

**GRANTING, MAINTAINING, EXTENDING
OR REDUCING SCOPE, SUSPENDING,
WITHDRAWING OR REFUSING
CERTIFICATION**

FOR PRODUCT CERTIFICATION

(ISO/ IEC 17065:2012)

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**ISO/ IEC 17065 PROCEDURE – GRANTING, MAINTAINING, EXTENDING OR REDUCING SCOPE,
SUSPENDING, WITHDRAWING OR REFUSING CERTIFICATION**

CONTENTS

1. PURPOSE 3

2. SCOPE 3

3. TERMS AND DEFINITIONS..... 3

4. PROCEDURE 3

 4.1 RECEIVING EVALUATION DOCUMENTS..... 3

 4.2 CERTIFICATE ISSUANCE 4

 4.3 CHANGE IN CERTIFICATE 4

 4.4 SUSPENSION AND WITHDRAWAL OR CANCELLATION OF CERTIFICATES 5

 4.5 REDUCTION IN SCOPE OF CERTIFICATES ISSUED..... 6

5. REFERENCES 6

6. RECORDS 6

CHANGE HISTORY..... 7

ISO/ IEC 17065 PROCEDURE – GRANTING, MAINTAINING, EXTENDING OR REDUCING SCOPE, SUSPENDING, WITHDRAWING OR REFUSING CERTIFICATION

1. PURPOSE

The purpose of this procedure is to describe a procedure for Granting, Maintaining, Extending or Reducing scope, Suspending, Withdrawing or Refusing Certification.

2. SCOPE

This procedure is applicable to certifications provided by Verger Group.

3. TERMS AND DEFINITIONS

All applicable as defined in clause 3 of manual.

4. PROCEDURE

4.1 RECEIVING EVALUATION DOCUMENTS

Operation Supervisor/Coordinator is responsible for submission of evaluation documents after completion as per evaluation plan for certification. These shall contains based on scheme requirements.

The records are reviewed at different levels which includes administrative review. The submitted set of documents is reviewed for completion by Operation Supervisor/Coordinator. Evaluation record checklist based on each scheme shall be prepared and filled during this review to ensure the completion of all documents.

Evaluation team shall perform the conformity assessment process by evaluating the technical documents. After the evaluation is completed, the results are recorded by the evaluation team in form **VG-F-31 Evaluation Report for Product Certification** that records the activities undertaken and their outcomes. Evaluation team shall upload their evaluation report in non-editable format only and notify the decision maker of their recommendation via email.

Review and Decision activity shall be performed by the Technical Managers for all offices.

Review of all technical documents of applicant is done by designated personnel including test report, inspection/audit report, markings, business license, etc.

Certification decision by designated personal shall be based on the evaluation team recommendation documented in the Evaluation Report followed by review process. The decision maker shall document the final certification decision in form **VG-F-32 Review & Decision Report for Product Certification**.

Staff designated by VERGER GROUP for review and decision process is not involved in the evaluation of certification activities.

Like evaluation report, the decision maker will upload the review & decision report form in non-editable format only.

During the certification decision process, when any non-conformance in respect to concerned certification is being detected, the CB shall inform the applicant accordingly, giving detailed reasons

ISO/ IEC 17065 PROCEDURE – GRANTING, MAINTAINING, EXTENDING OR REDUCING SCOPE, SUSPENDING, WITHDRAWING OR REFUSING CERTIFICATION

for its refusal to issue a certificate. If the customer responds to the non-conformance with appropriate corrective action within an agreed time frame, the certification process shall be resumed accordingly, otherwise the request will be closed and “Product Non-Conformable” result will be marked in the Review & Decision Report and the CB shall refuse to issue certificate and shall inform the applicant accordingly.

4.2 CERTIFICATE ISSUANCE

After the final certification decision is taken, the result shall be communicated to Operation Supervisor/Coordinator via email. The Operation Supervisor/Coordinator shall verify the payment status with Accounts team and proceed with the SABER portal operations.

The Certificate will be issued online via SABER portal by the accounts department and does not need any further approval after the decision result has been communicated by the decision maker.

The final product certificate copy shall be shared with the client via email.

4.3 CHANGE IN CERTIFICATE

The client may request for change in certificate. This may be due to

- Change in ownership
- Change in name of the client
- Change in location
- Changes in scope
- Increase or decrease in locations
- Revision to standard

Client may request for change in certificate or reduction/ expansion in scope to QA Engineer. QA Engineer shall review the request and decide for a special evaluation if required. If evaluation is required, the procedure for evaluation shall be followed.

In case of change in name of company without any change in product, the client shall submit approved request from legal authorities for the change.

The duration for the special visit shall be decided by the Technical Manager based on scheme requirements and communicated to the client. The evaluator shall submit a descriptive report detailing the changes, justification for reduction/ expansion of scope and review of the impact of change in the scope (use of logos etc.). Where expansion of scope is requested, the compliance to scheme for the respective product and impact is verified. In case the special evaluation is carried out as a part of routine surveillance, the descriptive report is added to the surveillance report.

The report is reviewed as detailed above. A new certificate is issued with the same expiry date on successful completion of the above process. The Technical Manager reviews the contract to determine change in contract w.r.t. duration for further visits etc.

