based on the positive conclusion/ recommendation by the audit team leader during on-going surveillance.

The certification is maintained after the following conditions have been met by the customer.

- a. The certified organisation continues to meet the criteria of certification and any Major non-conformity found during surveillance assessment has been closed with in the time period.
- b. There are no adverse reports/ information/ complaints with the TIQHUB about the applicant regarding the quality and effectiveness of implementation of certification system as per TIQHUB certification criteria.
- c. The certified customer complies with the 'Certification Agreement' and 'Obligations of Certified Customer (D-03)'.
- d. The client has paid all the outstanding dues.

GM Certification monitors its surveillance activities, including monitoring the reporting by its auditors, to confirm that the certification activity is operating effectively.

Special audits/ Short notice audits may be performed in accordance with Certification System Procedures (P-09).

A special audit may be performed by TIQHUB in the event TIQHUB aware that there are serious accident or a serious breach of regulation related to OH&S to investigate if the management system has not been compromised and did function effectively and based on outcome of investigation TIQHUB will take decision of continuation or suspension or withdraw of certification.

4.2.1 Suspension of Certification

Suspending Certification means the state that the customer's certification is suspended as a result of following:-

- a. Customer does not accept surveillance or recertification audits to be conducted at the required frequencies (the date of first surveillance audit can not be more than 12 months from the last day of stage 2 audit. Surveillance audits are conducted at least once a year).
- b. TIQHUB determines that Customer does not have resources to meet the requirements of the certified system.
- c. Excessive or serious complaints by interested parties and social conflicts.



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- d. The required actions against the changes of Certification system or requirements have not been taken by Customer during the specified period.
- e. No/ ineffective corrective action in response to the non-conformities observed during surveillance/ reassessment.
- f. Any willful misuse of logo of TIQHUB or Accreditation board.
- g. Not correcting misuse of certification mark, within one (1) month.
- h. Non payment of outstanding dues with in one month after completion of audit.
- i. Customer used and applied the certificate (certification) to out of its scope.
- j. It is proved that the information and/or materials provided by Customer during assessment are misleading.
- k. Customer does not comply with article 8 "Notification of Customer's Change and Assessment for Confirming Change" of the contract.
- l. TIQHUB determines that Customer does not comply with the agreement(s) and/or contract(s) concluded with TIQHUB.
- m. TIQHUB determines that Customer does not comply with "Obligations of Certified Customer".
- n. Any other condition deemed appropriate by TIQHUB management.
- o. *The certified client has voluntarily requested a suspension.*
- p. *The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system*

4.2.2. Process of suspension

TIQHUB informs the customer in writing of likely suspension of certification identifying the reason thereof as per Notice for Suspension (F-53) through postal mail/ courier/ email/ fax. If the customer doesn't take adequate action within fifteen days, the certificate is suspended. Suspension remains in force until three months or less as deemed necessary by TIQHUB for removal of reasons for suspension. TIQHUB make the suspended status of the certification publically accessible through its website.

If the reasons of suspension are removed, the certification is restored. The expense incurred shall be recovered from client before revoking suspension that would be at least equivalent to half of the surveillance fee.

In the event TIQHUB determines that the actions taken by the customer are not satisfactory, the certification shall remain suspended. Failure to resolve the issue within time established by TIQHUB shall result in withdrawal or reduction of the scope of certification.

The period of suspension in most of the cases will not be more than three months. However on merits of the case, this can be extended and justification for the same will be recorded in the client file.

Special short notice audits are planned as necessary depending upon the reason for suspension in accordance with TIQHUB procedure for Certification System P-09

4.3 Reduction of Scope of Certification

Reducing certification means the state that the customer doesn't fulfill some of the certification requirements under the scope of certification after granting.

4.3.1 Causes of Reduction of Scope of Certification

If Customer is not complying with followings, TIQHUB may reduce scope of Customer's Certification.

1. Failure to resolve the issues that have resulted in the suspension in a time established by the TIQHUB.
2. Customer's request
3. To exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction is in line with the requirements of the standard used for certification.
4. If correction or corrective action is not taken within the time agreed certification could be reduced, suspended or withdrawn.
5. Customer discontinues some of the activities (manufacturing, installation, etc.) related to the scope of certification.

4.3.2 Process of reducing scope of certification

TIQHUB informs the customer in writing of reduction of scope of certification through 'Reduction of Scope of Certification (F-57)' and revises List of Certified customers (F-20). TIQHUB updates the information on TIQHUB website to make it publically accessible. Customer is required to amend all advertising matter when the scope is reduced.

4.4 Withdrawal of certification



Withdrawing certification means the state that the customer's certification is withdrawn under the following condition(s):-

- a. Failure to correct suspension within time established by TIQHUB (one month for non payment of dues and three months for delay in surveillance and other reasons).
- b. Customer's request.
- c. The certified customer is no longer identified because of its dismantlement or communication disconnecting, etc.
- d. The suspension of Customer's Certification is more than 3 times during the term of validity of its Certification.
- e. After receipt of TIQHUB' request to return the certificate(s), Customer didn't return its certificate(s) to TIQHUB within one (1) month

4.4.1 Process of Withdrawing Certification

TIQHUB informs the customer in writing of withdrawal of certification through Notice for Withdrawal of certification (F-56) if the reasons of suspension are not removed. TIQHUB revises List of Certified customers (F-20) and update the information on TIQHUB website to make it publically accessible.

The termination of withdrawal of certification means that certification is no longer valid. The customer may re-apply to TIQHUB for Initial Certification when all the reasons for the withdrawal have been removed and communicated to TIQHUB. Any application received from a withdrawn client is processed as for new client as per TIQHUB procedure P-09.

5.0 Changes and Modification to Certification

When TIQHUB is informed that changes occur in the customer's Management System, GM provide the Application for Modification (F-22) to the customer to complete the form and submit it to TIQHUB.

After review of the Application for Modification (F-22) submitted by the customer, Audit Manager determines the necessary action in accordance with Modification Table (D-02).

5.1 Issue of changed certificate

When change is approved by TIQHUB, TIQHUB shall retrieve the previous certificate and shall issue a new certificate. The list of customers is revised accordingly. GM shall report the changes to Accreditation body, if required.

5.2 Assessment for Modification

If applicable, GM shall perform the assessment for modification in accordance with Certification System Procedure.

5.3 Modification of Certification Requirements

If the Certification requirements are changed, followings shall be processed within specified period;

1. TIQHUB shall inform Customer about changed requirements in detail and one (1) month of transitional period shall be observed.
2. Customer shall submit documented Implementation plan of changed requirements or its result in detail.
3. Through on-going surveillance, TIQHUB shall verify Customer's implementation and compliance of changed system based on Certification requirements changed, within 12 months.

In the event that CEO decides for the extension of assessment scope, TIQHUB will fulfill the requirements for extension and apply to applicable accreditation body.

5.4 Appeals

Any decision or action taken regarding this document may be appealed in accordance with Procedure for Appeals & Complaints (P-06).

6.0 Records

1. List of Certified customers (F-20)
2. Application for Modification (F-22)
3. Notice for Suspension (F-53)
4. Suspension of Certificate (F-54)
5. Notice for Withdrawal of certification (F-55)



- 6. Withdrawal of certification (F-56)
- 7. Reduction of Scope of Certification (F-57)