



**PROCEDURE FOR
GRANTING SUSPENDING
AND WITHDRAWING
CERTIFICATION**

Page 1 of 7

Document No. PCD-P-7.11

Rev No. 0

Effective date 08/08/22

Table of Contents

1. PURPOSE AND SCOPE	2
2. REFERENCES	2
3. POLICY	2
4. RESPONSIBILITY	2
5. PROCEDURE	2
6. RECORDS	7



PROCEDURE FOR GRANTING SUSPENDING AND WITHDRAWING CERTIFICATION

Page 2 of 7

Document No. PCD-P-7.11

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1. Purpose and Scope

The purpose of this procedure is to lay down the procedure and conditions for granting, maintaining, extending, reducing, suspending and withdrawing certifications.

The scope of this procedure includes processes related to granting, maintaining, extending, reducing, suspending and withdrawing certification as per the requirements of ISO/IEC 17065:2012 requirements.

2. References

- ISO/IEC 17065:2012- Conformity assessment-Requirements for bodies certifying, products, processes and services.

3. Policy

It is the policy of BLESS Product Certification Unit (BPCU) to identify, evaluate and manage certification use in a continuous base and ensure that the department has the right controls in place to provide sufficient information to the customers about the use of standard mark.

4. Responsibility

It is the responsibility of BLESS Product Certification Unit Manager, Technical Director, Quality Manager , Quality Team & the rest of the staff.

5. Procedure

5.1. General

After each periodic on-going surveillance, BPCU reviews the on-going surveillance report package for recommendation of maintaining certification. BPCU has the responsibility and authority for decision of maintaining, extending, and reducing, suspending and withdrawing certification.

Delimitations: -

1. Granting certification means the state that the compliance to the Certification requirements has been confirmed by the BPCU as per its Certification Procedures.
2. Maintaining Certification means the state that demonstrate that the client continues to satisfy the requirements of the Ethiopian standard based on the positive conclusion/ recommendation by the audit team leader during on-going surveillance.
3. Suspending Certification means to temporary suspend the customer for the reason of not fulfill the BPCU requirements.
4. Reducing certification means the state that the customer doesn't fulfill some of the certification requirements under the scope of certification after granting.

5. Withdrawing certification means cancellation /revocation of the statement of conformity.

Granting certification

Granting certification means the state that the compliance to the Certification requirements has been confirmed by the BPCU as per its Certification Procedures.

The certification is granted and recorded in List of customers and on the website after the following conditions have been met by the applicant organization:

1. Customer has a documented production system that meets applicable standard or other normative documents.
2. One Internal Audit and Management Review cycle has been completed and non-conformities, if any, have been corrected.
3. The applicant meets the criteria of certification based on Ethiopian standard and all Major non-conformities, if any found during assessment have been closed.
4. There are no adverse reports/ information/ complaints with the BPCU about the applicant regarding the quality and effectiveness of implementation of production system as per BPCU certification criteria.
5. If already certified client wish to transfer his certificate from other CAB to BPCU the BPCU will treat as a new client until unless the client is certified by a CAB having same accreditation in applied product certification scheme.
6. The applicant has paid all the fees.

5.2. Maintaining Certification

Maintaining Certification means the state that demonstrate that the client continues to satisfy the requirements of the Ethiopian standard based on the positive conclusion/ recommendation by the audit team leader during on-going surveillance.

The certification is maintained after the following conditions have been met by the customer.

- a. The certified organization continues to meet the criteria of certification based on Ethiopian standard and any Major non- conformity found during surveillance assessment has been closed within the time period.
- b. There are no adverse reports/ information/ complaints with the BPCU about the applicant regarding the quality and effectiveness of implementation of certification requirements as per BPCU certification criteria and requirements stated under applicable Ethiopian standard.
- C. The client has paid all the outstanding dues.

Certification manager monitors its surveillance activities'; including monitoring the reporting by its auditors, to confirm that the certification activity is operating effectively.

5.3. Suspension of Certification

Suspending Certification means to temporary suspend the customer for the reason of not fulfill the BPCU requirements.

Certification suspended as a result of following:-

- a. Customer does not accept surveillance or recertification audits to be conducted at the required frequencies. Surveillance audits are conducted at least once a year.
- b. BPCU determines that Customer does not have resources to meet the requirements of the certified product.
- c. Excessive or serious complaints by interested parties.
- d. The required actions against the changes of Certification system or applicable Ethiopian Standard requirements have not been taken by Customer during the specified period.
- e. No/ ineffective corrective action in response to the non-conformities observed during surveillance/ reassessment.
- f. Any willful misuse of logo of BPCU or Ethiopian Standard mark of conformity.
- g. Not correcting misuse of certification mark, within one (1) month.
- h. Nonpayment of outstanding due within due date.
- i. Customer used and applied the certificate to other products out of its scope.
- j. It is proved that the information and/or materials provided by Customer during assessment are misleading.
- k. BPCU determines that Customer does not comply with the agreement(s) and/or contract(s) Concluded with BPCU.
- l. BPCU determines that Customer does not comply with “Obligations of Certified Customer”.
- m. Any other condition deemed appropriate by BPCU management.
- n. The certified client has voluntarily requested a suspension.

