

Suspension and Withdrawal Procedure

(TUVME-ITS-GEN-PRO-010)

1. Revision History

#	Revision	Date	Change made by	Reason for change	Contents of change
1	0	27-01-2019	-		
2	1	04-04-2021	PCD		As underlined
3	2	19-09-2022	ITS	Change of control number with new department code	NIL

Date	19 September, 2022
Revision:	2
Prepared by:	International Trade Services
Reviewed by:	Department Head
Approved by:	CEO / DVP

2. Process Conformance

Standard Model	Clause
ISO/IEC 17065	7.11 Termination, reduction, suspension or withdrawal of certification
NSPOL-01 General Requirements for Notified Bodies	VI Quality System Requirements

3. Objective

This procedure outlines the actions to be considered and decided to suspend, withdraw, reduce/reinstate scope of issued Certificates (**as per respective scheme**) as a result if of identification of non-conformities in certification activities.

4. Responsibility

The Certification Committee is responsible for taking decisions on appropriate actions to be taken on the issued certificates (**as per respective scheme**).

5. Scope

The procedure applies to all certificates and schedule of certificates issued by TÜV Middle East.

6. Process Inputs / Outputs

6.1. Input

- Information about non-conformity of product
- Product recalls
- Surveillance records
- Complaints

6.2. Output

- Withdrawal, suspension, scope reduction/reinstatement

7. Acronyms Used

Acronyms	
CE	Conformity Engineer
PCM	Product Certification Manager
PD	Purchase Department
ESMA	Emirates Authority for Standardization & Metrology System
SASO	Saudi Standards, Metrology and Quality Organization
GSO	GCC Standardization Organization

8. Procedure

8.1. TÜV Middle East may identify non-conformities with the certification requirements as a result of surveillance or other related activities. The Certification Committee of TÜV Middle East will decide an appropriate action which can include the following:

- Suspension of Certificates
- Withdrawal of Certificates

8.2. Suspension of Certificates

8.2.1. The Certification Committee may decide to suspend a certificate and/or license in the following situations:

- Critical and/or major non-conformities leading to the conclusion that the certified company or product does not operate in compliance with certification scheme including those non-conformities identified during the surveillance activity.
- Non-compliance with the certification requirements and the certificate holder has not submitted suitable information to maintain it.
- In case an existing certificate holder makes claim regarding a scope of certification which is not covered by TÜV Middle East.
- Receipt of complaint regarding the certified product which is not in compliance with certification requirements.
- Certified Product(s) recalled by the regulatory authority.
- Insolvency of the certificate holder or non-payment of certification fees.
- Voluntary request by the client for a suspension.

- The certificate holder uses the certification in such a manner as to bring TÜV Middle East into disrepute and makes any statement regarding the certification which TÜV Middle East considers misleading or unauthorized.
- Misuse of logo i.e. placement of logo on products not covered under certification, improper size/color/design of the logo.
- Any misrepresentation or fabricated documents produced during the application process and identified upon certification.
- If a certified product causes an accident and the client doesn't notify TÜV Middle East of such accidents within 48 hours upon receipt of information.

8.2.2. Suspension & Reinstatement Process:

When the Certification Committee decides to suspend a given certificate and/or license, the below steps to be followed:

