



## **PROBATION, WITHDRAWAL OR CANCELLATION OF REGISTRATIONS PROCEDURE**

### **Version History**

Version Number	Date	Description of Changes	Author	Reviewer	Approver
1	5-July-2013	First Release	Reddy GN	Prasad D	Satish Kumar Tumu
2	10-Dec-2013	Second Release with minor updates on storage	Reddy GN	Prasad D	Satish Kumar Tumu

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## DESCRIPTIONAL OF PROCEDURE

### 1. Purpose

To define the processes for probation, withdrawal and/or cancellation of a organization's registration.

### 2. Scope & Definitions

Applies to all CQALC organizations

Probation: A minor and strictly internal warning measure communicated only to organizations and CQALC staff.

Suspension: A serious warning measure communicated to organizations, CQALC staff and relevant accreditation bodies.

Cancellation: CQALC action of ceasing registration initiated by the organization.

Withdrawal: CQALC action of ceasing registration initiated by CQALC or another body other than the organization.

### 3. Responsibility

A member of senior management shall approve all registration withdrawals

Controller and/or the Accounting Assistant shall initiate probations, suspensions and recommend withdrawal for organizations failing to meet CQALC financial obligations.

Client Relations Managers shall initiate probations, suspensions and/or recommend withdrawals for organization's failing to meet requirements other than CQALC financial obligations. Client Relations Managers shall also process cancellations for organizations that choose not to renew registrations.

Regional Offices may be responsible for probation, suspension, withdrawal and cancellation of registrations and notifying the home office

CQALC Assessors shall be responsible for completing the Surveillance Recommendation Report and communicating to the CQALC office during the surveillance or re-registration audit any organization that falls into the “Recommendation Not to Maintain Registration” category.

### 4. Procedure

CQALC’s policy is to inform organizations personally (preferably by telephone) of pending actions in hopes of resolving problems without formal action. CQALC’s process is depicted in Attachment 1 to this procedure.

#### 4.1 Probation

4.1.1 Probation of Registration is an internal measure that may lead to Suspension and/or Withdrawal of Registration. Probation shall not last longer than 120 days, but exceptions may be made by appropriate management.

4.1.2 CQALC reserves the right to place a organization’s registration on probation for the following conditions:

a) Organization’s failure to schedule required audits

*Note: CQALC’s policy is:*

Organizations may be placed on probation for not scheduling 6, 9 or 12 month surveillance audits prior to or on their target dates. Extraordinary circumstances (such as a natural disaster) may warrant an extension but being too busy or other business conditions should not warrant an extension. This probation should be initiated when inside of 90 days from the target date and we are unable to schedule the audit with the organization.

b) Delays in meeting their financial obligations to CQALC

4.3.3 Upon successful removal of the condition(s) causing CQALC to place the registration on probation, CQALC shall reinstate the registration.

4.3.4 If the registered organization is unable to satisfy the requirements for reinstatement, the registration shall be elevated to suspension status.

### 4.2 Suspension

- 4.2.1 If the registered organization is unable to satisfy the requirements for reinstatement, the registration shall be elevated to suspension status.
- 4.2.2 Suspension of Registration is an interim measure that may lead to withdrawal of Registration. Suspension for TS registrations shall not last longer than 120 days. Suspension for non-TS registrations should not last
- 4.2.3 Longer than 120 days, but exceptions may be made by accounts receivable for financial probations. CQALC organization may request their registration be placed on Suspension
- 4.2.4 CQALC reserves the right to place an organization's registration on Suspension for the following conditions:
- a) Significant organization changes such as ownership, interruption of activity, etc.
  - b) Organization's failure to take corrective actions to identified nonconformance(s) within sixty days
  - c) Organization's failure to schedule required audits
    1. *Organizations may be placed on Suspension if an audit has not occurred within 30 days of the targeted 6, 9 or 12 month surveillance audits. Extraordinary circumstances (such as a natural disaster) may warrant an extension but being too busy or other business conditions should not warrant an extension. This Suspension should be initiated when an audit has not occurred by the target date.*
    2. *The Suspension letter will require conduct of an audit by a specified date. The letter will state that the registration will be subject to withdrawal if this audit is not conducted by the specified date*
    3. *The date specified shall be within +1 month of the target date for all registrations unless approvals or variances have been approved by appropriate bodies..*
  - d) The organization is unwilling or unable to make changes in response to registration system or CQALC procedure changes
  - e) Improper use of the logo, symbol, registration, registration document or misrepresentation of registration
  - f) The organization violates the spirit and intent of the registration in such a way as to do damage to the image of the registration process.
  - g) Failure to meet their financial obligations to CQALC.
  - h) Notification from a customer of a organization of poor quality performance, such as Ford "Q-1 Revocation", D-C "Needs Improvement" or GM "New Business Hold-Quality".

