

CERTIFICATION DIVISION

SUSPENSION, WITHDRAWAL AND REDUCTION OF THE SCOPE OF CERTIFICATION POLICY

TTBS suspends management system certifications under exceptional circumstances and on a case by case basis due to the following:

- The client's certified management system, product or service has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system as demonstrated by:
 - The inability to comply with legal requirements for the product, service of process.
 - The inability to comply with customer requirements for the product, service of process.
 - The inability to comply with the requirements listed in TTBS product certification licence agreements.
 - The inability to take actions on nonconformities within the required timeframes.
 - Consecutive recurrence of major nonconformities.

- The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies.

- The certified client has voluntarily requested a suspension.

- Non-payment of fees related to the certification service

Under suspension, the client's management system certification is temporarily invalid.

Where issues are resolved within 6 months certifications can be restored. The actions must be verified by TTBS personnel as being acceptable prior to the restoration of the certification.

If actions cannot be taken to resolve the issues within a period of 6 months, certificates shall be withdrawn or where possible the scope of certification shall be reduced to exclude the products, services or operations not meeting the requirements.

TTBS maintains the right to make the final decision on the possibility of a reduction of the scope of certification to ensure that certifications remain credible.

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