



RQ-P-7.11

## CONFORMITY ASSESSMENT PROGRAM

### (KSA)SCHEME

## TERMINATION, REDUCTION, SUSPENSION, OR WITHDRAWAL OF CERTIFICATION

### Procedure for Termination, Reduction, Suspension, or Withdrawal of Certification OF

# RAQABAH

For Inspection, Testing, and Certification

(RITC)

Code: RQ-P-7.11

Author	Prepared by	Approved by
Name	Eng. Mohamed El-sayed	Eng. Ahmed Fawzy
Function /position	Quality Manager	Manager director
Signature		
Date	01/07/2024	01/07/2024

Rev No:	0	Rev Date:	
Issue No:	1	Issue Date:	1/7/2024



RQ-P-7.11

**CONFORMITY ASSESSMENT PROGRAM  
(KSA)SCHEME**

**TERMINATION, REDUCTION, SUSPENSION, OR WITHDRAWAL OF  
CERTIFICATION**

**Amendment list**

1. Quality Manager is responsible for any amendments in this document.
2. Any change or modification in this document must be amended, issued, endorsed, and clearly identified as the first issue, by the in-charge of documents control.
3. Any person in the quality system may request a modification in the quality manual, which is raised to the quality manager review and endorsement, if feasible.
4. The quality manager produces a list of endorsed changes and amendments to this document

<u>Page No.</u>	<u>Description of the Change</u>	<u>Issue No/Date</u>	<u>Amend. By/Date</u>	<u>Approved By/Date</u>

Rev No:	0	Rev Date:	
Issue No:	1	Issue Date:	1/7/2024



RQ-P-7.11

## CONFORMITY ASSESSMENT PROGRAM (KSA)SCHEME

### TERMINATION, REDUCTION, SUSPENSION, OR WITHDRAWAL OF CERTIFICATION

#### 1.0 Scope

This procedure describes the application of the requirements of Clause 7.11 of ISO/IEC 17065;

#### 2.0 Reference

Refer to ISO 17065: Clause 7.11

#### 3.0 Responsibility

- Managing Director
- Certification Reviewer
- Quality Manager

#### 4.0 Procedure

##### 4.1 General

This procedure aims at describing in detail the internal operations concerning termination, reduction, suspensions and withdrawals of the Certification/Mark License. Such actions may be classified as:

- termination of the right to use the certificate, license and mark of conformity;
- warnings;
- reduction in scope of certification to remove nonconforming product category;
- suspension of the right to use the certificate;
- withdrawal of the right to use the certificate;
- lifting of a suspension of the right to use the certificate (reinstatement).

The **Certification Decision/Reviewer or the Quality Manager** will provide, on request, specific support for cases concerning warnings, suspensions and withdrawals.

##### 4.2 Definitions

The types of action described in this section are defined below:

#### Termination

Deed whereby RAQABAH terminates or cancels the right to use the certificate when the licensee:

- a) goes out of business
- b) permanently stopped producing the certified product

Rev No:	0	Rev Date:	
Issue No:	1	Issue Date:	1/7/2024



RQ-P-7.11

## CONFORMITY ASSESSMENT PROGRAM

### (KSA)SCHEME

#### TERMINATION, REDUCTION, SUSPENSION, OR WITHDRAWAL OF CERTIFICATION

- c) cannot ensure compliance to a new requirement brought about by change in the certification scheme or applicable product standard
- d) requested for the cancellation

#### Reduction

Deed whereby RAQABAH reduce the scope of certification such that nonconforming product(s) are excluded.

#### Warning

Deed whereby RAQABAH promptly informs the licensee, after an immaterial technical or administrative breach of the contract, or a breach potentially leading to serious situations, as determined by RAQABAH, and likely to involve a suspension or a withdrawal.

#### Suspension

Deed whereby RAQABAH suspends the license to use certificate for one or more products, after verifying a technical or administrative breach of contract, failure to meet the terms of an issued warning, or nonconformance found during surveillance such as:

- a) defects in certified products caused by a temporary problem in the production process
- b) improper use of the mark of conformity on certified products that cannot be solved by remedial measures on the part of manufacturer or trader

The suspension usually applies for a maximum of **2 months** and gives the licensee the opportunity to take action in order to avoid certification withdrawal by RAQABAH

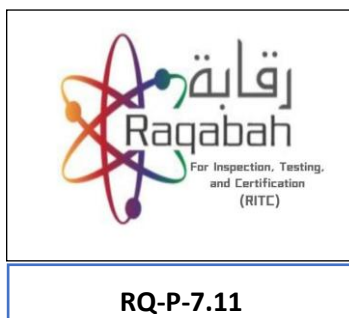
#### Lifting of Suspension (Reinstatement of Certification)

Deed whereby RAQABAH, after verifying complete fulfilment of contract obligations, notifies the licensee of the reinstatement of its right to use the certificate.

