



**MALAWI BUREAU OF STANDARDS
CERTIFICATION AND INSPECTORATE DIVISION**

DOC. MBS-CID-PR-7.11-01

PROCEDURE FOR TERMINATION, REDUCTION, SUSPENSION OR WITHDRAWAL OF CERTIFICATION

1. PURPOSE

To ensure an organized certification process termination, reduction, suspension or withdrawal of certification.

2. SCOPE

This covers termination, reduction, suspension or withdrawal of certification.

3. RESPONSIBILITY

3.1 Director General - He is responsible for defining policies and operational modalities for termination, reduction, suspension or withdrawal of certification.

3.2 Head, CID is responsible for implementation of this procedure.

PROCEDURE

4.1 MBS-CID considers and decides on reduction, suspension and/or withdrawal of certification upon substantiating nonconformity with any certification/scheme requirements.

4.2 A Client's certificate shall be suspended for the following reasons:

- a) Contravention of Certification Scheme rules and regulations relating to product certification;
- b) Where corrective action is not implemented within an agreed time scale against a major non-compliance found during a surveillance visit;
- c) Where significant non conformity is highlighted during on-going surveillance.

4.3 A client's certificate shall be withdrawn or terminated if:

- a) It is found that condition of manufacture, design, materials or packaging have been changed and therefore no longer comply with the requirements of relevant standards or specifications,
- b) The Client fails to meet their financial obligations to the MBS,
- c) The Client fails to effectively implement the actions agreed following the suspension of a certificate,
- d) The client undertakes actions in the course of their business activities that would bring MBS and / or the Product Certification Scheme into disrepute,

- e) The Client does not wish to continue with certification,
- f) The Client goes out of business.

4.4 Review and decisions to continue, reduce the scope, suspend or withdraw certification based on substantiated nonconformities with product requirements that arise outside surveillance activities shall be made in accordance with 7.5 and 7.6 of ISO IEC 17065 on the basis of all information available regarding the substantiated nonconformity.

4.5 The personnel making these reviews and decisions shall neither be assigned nor performed any evaluation tasks related to substantiating the nonconformity.

4.6 If certification is terminated (by request of the client), suspended or withdrawn, MBS-CID shall take actions specified by the certification scheme and shall make all needed modifications to formal certification documents, public information, authorizations for use of marks, etc. to ensure it provides no indication that the product continues to be certified.

4.7 If a scope of certification is reduced MBS-CID shall take actions specified by the certification scheme and shall make all needed modifications to formal certification documents, public information, authorizations for use of marks, etc. to ensure the reduced scope of certification is clearly communicated to the client and clearly described in certification documentation and public information.

4.8 If certification is suspended, MBS-CID assigns one or more persons to formulate and communicate to the client:

- actions needed to end suspension and restore certification for the product(s) in accordance with the certification scheme; and
- any other actions required by the certification scheme.

These persons shall be competent in their knowledge and understanding of all aspects of the handling of suspended certifications.

4.9 Any evaluations, reviews or decisions needed to resolve the suspension or that is required by the certification scheme shall be completed in accordance with specified procedures.

4.10 If certification is reinstated after suspension MBS-CID shall make all needed modifications to formal certification documents, public information, authorizations for use of marks, etc. to ensure all appropriate indications exist that the product continues to be certified.

4.11 If a decision to reduce the scope of certification is made as a condition of reinstatement, MBS-CID shall make all needed modifications to formal certification documents, public information, authorizations for use of marks, etc. to ensure the reduced scope of certification is clearly communicated to the client and clearly described in certification documentation and public information.

4.12 Withdrawal of Certification;

4.12.1 Action is initiated for withdrawal of license when the normal operation of a license is not feasible due to violation and also on account of following reasons;

- a) Nonconformity of serious nature affecting health and safety observed during inspection or independent testing and that the corrective actions required would take considerable time for effective implementation.
- b) Any contravention of the licensing provisions or the STI considered serious in nature, for example non-settlement of financial dues, non settlement of complaints, not allowing technical auditor access during working hours for the purposes of assessment, using the Mark for types/varieties not included in the scope of the license, etc.
- c) The measures taken towards correcting the nonconformities are found inadequate or time taken is too long (six months or more).
- d) If the licensee does not wish to prolong the license and send a communication to that effect.
- e) If the standard is amended/revised and implemented and the licensee either will not or cannot ensure compliance to the new requirements.
- f) If a complaint against MBS-CID certified product is found to be genuine, withdrawal of the license may be considered depending upon the seriousness of the complaint.

4.12.2 the withdrawal notice on the recommendations of the Head, Certification should be issued give fourteen days time to the licensee.