



**Q3, A1, 10th Floor, Cyber Towers, Hi-Tech, Madhapur, Hyderabad, Telangana  
500081**


## **Procedure for Certificate issue, suspension and withdrawal**

Reference	LexQ_PR11_PCI_V1.2	Issue No.	02
Release Date	21-02-2021	Total Number of pages	10
	Designation	Name	Date
Prepared by	<b>Quality Manager</b>	<b>Sandeep Gajula</b>	21-02-2021
Approved by	<b>Certification Director</b>	<b>Dr.VC</b>	21-02-2021

	<b>Lex-Q Certifications</b>	LexQ_PR11_PCI_V1.2
	(A Division of Lex Nimble Solutions Ltd)	21-02-2021
<b>Procedure for Certificate issue, suspension and withdrawal</b>		

Version History :				
Version From	Version To	Summary of Changes	Revision Date	Remarks
Draft	V1.0	Release of procedure in line with ISO/IEC 17021	08/01/2019	Initial version Release
V1.0	V1.1	Procedure revised based on comments received from NABCB Assessors during the document review	12-08-2019	V1.1 Release
V1.1	V1.2	Procedure revised based on comments received from NABCB Assessors during the document review	08-07-2020	V1.2 Release
V1.2	V1.3	Procedure revised based on comments received from NABCB Assessors during the document review	21-02-2021	V1.3 Release

Prepared By	Approved by	Signature	Page
Quality Manager	Certification Director	Dr.VC	1 of 13

	<b>Lex-Q Certifications</b> (A Division of Lex Nimble Solutions Ltd)	LexQ_PR11_PCI_V1.2
		21-02-2021
<b>Procedure for Certificate issue, suspension and withdrawal</b>		

## 1.0 Purpose

To describe a procedure for issue of certificate, suspension and withdrawal of the certificate

## 2.0 Scope

This procedure covers overall activity for certificate issue, suspension and withdrawal of certificate for all types of certification activities done by us.

Related to: 17021-1:2015 9.6.5

## 3.0 Responsibility

3.1 **Quality Manager** is responsible for application review of clients. He is responsible for issue of certificate to client. He is authorised to send suspension or withdrawal letters/e mails to client. He is supported by the support staff for all routine activities.

3.2 **Certification Director** is responsible for Technical review of audit reports and approval of certificates. certificate signature by Certification Director and updating the registrar of firms.

Certification director is responsible for certification decision. Certification director is responsible for the effective implementation of the audit package review process, including accurate processing and reporting of certifications. This includes granting, refusing, maintaining, renewing, suspending, restoring or withdrawing certification or expanding or reducing the scope of certification. The Certification director is responsible for making formal certification decisions on audit packages.

## ***Certification Decision***

The Certification Decision Maker reviews the audit package for technical content, procedural conformance and the level of confidence placed on the audit team's recommendation based on information contained in the audit package.


Technical approval is based on:

- Scope of audit in relation to the organization's activities
- Conformance of audit with defined practices
- Evidence presented in audit package
- Recommendation of audit team

The reviewer should review performance history of the client and determine if the audit frequency should be increased based on poor performance history.

Decisions for renewal audits are based on the results of the recertification audit, as well as the results of the review of the system over the period of certification and complaints received from users of certification.

Prepared By	Approved by	Signature	Page
<b>Quality Manager</b>	<b>Certification Director</b>	Dr.VC	2 of 13

	<b>Lex-Q Certifications</b> (A Division of Lex Nimble Solutions Ltd)	LexQ_PR11_PCI_V1.2
		21-02-2021
<b>Procedure for Certificate issue, suspension and withdrawal</b>		

Positive decisions (i.e. "Approved") cannot be made on certification audits with open major or minor nonconformities.

When a certification decision is "Approved," an Lex-Q certification is generated. The certificate period and date rules are as follows:

- The effective date of the certificate is the date the certification decision is made
- Duration of the certification cycle for Management Systems Certification programs is three (3) years. When a certificate is first issued, its expiration date is determined by adding the number of years of the certification cycle minus one (1) day to the effective date.

## **ISMS**

**Certification Director** is responsible for approval of certificates. certificate signature by Certification Director. The version of the Statement of Applicability shall be included in the certificate. Any change to the Statement of Applicability which does not change the coverage of the controls in the scope of certification does not require an update of the certificate.

### **4.0 Description of Activity**

#### **4.1 Receipt and review of Audit report**

4.1.1 The team leader is responsible for submission of audit report documents. This contains corrective action plan for non-conformances and assessor notes.


