



**SUSPENSION, WITHDRAWAL OR SCOPE REDUCTION OF REGISTRATIONS  
PROCEDURE**



1. Purpose .....	3
2. Scope & Definitions .....	3
3. Responsibility .....	3
4. Procedure .....	4
4.1 Probation .....	<b>Error! Bookmark not defined.</b>
4.2 Suspension.....	4
4.3 Withdrawal .....	5
4.4 Cancellation.....	6
4.5 General .....	6
5. Records.....	6

## DESCRIPTIONAL OF PROCEDURE

### 1. Purpose

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

This procedure is in accordance with ISO/IEC 17021-1:2015

### 2. Scope & Definitions

Applies to all CQAL organizations

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

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

Withdrawal: CQAL action of ceasing registration initiated by CQAL 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 CQAL financial obligations.

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

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

### 4. Procedure

CQAL's policy is to inform organizations personally (preferably by telephone) of pending actions in hopes of resolving problems without formal action.

#### 4.1 Suspension

- 4.1.1 If the registered organization is unable to satisfy the requirements for reinstatement, the registration shall be elevated to suspension status.
- 4.1.2 Suspension of Registration is an interim measure that may lead to withdrawal of Registration.
- 4.1.3 Longer than 120 days, but exceptions may be made by accounts receivable for financial probations. CQAL organization may request their registration be placed on Suspension
- 4.1.4 CQAL 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 CQAL 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 CQAL.
  - h) Identification of major and/or minor nonconformance(s) during surveillance audits
- 4.1.5 CQAL 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.
- 4.1.6 Upon successful removal of the condition(s) causing CQAL to suspend registration, CQAL shall reinstate the registration and notify the organization.
- 4.1.7 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

## 4.2 Withdrawal

- 4.3.1 CQAL 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 CQAL of withdrawal must immediately stop use of the CQAL logos and any indication that they are registered. This includes use of logo on their stationary, advertising, etc.
- 4.3.3 CQAL shall document notification to the organization of withdrawal of publication of registration.
- 4.3.4 CQAL 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.

### **4.3 Reduce the scope of certification**

- 4.3.1 CQAL reserves right to reduce the scope of certification to exclude the parts not meeting the requirements if
  - 4.3.1.1 Certified client is persistently or seriously failed to meet the certification requirements

### **4.4 Cancellation**

- 4.4.1 An organization may request cancellation of registration at any time. CQAL requests this notice to be documented.
- 4.4.2 CQAL shall document acknowledgement of the organization's request of cancellation and immediately withdraw publication of registration per 4.2.3.
- 4.4.3 CQAL will request the return of the organization's certificate.

### **4.5 General**

- 4.5.1 CQAL will provide notification to the registered organization of probation, withdrawal, cancellation or Reinstatement immediately by telephone, fax, e-mail.
- 4.5.2 CQAL reserves the right to publish notices of withdrawal or cancellation.
- 4.5.3 The registered organization shall be afforded the opportunity to appeal any probation, Suspension or withdrawal.
- 4.5.4 CQAL 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.