



SYSTEMA CERTIFICARI SRL  
Tîrgu Mureş

## POLICY REGARDING SUSPENSION, WITHDRAWAL OF CERTIFICATION OR REDUCTION OF THE SCOPE OF CERTIFICATION

CODE: P-03-SCS

**APPROVED**  
**General Manager**  
**AIFTIMIEI CLAUDIU**

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**DRAFTED**  
**Quality Manager**  
**VLAS CRISTINA**

**VERIFIED**  
**Certification Manager**  
**SZOVERFI BOTOND**

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		<p><b>Page 2 of 6</b></p>


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		<p><b>Page 3 of 6</b></p>

### Revisions and approvals index

No.	Date	Ed./ Rev	Brief description of the modification	Last Name, first name, signature		
				Drafted Quality Manager	Certification Manager	Approved General Manager
1.	05.03.2018	1/0	Drafting in Ed.1 / Rev.0	FĂRCAŞ RĂZVAN	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU
2.	12.03.2019	1/1	Drafting in Ed.1 / Rev.1	FĂRCAŞ RĂZVAN	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU
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5.	20.05.2022	1/4	Drafting in Ed.1 / Rev.4	FĂRCAŞ RĂZVAN	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU
6.	20.06.2023	1/5	Drafting in Ed.1 / Rev.5	VLAS CRISTINA	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU

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		<p><b>Page 4 of 6</b></p>

## 1. PURPOSE

This policy sets out the guidelines for suspending, withdrawing or reducing the scope of certification, and these are done under controlled conditions and following an independent analysis of the created situation.

## 2. REFERENCES

- ISO/IEC 17021-1:2015 – Conformity assessment. Requirements for auditing bodies and management systems certification bodies

## 3. SCOPE.

The provisions of this policy apply within SYSTEMA to establish a general framework for dealing with appeals and complaints received for the purpose of applying corrections to non-conformities identified in the certification process (errors, omissions, inappropriate conduct, etc.) and corrective actions to eliminate their causes in order to preserve the stakeholders' trust in the certification process.

## 4. DEFINITIONS AND ABBREVIATIONS

The definitions of ISO 9000 and ISO/IEC 17011 will be used.

SYSTEMA- Management Systems Certification Body of *SYSTEMA CERTIFICARI SRL*

## 5. THE POLICY


The strategic objectives of the policy for suspending, withdrawing or reducing the scope of certification are:

- taking a decision on suspending, withdrawing or reducing the scope of certification only on the basis of a competent and independent assessment of all relevant information;
- providing third parties with appropriate and accurate information about the status of any certification granted as valid, suspended, withdrawn or restricted.

### 5.1 Suspension

5.1.1 SYSTEMA may take the decision to suspend the granted certification for a period of up to six months in the following situations:

- The management system fails repeatedly and seriously in meeting the requirements of certification, including the requirements for the effectiveness of the management system (based on the analysis of the findings, evidence and audit conclusions and the proposal of the audit team leader mentioned in the audit report);

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		<p><b>Page 5 of 6</b></p>

- The client did not pay the tariffs corresponding to the services provided by SYSTEMA prior to the contract agreed deadlines;
- The client requests voluntarily the suspension of the certification;
- The involvement of the organization in judicial proceedings the nature of which may compromise the compliance of the certified management system with the reference standard;
- Non-performance of scheduled surveillance audits by fault of the certified customer.

5.1.2 During the suspension period, the management system certification is temporarily invalidated and, in accordance with the provisions of the concluded certification contract, the client is obliged to cease the promotion as a SYSTEMA-certified management company.

5.1.3 Suspension of certification ceases with SYSTEMA's decision if it is found that compliance with the applicable requirements was restored (cessation of the causes that led to the suspension).


## **5.2 Withdrawal, reduction**

5.2.1 SYSTEMA may take the decision to withdraw the granted certification or to restrict the certification's scope for a period of up to six months in the following situations:

- repeatedly failing to meet the certification requirements as defined in the SYSTEMA procedures and / or the certification contract;
- not demonstrating that any situation that led to the suspension of certification has been resolved within the specified time frame;
- committing an act of ill faith, deliberately supplying false information or deliberately violating the rules of certification;
- SYSTEMA's finding of a repeat of the situation that led to the suspension after its resuming;
- promotion as a SYSTEMA-certified management company during the period of certification suspension;
- the client requests the withdrawal or restriction of the certification scope.

5.2.2 Once the decision to withdraw the certificate has been acknowledged, the certified client must cease to promote itself as a company owing a management system certified by SYSTEMA and must return the certificate of conformity.

5.2.3 SYSTEMA makes sure that the client is informed of the decision to suspend, withdraw or restrict the scope of certification, ensuring the necessary conditions for compliance with his right to appeal against the adopted decision.

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		<p><b>Page 6 of 6</b></p>

5.2.4 SYSTEMA makes public the suspension, withdrawal or restriction of the scope of certification by providing availability to information on the web page [www.systemaglobal.ro](http://www.systemaglobal.ro).

20.06.2023

General Manager  
Aiftimiei Claudiu