All audit reports (Stage 1, Stage 2, routine surveillances, follow-up, special audit, recertification etc) are reviewed at multiple stages.

4.1.2 The audit reports are reviewed at multiple stages.

**Stage 1** includes administrative review. The submitted set of documents is reviewed for completion (also called administrative review) by AE. Audit report review checklist (F34) is used to record the review. AE issues a deviation note against the team leader (F35 Deviation note) if he finds one while administration review. AE submits his findings to Certification Director.

**Stage 2** includes technical review. The audit report (corrected if possible) along with audit report review checklist (F34) is submitted to Certification Director for technical review which includes review of the information provided by the audit team is sufficient with respect to certification requirements, scope of accreditation and effectiveness of corrections and corrective actions are effective for all non conformances raised during the audit. Stage 2 shall be carried out by the auditor qualified for the specific EAC sector, provided he has not participated in the audit and has not declared any conflict w.r.t. the client. The person responsible for technical review is identified during the contract review. It is the responsibility of the auditor to pro-actively declare of any conflict. The technical review may lead to a deviation note (F35), which is issued against the team leader, if a deviation is found. All auditors are trained for the review process. In cases where technical expert is used for the audit, the technical reviewer may discuss with the technical expert on the NC / observations used. The reviewer may also discuss any particular part of the report with the team leader / specific auditor. The reviewer also identifies if correction to deviation note (F35) issued needs to be completed prior

Prepared By	Approved by	Signature	Page
<b>Quality Manager</b>	<b>Certification Director</b>	Dr.VC	3 of 13

	<b>Lex-Q Certifications</b> (A Division of Lex Nimble Solutions Ltd)	LexQ_PR11_PCI_V1.2
		21-02-2021
<b>Procedure for Certificate issue, suspension and withdrawal</b>		

to Stage 3. In case the audit report does not require review by certification director, the report is returned to AE for Stage 4.

**Stage 3** includes decision making by certification director. Any audit report requiring issue of certificate (Stage 2 audit, change in scope or address, triennial audit etc) requires review and approval by certification director. For routine surveillance, the review by certification director is not required. The technical reviewer shall decide whether the report needs submission to certification director. Certification Director reviews the findings of Stage 1 and 2 in addition to review of audit report prior to taking the decision. Correspondence related to the client ( e.g. Complaints received against the client, changes in scope, media reports etc) are also reviewed during recertification decision. The decision taken is recorded on F34 form. For stage 1 audit, the stage 2 audit may be planned after technical review, however the certification director shall review the stage 1 audit report along with stage 2 audit before making his decision. The certification director may ask for specific inputs from the client or send any auditor to the client to verify any part of the report.

In case Certification director is involved in the audit or is not available or has declared conflict w.r.t. any client, any other director reviews the audit report and takes the decision. The change is recorded on F34 form.

**Stage 4** includes further action by Account Executive. AE reviews the decision taken by technical review member and / or certification committee chairman for the following

1. Preparing the certificate as per process detailed below.
2. Updating the client data base w.r.t. changes in client details, NC's issued in the audit, planning for next audit etc.
3. Filing the report in the client file along with all relevant papers like audit notes, corrective actions submitted by client etc. Auditor performance evaluation sheets etc are filed in respective files.
4. Verify compliance to all Lex-Q Certifications quality and certification requirements


#### 4.1.3 Approval for Certification

Certification director decides on granting or refusing of certification. In cases of any non-compliance or requirement of additional information or clarification, report shall be sent back to audit team leader for necessary actions / submission. In cases of audit report meeting the requirements, certificate is granted. Certification director may refuse certification, in case of non-fulfilment of audit criteria, non-submission of corrective action / documentation to meet the requirements within stipulated time frame. In cases of re-certification, certification director shall make decisions on renewing certification based on the results of the recertification audit, as well as the results of the review of the system over the period of certification and complaints received from users of certification.

## 4.2 Certificate preparation and issue

4.2.1 Quality Manager involves preparation and review of certificate, certificate signature by Certification Director and generated in Q-Track portal.

Prepared By	Approved by	Signature	Page
Quality Manager	Certification Director	Dr.VC	4 of 13

	<b>Lex-Q Certifications</b> (A Division of Lex Nimble Solutions Ltd)	LexQ_PR11_PCI_V1.2
		21-02-2021
<b>Procedure for Certificate issue, suspension and withdrawal</b>		


Certificates are issued to clients following initial audit, extension to accredited scope, triennial audit, upgrade on surveillance or change in company details (name, address etc).

