



# Termination, reduction, suspension or withdrawal of certification

RQ\_160, Issue 03

This document is part of the Telefication Certification quality system. It describes termination, reduction, suspension or withdrawal of certification issued by Telefication Certification.

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## 1 Revision record sheet

NOTE: The person who initiated the document or modified the document is responsible for maintaining this record sheet (in case of use please remove revision information)

Revision	Section number	Page number	Date	Remark(s)	issued by
01			07-09-2015	New document	WJJ
02	7	8	30-05-2016	Added section 7 regarding final check for marks and logos	WJJ
03	Contents & 7	3 & 8	10-10-2016	Contents updated (section 7 was missing). Comments AB are now incorporated in section 7	AG

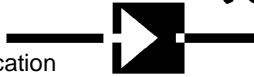
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## 2 Introduction

The certificates issued by Telefication under ISO17065 accreditation can get a change in their active status, as published on the Telefication website, due to passing the expiry date, changes in the prerequisites for certification, when a non-conformity with the certification requirements is substantiated or when the client requests for changes.

The changes can lead to the following actions:

1. Termination
2. Reduction
3. Suspension
4. Withdrawal

This procedure describes for which cases which action must be taken and how these actions have to be performed. The next chapters will describe all 4 actions in detail.

## 3 Termination (expiry) of certificates

### 3.1 Cases when a certificate terminates (expires)

Certificates issued by Telefication will expire in the following cases:

- The expiry date mentioned on the certificate has been passed
- The certificate has been replaced by another certificate (follow-up)
- The product permanently ceases to comply with the certification requirements (essential requirements)
- The certificate has been suspended by Telefication
- The certificate has been withdrawn by Telefication
- Termination of the certificate has been requested by the certificate holder (Telefication will withdraw the certificate)

### 3.2 Termination procedure

Termination is within Telefication an automated process performed by the Certification Program (CP) after the each of the cases as mentioned in section 3.1. Terminated certificates will be indicated on the Telefication website as expired, by showing the expiry date as applicable.

Note that termination of a certificate follows directly after suspension and withdrawal of a certificate as described in chapter 5 and 6 respectively.

## 4 Reduction of certificates

### 4.1 Cases when a the scope of a certificate will be reduced (or extra conditions will be added)

Certificates issued by Telefication will be reduced in scope in the following cases:

- One or more product variants permanently cease to comply with the certification requirements (essential requirements)
- Expiry date has to be lowered or introduced due to change in the applicable normative (harmonised standard(s))
- Continuation of the certification under extra conditions specified by the certification body (e.g. increased surveillance)



## **4.2 Reduction procedure**

To reduce the scope of a certificate and or add additional requirements the following steps have to be taken:

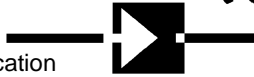
1. A follow-up certificate has to be issued with reduced scope and or extra conditions, hence the previous certificate will terminate.
2. The certificate holder has to be informed in writing (including notice of possible point of view, appeal or complain procedure where applicable)
3. The applicable notifying authority or scheme holder has to be informed as specified in the applicable Telefication certification scheme.
4. If required according the applicable certification scheme, other Notified Bodies have to be informed as specified in the applicable scheme.

## **5 Suspension of certificates**

### **5.1 Cases when a certificate will be suspended**

Certificates issued by Telefication will be suspended in the following cases:

- A nonconformity with certification requirements is substantiated, either as a result of surveillance or inspection or otherwise
- The certificate holder or manufacturer indicates that the product (or any variant ) can temporarily not comply with the certification requirements (essential requirements)
- Complaints are received, from e.g. the purchasers, regarding approved and marketed products and these complaints are substantiated by supplementary examinations that reveal non-compliances
- Suspension is requested by the national notifying or market surveillance authorities, who have the power to supervise and enforce the Law (i.e. Ministry of BIZ)
- Suspension is requested by the scheme owner
- Markings (e.g. CE, Wheelmark, Certalarm, INCERT, FCC logo, IC logo, Japan giteki mark) are unintentionally misused by the certificate holder
- The conditions laid down in the (harmonized) technical specification in reference are modified significantly, for which the certificate holder has to implement corrective actions.
- The manufacturing conditions in the factory or the FPC itself are modified significantly, for which the certificate holder has to implement corrective actions.