- TÜV Middle East – Certification Committee assigns personnel to formulate and notify the client via email (acknowledge receipt requested), the following:
 - the reason for suspension
 - the actions to be undertaken by the client to remove the suspension
 - the time for which the suspension is valid. The appropriate time period to be decided by the Certification Committee based on the corrective actions needed. Failure to meet the conditions to lift a suspension leads to the withdrawal of the certificate or reduction of the scope of certification. Extension to the suspension period can be obtained by the certificate holder/client if proper justification is given and accepted by TÜV Middle East.
 - that the suspension decision will be informed to the regulatory body (e.g. ESMA, **SASO, GSO etc.**) and other relevant stakeholders.
 - the client must acknowledge and accept/reject the decision for suspension with appropriate reason and agreed timeframe for corrective action. In case the client intends to reject the decision for suspension, it shall be supported with an appropriate reason in an agreed time frame for corrective action.
- All personnel involved in Product certification to be informed by the assigned personnel about the suspension.
- The client and product to be highlighted in our online system Kissflow under Risk profiling.
- Upon submission of corrective actions by the client, they shall be evaluated as per the Certification procedure and relevant clauses of ISO/IEC 17065. The clauses may include Evaluation (7.4), Review (7.5) and Certification Decision (7.6). In case of **Quality Mark related Scheme**, audit needs to be conducted to evaluate the corrective actions.
- TÜV Middle East restores the suspended certification if the issue that has resulted in the suspension has been resolved. TÜV Middle East will update the Certificate, online system – Kissflow, re-authorize the use of logo and inform the regulatory body (e.g. ESMA, **SASO, GSO etc.**) and other relevant stakeholders and all personnel involved in product certification.
- Failure to resolve the issues that have resulted in the suspension in a time established by the certification body shall result in withdrawal or reduction of the scope of certification.

8.3. Withdrawal of Certificate

8.3.1. A certificate and or license may be withdrawn by the TÜV Middle East Certification Committee in the following situations:

- During suspension, where urgent action needs to be taken and no corrective actions are considered possible.
- Where surveillance or reassessment shows non-conformities of a serious nature as assessed by the Certification Committee.
- When there is evidence of massive and systematic falsification of documents on site.
- After a suspension, when the client/certificate holder is unable to fulfil the requirements of the certification procedure.
- Non-compliance with the requirements of the Certification procedure and the holder is not able to provide suitable information to maintain it.
- If the certified company no longer exists due to any reason.
- May be withdrawn if the holder no longer wishes to retain the certification.
- Use of logo on non-certified products and factories.
- In the event of suspension of certification, if the certified client doesn't refrain from further promotion of the certification.

A certificate that has been withdrawn cannot be restored. A new certification application shall be submitted, and all steps of certification procedure will apply.

8.3.2. Withdrawal Process

When the Certification Committee decides to withdraw a given certificate and /or license, the below steps to be followed:

- TÜV Middle East – Certification Committee assigns personnel to formulate and notify the client via email (acknowledge receipt requested), the following:
 - the information regarding the certificate and /or license being withdrawn and the reason for withdrawal.
 - the actions to be undertaken by the client upon withdrawal including withdrawal of products from the **GCC or relevant** market.
 - that the withdrawal decision will be informed to the regulatory body (e.g. ESMA, **SASO, GSO etc.**) and other relevant stakeholders.
 - the client must acknowledge and accept/reject the decision for withdrawal. In case the client intends to reject the decision for withdrawal, it shall be supported with an appropriate reason.
- All personnel involved in Product certification to be informed by the assigned personnel about the withdrawal.
- The client and product to be highlighted in our online system Kissflow under Risk profiling.
- The client details to be removed from TÜV Middle East certified client directory.

8.4. Appeal

A client may appeal to TÜV Middle East against a decision to suspend, withdraw or not to award Certificate and/or license.

Ref: Appeals Handling Process (GEN-PRO-008)

9. Measurement and Analysis

Data	Source
Number of Certificates Issued	Number of Certificates suspended

10. Guidelines for referencing systems of forms

S.N.	Description	Reference
1.	Appeals Handling Process	GEN-PRO-008
2.	ECAS Module B Procedure	TUVME-ITS-GEN-PRO-004
3.	EQM and ECAS Module H Procedure	TUVME-ITS-GEN-PRO-009
4.	Use of ECAS Mark and EQM Logo procedure	TUVME-ITS-GEN-PRO-007
5.	Verification of Conformity Procedure	TUVME-ITS-GEN-PRO-001
6.	GCC Conformity Mark Procedure	TUVME-ITS-GEN-PRO-015
7.	SASO Procedure for Product and Shipment Certification	TUVME-ITS-GEN-PRO-016