The certificates will be numbered sequentially starting with Lex-Q-QMS/ISMS-001 followed by the global client code of Lex-Q Certifications

#### 4.2.2 Quality Manager prepares the certificate:

- No certificate will be issued unless Lex-Q Certifications has evidence that all non-conforming notices raised have been closed out.
- Select the appropriate blank certificate(s) based on the standard as indicated on the audit report. Be sure to check for any changes indicated on Comment Sheets attached to audit report.
- Determine the certificate number for NABCB accredited certificates by reviewing the Register of Approved Firms.
- Set the issue date to be the date of approval by certification committee chairman indicated on the F34 Audit report review checklist. Set the expiration date to be three years later. (An issue date of 15/10/2019 would result in an expiration date of 14/10/2020.)
- The expiry date may vary from above for transfer cases, where the expiry date shall be the same as earlier certificate. Also refer to any specific instructions given by Quality Manager w.r.t. expiry dates e.g. during transition to revised standard, the expiry of old standard may be pre-decided by the accreditation board.
- The initial registration date shall be the issue date for first 3year cycle. In the triennial case, the initial registration date shall be the issue date of first certificate issued. The certificate number shall continue to be the same. The scope shall be the same as in earlier certificate.
- In case the client goes for second cycle but not as triennial (i.e. a gap between expiry of first cycle and second initial date), the certificate shall be considered as fresh and initial registration date shall be the same as issue date. The earlier certificate shall not be considered. A new certificate number shall be awarded.
- On each certificate to be issued, fill in the client organization's name, base office, address, standard (including issue year of standard), and scope, based on the information on the audit report. Be sure to check for any changes indicated on Comment Sheets included in the audit report.
- Have the Quality Manager review the certificate for any errors. Submit the corrected and final certificate to Certification Director for his signature.
- Multiple sites each operating a common system with the same scope of certification shall have all the addresses on the same certificate. The client may request for individual certificates. In such cases, each site is issued with its own certificate with the same certificate number and a suffix is added. The certificate number shall be Lex-Q-QMS/ISMS-001A Lex-Q-QMS/ISMS-001B etc.
- In cases of group of companies, the locations may have different scopes of certification or trading names, each is issued with respective names, addresses and scope. The certificate shall have the same certificate number with a suffix (as explained above).

Prepared By	Approved by	Signature	Page
<b>Quality Manager</b>	<b>Certification Director</b>	Dr.VC	5 of 13

	<p align="center"><b>Lex-Q Certifications</b></p> <p align="center">(A Division of Lex Nimble Solutions Ltd)</p>	<p>LexQ_PR11_PCI_V1.2</p> <p>21-02-2021</p>
<b>Procedure for Certificate issue, suspension and withdrawal</b>		

● Clients may have integrated system where certificates for multiple standards are issued. In such cases, the NABCB accredited certificate is issued as above. Rest of the certificates shall be issued by Lex-Q Certifications using its own format and process. Necessary comment shall be added to the client file and client database for future reference / use.

● In the event of issuing any revised certification documents, then the original certificate number will have a suffix of revision number. e.g. Lex-Q-QMS/ISMS-001/01 A – R1, for first revision. The expiry date of the certificate does not change and continues the same as the original. Issue date shall be the date of C.C. Chairman Approval. Initial Registration date shall be the same as original.

Client database is amended as per the database management process. The completed certificate with the audit report is reviewed by Quality Manager for correctness and completeness of the certificate.

4.2.3 The certificate with all attachments like logo rules, cover letter etc is submitted to Certification Director for his signature/ Approval. Certification Director has no authority to reject / deny the issue of certificate. He may return the certificate to quality manager clearly stating the reason for holding the issue. Quality Manager shall review the reason and investigate on the same. However, if the quality manager has satisfied himself and re-sends the certificate to CERTIFICATION DIRECTOR for approval, CERTIFICATION DIRECTOR shall sign the certificate. A computer generated signature may also be used. The above process can be carried out by Executive Director in absence of CERTIFICATION DIRECTOR.

4.2.4 The signed certificate is sent to the client at his address or any other address he has specifically requested. The certificate shall not be issued to any other person without a written approval from the client. The certificate docket shall contain at least the following –

- Cover letter from Lex-Q Certifications
- Certificate
- Rules accompanying the logo
- Customer feedback form

A copy of the certificate together with all other documents supporting the approval shall be placed in the client's file.