## 5.2 Suspension procedure

If an issued certification has to be suspended the following steps have to be followed:

1. One or more persons, competent in their knowledge and understanding of all aspects of handling of suspended certifications, have to be assigned to inform the client in writing (“aangetekend” if required by the applicable scheme) of the suspension.
2. The assigned persons have to formulate and inform the certificate holder in writing of the following:
  - The substantiated nonconformities which have been found (the reason for suspension).
  - Actions needed by the approval holder to end suspension and restore certification for the product(s) in accordance with the certification scheme. These actions have to consist at least of a root cause investigation and corrective action plan.
  - The manufacturer may no longer apply markings to *any* product involved.
  - Any other actions required by the certification scheme.
  - Notice of a possible point of view, appeal or complain procedure where applicable for the applicable scheme(s)
3. The applicable notifying authority or scheme holder has to be informed as specified in the applicable Telefication certification scheme.
4. If required according the applicable certification scheme, other Notified Bodies have to be informed as specified in the applicable scheme.
5. Follow the automated suspension procedure in the Certification Program (CP)

## 5.3 Reinstating suspended certificates

To reinstate a suspended certificate the certificate holder has to provide root cause investigation and corrective action report. This report has to be assessed by the assigned persons as indicated in the previous section 5.2.

Any evaluations, reviews or decisions needed to resolve the suspension, or that are required by the certification scheme, shall be completed in accordance with RQ\_100.

A follow-up certificate has to be issued to reinstate the certification. This way a valid certificate for the applicable product (and variants) will appear on the Telefication website.



## 6 Withdrawal of certificates

### 6.1 Cases when a certificate will be withdrawn

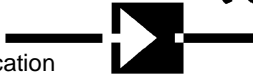
Certificates issued by Telefication will be withdrawn in the following cases:

- The product can not (or no longer) comply with the certification requirements (essential requirements)
- The conditions laid down in the (harmonized) technical specification in reference are modified significantly and cannot be addressed by the certificate holder / manufacturer
- The manufacturing conditions in the factory or the FPC itself are modified significantly and cannot be addressed by the certificate holder / manufacturer
- Markings (e.g. CE, Wheelmark, Certalarm, INCERT, FCC logo, IC logo, Japan giteki mark) are abused by the certificate holder
- The certificate was granted on the basis of false, fraudulent or misleading data and or documentation
- The withdrawal is requested by the national notifying or market surveillance authorities, who have the power to supervise and enforce the Law (i.e. Ministry of BIZ)
- The withdrawal is requested by the scheme owner.
- Termination of the certificate has been requested by the certificate holder

### 6.2 Withdrawal procedure

If an issued (and possible suspended) certification has to be withdrawn the following steps have to be followed:

1. One or more persons, competent in their knowledge and understanding of all aspects of handling of suspension or withdrawal of certifications, have to be assigned to inform the client in writing ("aangetekend" if required by the applicable scheme) of the withdrawal.
2. The assigned persons have to formulate and inform the certificate holder in writing of the following:
  - The substantiated nonconformities which have been found or any other reason for withdrawal.
  - The manufacturer may no longer apply markings to *any* product involved.
  - The manufacturer may no longer use the withdrawn certificate to market and or sell his product.
  - Any other actions required by the certification scheme.
  - Any actions demanded by the notifying authority or scheme holder
  - Notice of a possible point of view, appeal or complain procedure where applicable for the applicable scheme(s)
3. The applicable notifying authority or scheme holder has to be informed as specified in the applicable Telefication certification scheme.
4. If required according the applicable certification scheme, other Notified Bodies have to be informed as specified in the applicable scheme.
5. Follow the automated withdrawal procedure in the Certification Program (CP).



## 7 Final check for unauthorized use of certificates and logo's

After one month of suspension or withdrawal of a certificate, the website and commercial documentation of a client of whom the certificate has been suspended or withdrawn, will be checked for false references to the suspended or withdrawn certificate.

Secondly, will be checked if marks or logo's are not still unrightfully being used with respect to the suspended or withdrawn certificate e.g. check local web-site of applicant.

If any unauthorized references and marks or logo's are found, the applicable client will be asked by mail again to remove those references.

The applicable notifying authority or scheme holder has to be informed in case client is not willing to remove e.g. unauthorized references and marks or logo's. The notifying authority or scheme holder to be contacted is defined in the related documentation of the Telefication certification schemes.