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Procedure for Issue and Withdrawal of Certificates

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Issued by	Approved By:
Technical Manager 	CEO 

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Procedure of Issue and Withdrawal of Certificates

1. Purpose

The purpose of this process is to ensure issue, maintain, suspend, cancel, withdrawal and control certification of ZHIK SYSTEM CO..

2. Scope

This document applies to granting, Refusing, maintaining, renewing, suspending, restoring, withdrawing certification or Expanding or reducing scope of certification with according to process of manage certification.

3. Responsibility

CEO & Technical Manager

4. Process

4.1) Certification Recommendation

4.1.1 Audit team leader conducting the audit, decides on the recommendation of the certification based on the audit findings and theses shall be submitted to the Administrative staff. Administrative staff will submit the report to Technical Manager within 15 days.


4.2) Review of certification recommendation audit report

Technical Manager/Qualified expert review the audit report for:

- ← adequacy of scope
- ← adequacy of audit procedure and conducting audit
- ← adequacy of nonconformity and corrective action
- ← adequacy of entire audit records

4.3) Approval for Certification

Technical Manager/Qualified expert decides on granting or refusing of certification. In cases of any non-compliance or requirement of additional information or clarification, report shall be sent back to audit team leader for necessary actions / submission. In cases of audit report meeting the requirements, certificate is granted based on the approval of approving authority i.e. CEO. Technical Manager/Qualified expert may refuse certification, in case of non-fulfilment of audit criteria, non-submission of corrective action / documentation to meet the requirements within stipulated time frame. In cases of re-certification, Technical Manager/Qualified expert shall make decisions on renewing certification based on the results of the recertification audit, as well as the results of the review of the system over the period of certification and complaints received from users of certification.

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4.4) Detail for issuing of certification

The issued certificate to client identifies the following:

- ← The date of granting, extending or renewing certification.
- ← The name of the certified client and geographic location (such as the geographic location of the headquarters and any sites)
- ← The expiry date or recertification due date
- ← A unique identification code/revision number, Certification standards, normative document and the scope of certification.
- ← Details and certification mark of ZHIK SYSTEM CO..
- ← In the event of issuing any revised certification documents, a means to distinguish the revised documents from any prior obsolete documents.

4.5) Maintain certification

ZHIK SYSTEM CO. maintains certification based on demonstration that the client continues to satisfy the requirements of the management system standard.

4.6) Suspension of certification.

Suspension of certification may be done in the following cases:

- ← The certified client's management system has persistently failed to meet certification requirements, including requirements for the effectiveness of the management system.
- ← The certified client does not allow surveillance or recertification audit to be conducted at the required frequencies.
- ← The certified client has voluntarily requested a suspension.
- ← In case of not applying of new standards that changed due to certification system.
- ← Violate use of certification mark.
- ← Violate contract or agreement of certification.
- ← In case of providing false information or document during audit.


4.7) Restoring of Certification.

ZHIK SYSTEM CO. shall restore the suspended certification if the issue that has resulted in the suspension has been resolved. Failure to resolve the issues that have resulted in the suspension within six month shall result in withdrawal or reduction of the scope of certification.

4.8) Withdrawing of certification

Technical manger shall cancel certification of in following matters:

- ← Failure to resolve the issues that have resulted in the suspension within six month
- ← The certified client has voluntarily requested for withdrawal.

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4.9) Expanding or Reducing the scope of certification

ZHIK SYSTEM CO. shall, in response to an application for expanding the scope of a certification already granted, undertake a review of the application and determine any audit activities necessary to decide whether the extension may be granted. This may be conducted in conjunction with a surveillance audit.

ZHIK SYSTEM CO. reduce the client's scope of certification 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 will be in line with the requirements of the standard used for certification.

ZHIK SYSTEM CO. enforceable arrangements with the certified client concerning conditions of withdrawal ensuring upon notice of withdrawal of certification that the client discontinues its use of all advertising matter that contains any reference to a certified status. Upon request by any party, ZHIK SYSTEM CO. will state the status of certification of a client's management system as being suspended, withdrawn or reduced.

5. Records

Notice to Client by letter (Withdrawn / Suspension)