### 4.3 Change in Certificate


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

- Change in ownership
- Change in name of the company
- Change in location
- Increase or decrease in scope (products, services offered etc.)
- Increase or decrease in locations (opening / closing of site etc.)

4.3.2 Client may request for change in certificate or reduction / expansion in scope to Quality

Prepared By	Approved by	Signature	Page
<b>Quality Manager</b>	<b>Certification Director</b>	Dr.VC	6 of 13



	<p style="text-align: center;"><b>Lex-Q Certifications</b></p> <p style="text-align: center;">(A Division of Lex Nimble Solutions Ltd)</p>	<p>LexQ_PR11_PCI_V1.2</p> <p>21-02-2021</p>
<p style="text-align: center;"><b>Procedure for Certificate issue, suspension and withdrawal</b></p>		

Manager Quality Manager shall review the request and decide for a special audit if the next audit is not due in near future or if the next audit cannot be proposed. Quality Manager also determines if the changed scope is within accreditation scope of Lex-Q Certifications

4.3.3 In case of change in name of company or location without any change in management, the client shall submit ROC approval for the change. Where the management has changed, the details of M&A and ROC approval shall be submitted along with the request.

4.3.4 The duration for the special visit shall be decided by Quality Manager and communicated to the client. The lead auditor submits 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 QMS for the respective activities and impact on other processes is verified. In case the special visit is carried out as a part of routine surveillance, the descriptive report is added to the surveillance report.

The report is reviewed as detailed in 4.1 and 4.2 above. A new certificate is issued with the same expiry date on successful completion of the above process. Quality Manager reviews the contract to determine change in contract w.r.t. duration for further visits etc.

#### **4.4 Suspension and withdrawal or cancellation of certificates**

4.4.1 This instruction covers suspension procedures through withdrawal or cancellation of the certification certificate and revision of the register of approved firms.


- Grounds for action are brought to the attention of the Quality Manager, who reviews the information and decides whether to proceed. Either way, the 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 Quality Manager decides to proceed, the client must reply to Lex-Q Certifications India within fourteen days of receipt of letter.
- If the Quality 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 Quality Manager must review the actions at those times to ensure that they are effectively completed in order to prevent suspension or cancellation.
- 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 Quality Manager determines whether to suspend or cancel certification.
- If the decision is made to cancel certification, the CERTIFICATION DIRECTOR is responsible for suspending the client or canceling the client from the Register of Approved Firms, advising the client by registered mail / courier, and publicizing the cancellation, if necessary.

4.4.2 The following reasons are considered grounds for suspension or cancellation:

- Major non-conformance(s) or effective corrective action not implemented within a specified time period.

Prepared By	Approved by	Signature	Page
Quality Manager	Certification Director	Dr.VC	7 of 13



	<b>Lex-Q Certifications</b> (A Division of Lex Nimble Solutions Ltd)	LexQ_PR11_PCI_V1.2
		21-02-2021
<b>Procedure for Certificate issue, suspension and withdrawal</b>		

- Improper use of the certificate, symbol or logo not remedied to the satisfaction of Lex-Q Certifications
- Client ceases to supply product or service of the certified quality system for an extended period of time.
- Client's certified management system has persistently fails to meet any of the requirements for certification including requirements for the effectiveness of the management system.
- Client fails to meet financial obligations to Lex-Q Certifications
- Client makes a formal request to withdraw certification.
- Infringement by the client of any contractual conditions between the client and Lex-Q Certifications
- Client is unable or unwilling to ensure conformance to revisions of standards.
- Existence of a serious complaint, or a large number of second- or third-party complaints, which indicate that the quality management system is not being maintained.
- Client does not allow routine surveillance to be conducted at the required frequency

4.4.3 The suspension or cancellation can be initiated if the client does not allow the routine surveillance to be conducted at the required frequency. The routine surveillance is carried out not more than 12 months from the last audit. In case the audit is not done within 12 months (13 months in case of yearly surveillance), the certificate is suspended and a letter is sent to the client requesting him to agree for the audit. In case of a delay up to 3 months (15 months from the last audit), the audit time shall be extended by 50% of the routine surveillance time (at least 1 day). Successful completion of the audit within 15 months shall not impact the certification.

In case the audit is not done within 15 months, the certificate is cancelled and the client shall be considered as a fresh case for certification.

The above are for special conditions like strike, natural calamities, business operations (case to case basis) etc.