i) Identification of major and/or minor nonconformance(s) during surveillance audits

- 4.2.5 CQALC shall document the Suspension to the organization within 10 days of issuance. During Suspension the registered organization is allowed to retain the certificate, but the registration is temporarily invalid and the organization shall refrain from promoting their registration.
- 4.2.6 Upon successful removal of the condition(s) causing CQALC to suspend registration, CQALC shall reinstate the registration and notify the organization.
- 4.2.7 If the registered organization is unable to satisfy the requirements for reinstatement, the registration shall be withdrawn or the Suspension extended. The organization shall be notified within 10 days of the decision.

### 4.3 Withdrawal

- 4.3.1 CQALC reserves the right to withdraw a registered organization's registration for all conditions listed in 4.1.2 or 4.2.2. A suspension should normally be issued prior to withdrawal.
- 4.3.2 Registered organizations notified by CQALC of withdrawal must immediately stop use of the CQALC logos and any indication that they are registered. This includes use of logo on their stationary, advertising, etc.
- 4.3.3 CQALC shall document notification to the organization of withdrawal of publication of registration.
- 4.3.4 CQALC will request the return of the organization's certificate.
- 4.3.5 Withdrawal of the registration shall result in the organization having to complete the entire registration process again.

### 4.4 Cancellation

- 4.4.1 A organization may request cancellation of registration at any time. CQALC requests this notice to be documented.
- 4.4.2 CQALC shall document acknowledgement of the organization's request of cancellation

and immediately withdraw publication of registration per 4.2.3.

4.4.3 CQALC will request the return of the organization's certificate.

### 4.5 General

4.5.1 CQALC will provide notification to the registered organization of probation, withdrawal, cancellation or  
Reinstatement immediately by telephone, fax, e-mail.