In case of revision to the standard, the technical manager shall evaluate the changes to the appropriate published standards to determine the time period for the manufacturer to meet the additional requirements, if applicable. These additional requirements shall be communicated to the client by technical manager and the action taken by the client shall be evaluated. If appropriate actions are not taken by the client than Verger Group may suspend or withdraw the certificates

ISO/ IEC 17065 PROCEDURE – GRANTING, MAINTAINING, EXTENDING OR REDUCING SCOPE, SUSPENDING, WITHDRAWING OR REFUSING CERTIFICATION

4.4 SUSPENSION, TERMINATION or WITHDRAWAL OF CERTIFICATES

For suspension and withdrawal, Grounds for action are brought to the attention of the Technical Manager, who reviews the information and decides whether to proceed. Either way, he/ she issues a letter to the client via registered mail/ courier advising them of the details of the grounds for action and the decision on whether to proceed.

If the Technical Manager decides to proceed, the client requires to reply to Verger Group within fourteen days of receipt of letter.

If the Technical Manager determines that the action or position contained in the client reply is satisfactory, he issues a letter stating this, and mails it to the client via registered mail.

If actions are required, due dates must be set and Technical Manager must review the actions at those times to ensure that they are effectively completed in order to prevent suspension or withdrawal of certificate.

If the client does not reply in fourteen days, if the reply is not satisfactory, or if the actions required are not effectively completed in the allowed time, the Technical Manager determines whether to suspend or withdraw certification.

If the decision is made to withdraw certification, the COO is responsible for suspending the client or canceling the client from the Register of certified products, advising the client by registered mail / courier, and publicizing the certification withdrawal through websites. Additionally, the operations team of Verger will send a signed copy of an annexure (QUL-CA-F54-1.1) to the client to confirm the suspension of the issued certificate. If the client submits acceptable corrective actions, the suspension may be lifted. In the event of final suspension, the signed annexure shall be shared with scheme owner.

In case of failure of a sample drawn during surveillance, the licensee shall be immediately informed of the failure and advised to take the corrective action within a month or the next production whichever is earlier.

A sample shall be drawn after the corrective actions have been taken and evaluated for appropriateness of the corrective actions. If the sample pass this re-evaluation, certificate shall be allowed to continue. The corrective actions documented by licensee shall be reviewed by TM and necessary modification shall be made in the relevant documents by the licensee.

In the event of this sample also failing to comply with the requirements of the standard, the certificate shall be suspended. If the licensee fails to take necessary action the certificate shall be withdrawn.

The following reasons may be considered grounds for suspension or withdrawal:

- Major/critical non-conformance(s) or effective corrective action not implemented within a specified time period.
- Improper use of the certificate, symbol or logo not remedied to the satisfaction of Verger Group.
- Client ceases to supply product or service of the certified product for an extended period of time.
- Client fails to meet financial obligations to Verger Group.
- Client makes a formal request to withdraw certification.

ISO/ IEC 17065 PROCEDURE – GRANTING, MAINTAINING, EXTENDING OR REDUCING SCOPE, SUSPENDING, WITHDRAWING OR REFUSING CERTIFICATION

Client is unable or unwilling to ensure conformance to revisions of schemes.

- Existence of a serious complaint, or a large number of second- or third-party complaints, which indicate that the requirements are not being maintained.
- Client does not allow routine surveillance to be conducted at the required frequency, where applicable.

4.5 REDUCTION IN SCOPE OF CERTIFICATES ISSUED

Verger Group shall wherever applicable reduce the scope of certification if during the time of routine surveillance evaluations / Re-approval or Renewal evaluation it finds that the certified client has continually/ seriously failed to meet the requirements for those parts of the scope of certification. The reduction in scope will be approved by the Technical Manager.

Any Changes in the certification status or the certificate shall be updated in the directory of certified products and necessary modification shall be made in the formal certification documents. On receipt of suspension, termination or withdrawal, the client shall forthwith discontinue use of the labels. It will be responsibility of the client to use the certification mark, if any appropriate on products that confirm to the certification criteria.

The parts of this information that need to be published or made available upon request in a directory (through publications, electronic media or other means) as stipulated by the relevant scheme(s). As a minimum, Verger Group provides information, upon request, about the validity of a given certification.

5. REFERENCES

- ISO/ IEC 17065:2012

6. RECORDS

- 6.1 Annexure (QUL-CA-F54-1.1)

**ISO/ IEC 17065 PROCEDURE – GRANTING, MAINTAINING, EXTENDING OR REDUCING SCOPE,
SUSPENDING, WITHDRAWING OR REFUSING CERTIFICATION**

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CHANGE HISTORY

ISSUE	CHAPTER	PAGE	CHANGE INTRODUCTION	REV NO.	EFFECTIVE DATE
01	/	/	First version	00	20/11/2020
01	/	/	Reformatted the whole document and amended the document control no. as per procedure.	01	04/02/2021
01	4.1/4.2	3,4	Amended the clause mentioning the evaluation activity, review and decision responsibilities.	02	28/04/2021
	4.4	5	Added criteria for suspension in case of product testing failure		
01	4.5	6	Added actions taken when there is change in status of the certificate.	03	30/05/2021
01	4.3	4	Added the revision to standard point under change in certificate		
	4.4	5	Added publishing through website the certification withdrawal		
01	4.5	6	Measure to deal with publicly available information is amended	04	01/11/2021
01	/	/	Reformatted document as Verger Group	05	21/07/2022
01	4.4	5	Extended the suspension procedure as per the SASO requirements	06	22/05/2024
01	/	/	Made few corrections (like spelling mistakes and type errors) In clause 4.4 SASO changed to scheme owner	07	16/12/0224