#### 4.5 Conditions for Suspension or Cancellation of Client Certification<sup>1\*</sup>

4.5.1 Subject to actions by the client, the following steps will be taken leading to possible suspension or cancellation of the client's certification:

- Unless a reply is received to the letter accompanying notification within 14 days, certification will be suspended and a notification of suspension may be published at the discretion of Lex-Q Certifications
- The client's response to the accompanying letter will be reviewed and the proceedings may be put on hold while clarification is sought.
- Where mutually agreed-upon corrective action is to be implemented, a time period for implementation will be specified and a review of the corrective action undertaken at the appointed

<sup>1</sup>

Prepared By	Approved by	Signature	Page
<b>Quality Manager</b>	<b>Certification Director</b>	Dr.VC	8 of 13


	<p style="text-align: center;"><b>Lex-Q Certifications</b></p> <p style="text-align: center;">(A Division of Lex Nimble Solutions Ltd)</p>	<p>LexQ_PR11_PCI_V1.2</p> <p>21-02-2021</p>
<p style="text-align: center;"><b>Procedure for Certificate issue, suspension and withdrawal</b></p>		

time. This may be the subject of a special surveillance visit or of review of submitted objective evidence, at the discretion of Lex-Q Certifications Should the corrective action not be considered adequate or not be completed by the appointed time, certification will be automatically suspended.

- In the case of serious circumstances, Lex-Q Certifications may invoke suspension during the period pending the implementation of corrective action.
- Where suspension has been invoked, unless otherwise specified, the client must advise Lex-Q Certifications every 14 days of the current situation of corrective action. Failure to meet this requirement will result in cancellation of the client's certification.
- Where suspension has been invoked due to failure to conduct surveillance audit, the client shall give justification for failure and offer suitable date. An additional day shall be added to routine surveillance days. The date shall not be later than 15 months from last audit. Failure to offer for audit within 15 months shall result in cancellation of certification.
- When corrective action to resolve the problem(s) taken by the client has been verified, certification will be resumed. The period of certification will not be revised to cover the period of suspension.
- Cancellation of certification will be invoked where, following suspension of certification, the client fails to respond to Lex-Q Certifications communications within the 14-day grace period or fails to implement corrective action within the appointed time period.
- In extreme circumstances Lex-Q Certifications may invoke the cancellation of certification with immediate effect without recourse to initial certification suspension.
- Cancellation of certification will require the client to assume the status of non-approval and return all certification documentation to Lex-Q Certifications
- Use of certification documents, symbols, or logos by the client following certification cancellation may result in legal action being taken against the client.
- Re-approval after certification cancellation will be on the same basis, and follow the same process, as that of initial application for a new client. This will require a full assessment, with optional document review at the discretion of Lex-Q Certifications
- The de-certification will be published as a separate list and will be available at the Lex-Q Certifications office and made available upon request.
- The client has the right to appeal any decisions of Lex-Q Certifications and a copy of the appeals procedures will be made available upon request.
- Quality Manager shall remove the companies where the certificate has been cancelled. During suspension, suspension remark shall be placed in the registered of approved firms.
- The client files for all cancelled cases shall be archived for a period of 3 months and then destroyed.

### **Procedure of Certificate suspending/ withdrawal**

Prepared By	Approved by	Signature	Page
Quality Manager	Certification Director	Dr.VC	9 of 13

	<b>Lex-Q Certifications</b> (A Division of Lex Nimble Solutions Ltd)	LexQ_PR11_PCI_V1.2
		21-02-2021
<b>Procedure for Certificate issue, suspension and withdrawal</b>		

The Director of Certification Body shall decide about Certificate suspending/ withdrawal by issue of „Decision on Certificate suspending/ withdrawal ", where he specifies the requirements for Certificate renovation achievement. This decision is delivered to Auditee and this information is published on Lex-Q web page. Certified organization has no right to use Lex-Q Certificate and certification mark nor to refer to certification during Certificate suspending/ withdrawal.

The period of suspension (which is usually not more than six months – this shall be defined by the CM in the suspension letter) shall be monitored by the Certification Director. Actions taken during the period of suspension (records of telephone calls, meetings etc.) shall be recorded on the form to provide a record of activity. If the reason for Certificate suspending/ withdrawal continues also after the expiration of mentioned term, Certification Body is obligatory to withdraw the Certificate definitely.

During the period of suspension, the client shall not promote or advertise its certification registration.

### **Communications involved before the suspension/ of the certification:**

1. Reminder Letter
2. Pre-Suspension/ withdrawal Letter
3. Suspension/ withdrawal Letter

The suspension letter documents the decision and shall be sent by E-mail to the client.