4.5.2 CQALC reserves the right to publish notices of probation, withdrawal or cancellation.

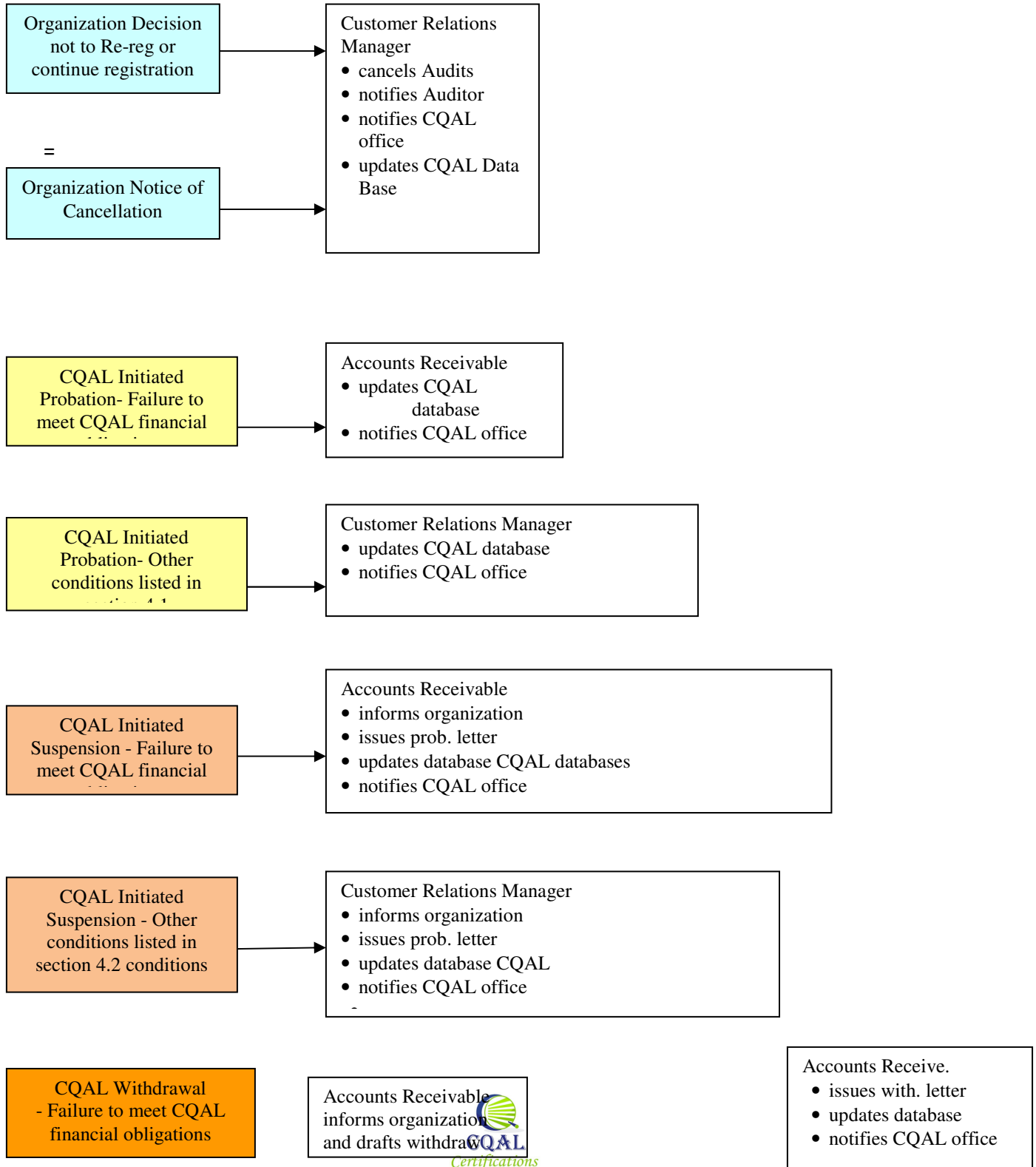
4.5.3 The registered organization shall be afforded the opportunity to appeal any probation, **Suspension** or withdrawal.

4.5.4 CQALC abides by all sector specific requirements regarding probation, **Suspension** and withdrawal.

## 5. Records

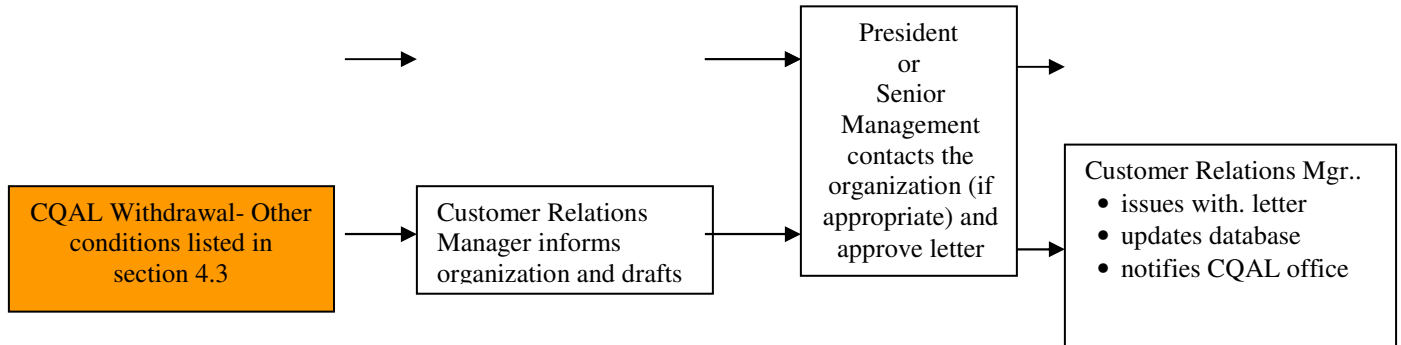
- 5.1 Contract for Certificate Use.
- 5.2 Certificate of Management System Assessment.
- 5.3 Letter of Withdrawal, Probation or Cancellation.
- 5.4 Application for Quality System Registration.

## Probation, withdrawal or cancellation of registration procedures





## Probation, withdrawal or cancellation of registration procedures



- The Customer Relations Manager shall notify auditors of all cancellations, probations and withdrawals.
- The Customer Relations Manager shall also update OASIS and IATF database for all cancellations, probations and withdrawals.