	ARM INNOVATIONS PVT.LTD.	Doc. No.	AI/CB/PR/19
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	Management System Conformity Assessment	Re. No.	CB DOC 19.0
		Effective Date	29.04.2021



Suspension or Withdrawl of Certificates

Management System Conformity Assessment

AICERT (a division of ARM Innovations Pvt. Ltd.)


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Document Control

Designation	Prepared by	Reviewed & Approved by
	MR	MD
Name		
Signature		

This procedure is established to ensure a transparent process for follow-up, Grant or Renew,

	ARM INNOVATIONS PVT.LTD.	Doc. No.	AI/CB/PR/19
		Is. No.	1
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Suspension, re-stores, refuse, suspend, Reduce Scope, Maintain or Expend or withdrawal of certificates for cases where this is needed. The following definitions apply:

Suspension: Temporary invalidation of a certificate
 Withdrawal: Permanent invalidation of a certificate

A. Initiation of suspension or withdrawal


AICERT may initiate suspension in cases where, for example:

1. The organization have persistently and seriously failed to meet certification requirements, e.g.:
 - Failure to respond adequately to identified non-conformance(s)
 - Management system does not reflect the current organization and processes, e.g. as a result of changes, acquisitions, diversification etc.
 - Major part of the management system not implemented
2. Surveillance audits and recertification audits not allowed to be conducted according to required frequency or as scheduled
3. Violation of the terms of the signed certification agreement, e.g.:
 - Non-payment of fees
 - Incorrect use of the certification mark
4. Customer voluntarily requesting temporary suspension
5. Evidence received from authorities etc. that could affect the status of certificate, e.g.:
 - Evidence of non-compliance to regulatory/statutory requirements relevant for the certified management system
 - Evidence of a non-effective managements system in case of serious incidents/accidents.

The management and authorized personnel within the AICERT unit who issued the certificate shall decide on the action to be taken, based on a review and duly considerations of evidences. If suspension is decided the process below shall be followed.

Suspension of a certificate is normally initiated as the first step, followed by withdrawal if the issue of concern is not resolved within due time. Dependent on the seriousness of the case, AICERT may decide a direct withdrawal of the certificate.

Where failure of the management system is related to a specific part of the organization, specific products etc., AICERT may also consider a reduction in the scope of certification as an alternative to suspension. AICERT may also choose to only give the customer a warning that suspension is being considered.

	ARM INNOVATIONS PVT.LTD.	Doc. No.	AI/CB/PR/19
		Is. No.	1
	Management System Conformity Assessment	Re. No.	CB DOC 19.0
		Effective Date	29.04.2021

B. Suspension

The decision to suspend a certificate shall be communicated to the customer by a formal letter. The letter shall include:

1. A statement on the decision to suspend the certificate including a proper description of the situation, argumentation and reference to objective evidences.
2. The right to respond and appeal to the decision. Normally a 15 working days' notice for response and appeal are given. An appeal may be lodged as per procedure.
3. Start date of the suspension (normally from the receipt of the letter)
4. Conditions and due date of required action in order to revoke the suspension, and the consequence if satisfactory actions are not performed.
5. The means of follow-up by AICERT to verify that conditions have been met and needed corrective actions have been implemented
6. A statement that the certificate is invalid during suspension and that use of all advertising matter containing a reference to Certification are prohibited during time of suspension
7. A statement that both the customer and AICERT shall inform all enquirers that the certificate is suspended

A certificate shall not be suspended for more than 6 months.

C. Follow up


AICERT will verify that conditions are met and requested corrective actions are implemented. Dependent on this verification AICERT will either:

1. Declare a positive result, revoke the suspension and declare a valid certificate
2. Declare a negative result due to failure to resolve the issues that resulted in suspension. This situation will normally result in permanent withdrawal of the certificate. (See below)

D. Withdrawal

Withdrawal of the certificate shall be initiated if:

- The customer does not meet the conditions of suspension

	ARM INNOVATIONS PVT.LTD.	Doc. No.	AI/CB/PR/19
	Management System Conformity Assessment	Is. No.	1
		Re. No.	CB DOC 19.0
		Effective Date	29.04.2021

- A suspension is not considered to be an adequate action.

The decision to withdraw a certificate shall be formally communicated to the customer including the requirements to:

1. Terminate use of the certification mark and any reference to certification
2. Return original certificate(s) and copies to AICERT

The customer has a right to appeal. An appeal may be lodged as per procedure

In additional, find below information: -

E. Grant or Renew

STEP 1: Organization decides to seek registration to an International Standard and requests a quotation. Quotation issued based upon completed questionnaire.


Where necessary a site visit may be organized to explain the quotation and/or the benefits of ARM Innovations Private Limited (AICERT) certification service.

STEP 2: Organization accepts quotation by signing "Proposal cum Order Acceptance" for registration and gives its authorization to proceed. After received initial payment from client organization, will send Stage 1 audit plan, along with auditor's profile.

STEP 3: Stage 1 audit conducting on-side audit with aimed at establishing the degree to which the organization operates a conforming ISO 9001:2015 / ISO 27001:2013 verifying the organization's management system framework is in place; verifying the organization's internal controls give sufficient confidence in the management system; verifying there is sufficient evidence of compliance of documented system as per requirement of standard for which registration is sought. If found Non-Conformity (NC) in organization, ask for corrective action on NC otherwise recommendation for stage 2 audit.

STEP 4: Audit plan send for stage 2 audit. This is an on-site audit aimed at determining whether or not there is sufficient evidence of compliance with the requirements of the National and/or International Standard. The audit team also check the effectiveness, adequacy and suitability of the management system. If found NC in organization, ask for corrective action on NC otherwise recommendation for certification. If the organization is not happy with the recommendation / or other decision of the audit team, the applicant may lodge an appeal.

STEP 5: The Evaluation Team reviews all audit team recommendations and if satisfied there is sufficient evidence the organization's management system meets the requirements of the National or International Standard, a certificate of registration shall be issued or renewed. The certificate of

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	Management System Conformity Assessment	Re. No.	CB DOC 19.0
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Document Owner and Approval

The Management Team is the owner of this document and is responsible for ensuring that this document is reviewed in line with the requirements in the Manual.

A current version of this document is available to all members of staff on the corporate intranet. This is approved by the Management Team on 03/05/2021 and is issued on a version controlled basis.

- Approved by: Management Team
- Approved on: 03/05/2021
- Signed off by: **MD**

Change History Record

Issue	Description of Changes	Approval	Issue Date
1	Initial Issue	Management Representative	03/05/2021