### **Suspension lifting**

The suspension period shall not exceed six months, after which another Special Surveillance visit shall be arranged to review the situation.

The suspension period shall be properly managed by the certification manager CM, therefore it is expected that there shall be regular communication with the client (which is recorded.) If, it can be demonstrated that the Client's Management System is in compliance with requirements at this Special Surveillance, following recommendation from the Lead Auditor conducting the Special Surveillance, suspension may be lifted by the Certification Director and the routine surveillance plan re-instated.

If it has been demonstrated that the client is taking action to clear the nonconformities, but has not completed the effective implementation, it is possible for the Lead Auditor to recommend an extension of three months on the initial suspension period. If, in the opinion of the Lead Auditor conducting the Special Surveillance, the Client has been unwilling or unable to clear the

Prepared By	Approved by	Signature	Page
<b>Quality Manager</b>	<b>Certification Director</b>	Dr.VC	10 of 13

	<b>Lex-Q Certifications</b>	LexQ_PR11_PCI_V1.2
	(A Division of Lex Nimble Solutions Ltd)	21-02-2021
<b>Procedure for Certificate issue, suspension and withdrawal</b>		

nonconformity, withdrawal of the Certificate shall be recommended to the Certification Director. This Special Surveillance report is reviewed by the Certification Director to verify the decision.

Lifting of a suspension is a decision process, therefore all information to support the lifting of a suspension shall be given to the Certification Director for approval.

### **Withdrawal of certificate**

Withdrawal of certificate shall be initiated only when it is apparent that corrective action output, including suspension, does not bring compliance with the Management System Certification requirements.

The following procedure shall be followed when a recommendation for withdrawal has been received by the Certification Director concerning a certified Client: The entire last Certification Cycle history regarding the Client's certification shall be reviewed by the Certification Director.

The Certification Director shall decide to take one of the following courses of action:

- Allow for extension of suspension for a maximum three months followed by another Special Surveillance (In case the suspension is extended, the procedure above shall be repeated). Only one extension of suspension shall be allowed during the three-year contract with a given Client.

Or


- Approval by the Certification Manager that withdrawal of the certificate is enforced.

The Certification Manager shall make a written notification to the client's senior executive, with copy to the Director and the Impartiality Committee as to the outcome of this decision. If it is decided that withdrawal shall proceed, Certification Manager shall report decision with all supporting documentation at the next meeting of the Impartiality Committee.

The Certification Manager shall advise the Client's Senior Executive by E-mail. They shall request the return of all approval certificates issued and accompanying logos. Claims to certification made on company websites, advertising material etc. shall also be removed.

A website check shall be made by the relevant Certification Manager that this has been done. The client shall be notified of **Lex-Q** Appeal and Complaint Process and advised that an appeal may be raised within four weeks of the said notification. Records of this activity shall be maintained. The Certification shall notify any other **Lex-Q** Subsidiary, holding accreditation for a Certificate issued to the Client in question, at this stage that withdrawal of that certificate has been enforced. Contract shall be cancelled.

Prepared By	Approved by	Signature	Page
<b>Quality Manager</b>	<b>Certification Director</b>	Dr.VC	11 of 13

	<b>Lex-Q Certifications</b> (A Division of Lex Nimble Solutions Ltd)	LexQ_PR11_PCI_V1.2
		21-02-2021
<b>Procedure for Certificate issue, suspension and withdrawal</b>		

Where a client has one certificate with multiple standards, based on the reason for withdrawal the certification manager shall decide if the certificate is reissued with the standards not affected by the withdrawal. e.g. Joint ISO 9001/ ISO 27001 certificate, ISO 27001 withdrawn, no impact on ISO 9001 management system, certificate reissued for ISO 9001.

#### **4.6 Reduction in scope of Certificates issued**

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

#### **5.0 Reference**

5.1 ISO 19011 Auditing standard

**6.0 Enclosure** Nil

#### **7.0 Formats / Exhibits**

7.1 FR23 Certificate formats

7.2 FR34 Audit report review checklist

7.3 FR35 Deviation note

7.4 PR01 Rules for use of Certification Mark

7.5 FR24 Customer Feedback form

7.6 FR38 Register of approved firms / withdrawn firms / suspended firms

Prepared By	Approved by	Signature	Page
<b>Quality Manager</b>	<b>Certification Director</b>	Dr.VC	12 of 13