5.3.1. Process of suspension

BPCU informs the customer in writing of likely suspension of certification identifying the reason thereof as per suspension letter through postal mail/ courier extending an opportunity to correct the reason for suspension within 15days. If the customer doesn't take adequate action, the certificate is cancelled 'cancellation letter' is sent with a time frame (one month for nonpayment of dues and three to six months for delay in surveillance and other reasons or as deemed necessary by BPCU) for removal of reasons for suspension. BPCU make the suspended status of the certification publically accessible through its website www.blesslaboratory.com



PROCEDURE FOR GRANTING SUSPENDING AND WITHDRAWING CERTIFICATION

Page 5 of 7

Document No. PCD-P-7.11

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If the reasons of suspension are removed, its certification is restored. The expense incurred shall be recovered from client before revoking suspension.

In the event BPCU determines that the actions taken by the customer are not satisfactory, the certification shall remain suspended. Failure to resolve the issue within time established by BPCU shall result in withdrawal or reduction of the scope of certification.

The period of suspension in most of the cases will not be more than six months. However on merits of the case, this can be extended and justification for the same will be recorded in the client file.

5.4. Reduction of Scope of Certification

Reducing certification means the state that the customer doesn't fulfil some of the certification requirements under the scope of certification after granting.

5.4.1. Causes of Reduction of Scope of Certification

If Customer is not complying with followings, BPCU may reduce scope of Customer's Certification.

- 1) Failure to resolve the issues that have resulted in the suspension in a time established by the BPCU.
- 2) Customer's request
- 3) To exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction is in line with the requirements of the standard used for certification.
- 4) If correction or corrective action is not taken within the time agreed certification could be reduced, suspended or withdrawn.

5.4.2. Process of reducing scope of certification

BPCU informs the customer in writing of reduction of scope of and revises List of Certified customers BPCU updates the information on BPCU website to make it publically accessible.

Customer is required to amend all advertising matter when the scope is reduced.

5.5. Withdrawal of certification

Withdrawing certification means the state that the customer's certification is withdrawn under the following condition(s):-

- A) Failure to correct suspension within time established by BPCU (one month for non payment of dues and three to six months for delay in surveillance and other reasons).
- B) Customer's request.



PROCEDURE FOR GRANTING SUSPENDING AND WITHDRAWING CERTIFICATION

Page 6 of 7

Document No. PCD-P-7.11

Rev No. 0

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C) c. The certified customer is no longer identified because of its dismantlement or communication disconnecting, etc.

D) The suspension of Customer's Certification is more than 2 times during the term of validity of its Certification.

E) After receipt of BPCU request to return the certificate(s), Customer didn't return its certificate(s) to BPCU within 10 working days.

5.5.1. Process of Withdrawing Certification

BPCU informs the customer in writing of likely withdrawal of certification. BPCU revises List of Certified customers.

BPCU updates the information on BPCU website to make it publically accessible.

The termination of withdrawal of certification means that certification is no longer valid. The customer may re-apply to BPCU for Certification when all the reasons for the withdrawal have been removed and communicated to BPCU. Any application received from a withdrawn client is processed as for new client.

5.6. Changes and Modification to Certification

When BPCU is informed that changes occur in the customer's product details, certification manager provide the Application again to the customer to complete the form and submit it to BPCU.

After review of the Application submitted by the customer, Certification Manager determines the necessary action in accordance with Modification.

5.6.1. Issue of changed certificate

When change is approved by BPCU, BPCU shall retrieve the previous certificate and shall issue a new certificate. The list of customers is revised accordingly.

5.6.2. Assessment for Modification

If applicable, Certification Manager shall perform the assessment for modification in accordance with the product Certification System Procedure.

5.6.3. Modification of Certification Requirements

If the Certification requirements are changed, followings shall be processed within specified period;

1. BPCU shall inform Customer about changed requirements in detail and one (1) month of transitional period shall be observed.
2. Customer shall submit documented Implementation plan of changed requirements or its result in detail.



**PROCEDURE FOR
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Page 7 of 7

Document No. PCD-P-7.11

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3. Through on-going surveillance, BPCU shall verify Customer's implementation and compliance of changed system based on Certification requirements changed, within 12 months. BPCU manger will be responsible to announce all the change to the customers as well as to the public through the website www.blesslaboratory.com.

5.6.4. Appeals

Any decision or action taken regarding this document may be appealed in accordance with (ISO/IEC 17065) BPCU's Procedure for Appeals & Complaints. If the customer is not satisfied with the response from the conformity body the appeal can be submitted to Ethiopian Standard agency (ESA).

6. Records

- PCD-F-7.11 Suspended withdraw and reduced scope lists

REVISION HISTORY		
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0	01/08/22	Initial