	STAREGISTER International Inc.		
TITLE:	Suspending, withdrawing or reducing Procedure		
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PREPARED BY: Quality Manager (QM)		APPROVED BY: CEO	

1. PURPOSE

To determine the rules of Suspending, withdrawing or Reducing according to the Regulations of STAREGISTER and ISO/IEC 17021 standard.

2. SCOPE

This procedure covers all activities of Suspending, withdrawing or Reducing the certification (and the scope) between the Client and STAREGISTER.

3. DEFINITIONS AND ABBREVIATIONS

Suspension: Invalidation of a certificate for a limited period of time.

Withdrawal: Permanent invalidation of a certificate.

4. RESPONSIBILITIES

Quality Manager has the responsibility to implement this procedure.

5. PROCEDURE

5.1. Suspension of Certification

5.1.1. A Client's certification may be suspended as a consequence of:

The Client has failed to meet certification requirements, insufficient to warrant withdrawal, and failures have not been corrected by an agreed upon date, for example:

5.1.1.1. Failure to respond adequately to identified nonconformities

- Management system does not reflect the current organization and processes as a result of changes, acquisitions, diversification, etc.
- Major part of the management system not implemented

5.1.1.2. Violation of the terms of the signed Certification Agreement;

- Non-payment of fees
- Incorrect use of the certification mark and reference to certification.


5.1.1.3. Surveillance audits and recertification audits not allowed to be conducted according to required frequency or as scheduled;

- Evidence received from authorities, etc., that could affect the status of certificate, e.g.:
- Evidence of nonconformity to regulatory/statutory requirements relevant for the certified management system
- Evidence of an ineffective management system in cases of serious incidents/accidents

5.1.1.4. The Client has voluntarily requested suspension.

The Certification Manager shall decide on the action to be taken, based on review of the evidence. If suspension of the Client's certification is decided, the Client will be formally notified.

The certificate is suspended mostly for 3 months from valid Date. After 3 months certificate is automatically withdrawn without any warning to the client.

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STAREGISTER may also choose to give the customer a warning that suspension is being considered.

5.2. Withdrawal of Certification:

- A Client's certification may be withdrawn as a consequence of:

4.2.1 The Client has failed to meet certification requirements of a serious nature as to cause withdrawal without suspending certification first, and failures have not been corrected by an agreed upon date;

4.2.2 The Client has failed to resolve the issues causing a suspension of certification;

The decision given by certification manager (or committee) to withdraw a certificate shall be formally communicated to the customer including the requirements to:

Terminate use of the certification mark and any reference to certification.

5.3. Reduction of Scope –

Where the failure of the management system is related to a specific part of the Client's organization (physical locations, organizational units, or activities), the Client's scope of certification shall be reduced to exclude the part of the business that does not meet requirements. Only design, service, and/or special processes that are outsourced may be excluded or reduced from the Client's scope of certification.

The reduction of the scope is given by the Certification Manager or Committee.

The Client has the right to appeal any certification decision made by STAREGISTER. An appeal or Complaint may be done according to MSC-P320 Appeals and Complaints Procedure available at the web-site www.staregister.org

6. RELATED DOCUMENTS

6.1. MSC-M101, Quality Management System Manual

6.2. R1000-1 MS General Certification Regulation

6.3. MSC-P320 Appeals & Complaints Procedure

Amendments Record

No.	Date	No. of Amendment pages	Place and summary of the amendment	Rev. No	Approval