

Document Code:	ViP013
Document Name:	ISSUE & WITHDRAWAL OF CERTIFICATES PROCEDURE
Revision No:	10
Revision Date:	NOVEMBER 2020

## PURPOSE

To ensure that the Certification Body's Certificates of Management System Approval are correctly issued and withdrawn.

## RESPONSIBILITIES

Managing Director, Certification Manager, Scheme Manager and Administration Manager

## PROCEDURE

### Issue of Certificates

Following the completion of the phase 2 (main audit) and receipt of satisfactory corrective action in relation to any raised non-conformities a review takes place to ensure all necessary paperwork and compliance evidence is in place. The review is carried out by the Scheme Manager

Subject to everything being in place the certificate is raised by the Scheme Manager and passed for signing by the Managing Director who checks the certificate details before release to the client.

### Withdrawal of Certificates

Should the Supplier fail to comply with the process and conditions detailed in ViP010 Management System Audit Procedure the Scheme Manager shall decide on the appropriate action. This may include the withdrawal of the Certificate on the written authority of the Managing Director.

The Scheme Manager shall instruct the Administration Manager to request the return of the certificate and inform the Supplier to immediately cease the use and distribution of any literature, stationery etc. referencing the certificate or Certification Body's mark/symbol.

The Administration Manager shall ensure that the ViF016 Client Log and ViF034 Certificate Issue Register is updated to reflect the status of the Client.

Certificates that have expired do not need to be withdrawn but the Administration Manager shall inform the Supplier of the expiry and to immediately cease the use and distribution of any literature, stationery etc. referencing the certificate or Certification Body's mark/symbol.

The Administration Manager shall ensure that the ViF016 Client Log is updated to reflect the status of the Client, the ViF034 Certificate Issue Register is updated.

### Upgrade of Certificate to Accredited Certificate.

Prior to re-issuing an unaccredited certificate as part of the an accredited scheme a series of checks have to be made on the compliance with the accredited schemes requirements. This is carried out by the completion of ViF25 Certificate Upgrade Form. This form can be completed by any Verification International auditor but must be signed off by the Managing Director and appropriate Scheme Manager.

### Notification to the Governing Board

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Details of certificates issued or withdrawn shall be obtained from the Certificate Register and provided to the Governing Board by the Managing Director in accordance with VIPO17 Governing Board Proceedings procedure.

The Managing Director shall implement the decisions of the Governing Board regarding the issue and withdrawal of certificates.

#### **Certificated Suppliers List**

The Administration Manager shall ensure that a list of Certificated Suppliers is maintained and issued upon request.

#### **Alterations to Certificates**

If a Supplier requests an alteration to the details shown on an existing certificate the Certification Manager shall review the request. If the request involves an increase to the scope of supply, sites covered, change of ISO standard etc. or any other circumstances that requires an audit activity a scope change is required which shall be dealt with in accordance with ViP008 Contract Procedure.

If the request does not involve a scope change the Certification Manager shall pass the details to the Administration Manager to update the database and issue a replacement certificate to the Supplier.

Replacement certificates shall have the same expiry date as the original.

#### **DOCUMENTATION**

ViF25 Certificate Upgrade Form

ViF016 Client Log

ViF034 Certificate Issue Register

