
	<b>MANAGEMENT SYSTEM CERTIFICATION DOCUMENT</b>	Document No: MSC-P15-POL Page 1 of 3
	<b>POLICY ON SUSPENSION, WITHDRAWAL OR REDUCTION OF SCOPE OF CERTIFICATION</b>	Version: 01 Effective: Jan 2016
	<b>Compiled by: CERTIFICATION</b>	<b>Approved by: GM Certification</b>

## 1. Commitment

The Namibian Standards Institution (NSI) is committed to maintain certification of a certified client through continual monitoring of the management system. Hence NSI established this policy to describe the process of suspending, withdrawing, restoring certification and reducing the scope of certification.

## 2. Suspending Certification

- i. NSI shall suspend the certification when:
  - The certified client has breached the Contractual Agreement: **MSC-P03-FA**;
  - The certified management system has persistently or seriously failed to meet the certification and/or applicable standards requirements;
  - The client failed to close off the major nonconformities within the agreed time-frame;
  - The client does not allow audits to be conducted at the required frequencies;
  - The certified client has voluntarily requested for a suspension in writing; and
  - The certified client has failed to pay certification fees.
- ii. The suspension of certification shall be effective from the day and time when the suspension notification is served to the certified client by the NSI.
- iii. The GM/CEO shall notify the client whose management system is suspended in writing, reasons and consequences shall be provided.
- iv. The suspension period shall not exceed six (6) months.
- v. The suspended client shall submit a corrective action plan within 7 days of notification, indicating the necessary actions to be taken to address issues that resulted in the suspension of certification.
- vi. A follow up audit (onsite) shall be conducted to verify whether actions taken are effective to meet certification requirements.
- vii. Failure to correct the issues that led to suspension of certification within six months, shall result in the decision to withdraw or reduce the scope of certification.

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viii. During the suspension period the owner of the suspended certification must refrain from using or making any references to its certification, as its management system certification is temporary invalid.

### 3. Reduction of scope of certification

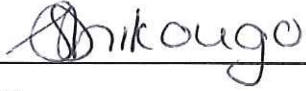
- i. Reduction of the scope of certification can be executed on request by clients in writing or upon recommendation from the audit team following an audit.
- ii. The NSI shall reduce the scope of certification to exclude the parts not meeting the requirements when a certified client;
  - Has persistently or seriously failed to meet the certification and/or standard requirements for those parts of the scope of certification. Such reduction shall be in line with the requirements of the standard.
  - Failed to resolve issues that have resulted in the suspension on time.
- iii. The certified client shall be informed in writing when there is a reduction in the scope of certification, reasons and consequences shall be provided.
- iv. NSI shall issue a new certificate of conformance when a scope of certification is/was reduced.
- v. On the reduced scope certificate, the initial certification date and the validity period shall remain, only effective date shall change.

### 4. Withdrawal of certification

- i. NSI shall withdraw certification when the client:
  - Makes or permit any misleading statement regarding its certification;
  - Allows reference to its management system certification to be used in such a way as to imply that the NSI certifies a product (including service) or processes;
  - Does not amend all advertising material when the scope of certification has been reduced;
  - Implies that the certification applies to activities that are outside the scope of certification;

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- Failed to resolve issues that led to suspension on time; and
  - Terminates the contractual agreement it had with the NSI. This shall be in writing.
- ii. Upon notification of withdrawal the client must refrain from advertising its certification status and return the certificate to the NSI.
  - iii. In case certification is suspended or withdrawn and the client continues to use the certification against the agreed conditions and disputes have not been resolved amicably, the issue shall be referred to the legal department to take legal actions.
  - iv. NSI shall keep an update directory of certified clients and the status of their certification.

Signed:   
**GM: Certification**

Date: 29/01/2016