#### Withdrawal

Deed whereby RAQABAH withdraws the licensee's right to use certificate, license and mark of conformity for one or more products (or for one or several company plants or units), consequent to a serious technical or administrative breach of contract, failure to meet the terms

Rev No:	0	Rev Date:	
Issue No:	1	Issue Date:	1/7/2024



**CONFORMITY ASSESSMENT PROGRAM**

**(KSA)SCHEME**

---

**TERMINATION, REDUCTION, SUSPENSION, OR WITHDRAWAL OF CERTIFICATION**

of an issued warning, or following a further breach of contract when certification is already under suspension. The following are also grounds for withdrawal of certification:

- a) Product defect found during surveillance is not corrected within the agreed period
- b) The mark of conformity is being used for non-certified products
- c) Failure to settle financial obligation to RAQABAH
- d) Inadequate corrective actions taken to rectify the reasons for suspensions

**4.3 Action Taken by RAQABAH**

Nonconformity reports from surveillance activities conducted by RAQABAH on certified products are evaluated by the **Certification Reviewer & Quality Manager** for any breach of contract or noncompliance to requirements of the certification scheme. The severity of violation, once substantiated, shall determine whether it merits a warning, suspension or withdrawal of the licensee’s certification. The final recommendation of the **Certification Reviewer & Quality Manager** is subject to approval by the **Managing Director**. The licensee is formally notified once the certification is under warning, terminated, reduced in scope, suspended or withdrawn. The **Certification Decision/Reviewer or the Quality Manager** shall formulate and communicate the following:

- a) Substantiated nonconformity to the certification requirements resulting to the warning, termination, reduction, suspension or withdrawal of the right to use the certificate;
- b) actions needed to end suspension, when applicable, and restore certification for the product(s) in accordance with the certification scheme;
- c) nonconforming product(s) excluded from the scope of certification, when applicable;
- d) any other actions required by the certification scheme.

Termination, suspension and withdrawal of certification require immediate termination of the right to use the mark of conformity as well as all types of advertising related to certification of the product(s). RAQABAH makes all necessary changes to certification documents referred to in **Changes Affecting Certification procedure** and public information (website, etc.) to ensure that these provide no indication that the product(s) are still certified.

If certification is reinstated after a suspension, RAQABAH will make all necessary changes to certification documents referred to in **Changes Affecting Certification procedure** and public information to ensure appropriate indications that the product(s) continues to be certified. In cases where reduction of scope is made a condition of reinstatement, the procedure below for limiting scope of certification applies. All decision relating to reinstatement of certification is formally communicated to the licensee. Actions taken by RAQABAH may be confined to limiting the scope of certification.

Rev No:	0	Rev Date:	
Issue No:	1	Issue Date:	1/7/2024



RQ-P-7.11

## CONFORMITY ASSESSMENT PROGRAM (KSA)SCHEME

### TERMINATION, REDUCTION, SUSPENSION, OR WITHDRAWAL OF CERTIFICATION

Reduction in scope may also be made as a condition to reinstatement. In any case, all certification documents and public information are revised accordingly specifying the change in scope such that nonconforming products are excluded. During this stage, RAQABAH monitors compliance with the stipulated conditions and takes legal action in case of further breaches of contract.

Withdrawal of right to certification may lead to legal actions by RAQABAH, when necessary. Certificates that are terminated, suspended, reinstated or withdrawn are duly and promptly reported to proper Authorities (GSO, SASO, etc.)

#### 4.4 Evidence of Suspensions, Reinstatements and Withdrawals

Issues related to suspension, reinstatement and withdrawal of certification are formally covered during technical meetings. The lists of withdrawals and suspensions, as well as of reinstatements, are periodically published in the official website of RAQABAH.

All evaluations, reviews or decisions needed as required by the certification scheme to resolve suspensions are completed following **Changes Affecting Certification procedures**. With regard to accreditation status or other mutual recognition agreements, RAQABAH promptly informs the Notification Authority according to the stipulated agreements.

#### 5.0 Related forms

#	Form Name	Code
1	certification reduction request	RQ-F-7.11.1
2	Suspension request	RQ-F-7.11.2
3	Reinstatement request	RQ-F-7.11.3
4	Withdrawal request	RQ-F-7.11.4

Rev No:	0	Rev Date:	
Issue No:	1	Issue Date:	1/7/2024