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1. Definitions:

1.1 Certification: Third party attestation related to products, processes, systems or persons

1.2 Audit

Systematic, independent and documented process for obtaining audit evidence and evaluation. Its objective is to determine the extent to which agreed criteria are fulfilled.

2. Abbreviations:

QM: Quality Manager

DMSCD: Director Management System Certification Division

MSCS: Management System Certification Services

DDG: Deputy Director General

NC: Non conformities

CAR: Corrective Action Request

3. Purpose: To lay down the procedure for Decision on Certification

4. Scope: Activities related to all the certification decision; initial certification, recertification, extending scope, reducing scope, suspension of certification and withdrawal of certification.

5. Distribution List:

Director General

Deputy Director General

Director Management System Certification


Quality Manager

6. Overall Responsibility: Director Management System Certification Division

7. Activities


SN	Activities	Responsibility	Documents Associated
Maintaining of Certification			
1.	Surveillance Audit is carried out as per the scope not later than 12 months from the date of decision for certification. The changes to the certified client and its management system are confirmed with proper communication before surveillance audit, Other activities such as	Lead Auditor/ DMSCD/ DDG	Surveillance Audit Report Other information related to surveillance

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	<p>responding to complain or any other public information are carried out. If there are no major non conformities and unresolved issues based on General Terms and Conditions including Payment, advertisement or promotional issues etc. the organization is entitled to maintain the certificate.</p>		
Recertification			
1	<p>Organization will be notified for recertification along with terms and condition at least two month before completion of certification validity</p>	QM	Application review record
2	<p>Audit team is set as per audit team setting guidance.</p>	QM	Audit Team Setting Guide/ Audit Team
3	<p>Audit plan is prepared and send to client as per auditing guide.</p>	QM	Audit Plan Preparation Guide/Audit Plan
4	<p>Audit is carried out as per auditing guideline. Audit team will carry out recertification audit.</p>	Lead Auditor	Audit Report Writing Guide/Audit report
5	<p>After receiving response to non-conformities; lead auditor shall evaluate the response.</p>	Lead Auditor	Corrective actions
6	<p>Reviewer shall review audit</p> <p>Technical Review Impartiality assessment Audit plan, Audit observation Audit Team Competence Exclusions</p> <p>Status of implement Non conformities Corrective actions taken. Auditor performance Auditor Recommendation Scope of certification</p> <p>Administrative Review General Terms and Condition</p>	Audit Reviewer/DSCD	Audit review report

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	Payment		
7	If satisfied the file will be forwarded to certification Panel.	DSCD/QM	
8	Certification Panel decides based upon audit recommendation, audit review report, and public information if any.	Certification Panel	Certification Panel Minute
Suspension of Certificate			
1	When there are major non-conformities during surveillance or re-certification audit the corrective action shall be asked to take within 15 days maximum. Depending upon the gravity of non-conformities NBSM can suspense the certification immediately in following cases: <ol style="list-style-type: none"> 1. defaming of NBSM 2. seriously breaching the legal requirements 3. not paying fee 4. not taking corrective action or unable to take corrective action 		
2	In case of corrective actions taken are not satisfactory or client did not take the corrective action within a given time then the auditor can recommend for suspension.	Lead Auditor	Audit Report
3	Based upon auditor recommendations and evidences, certification panel will take decision on suspension.	Certification Panel	Certification Minute
5	In case there is valid complain against certified client, short notice audit can be carried and if the audit results shows major non conformities serious enough to recommend suspension then the certification panel can suspense the certification problem in product quality that cannot be solved within 15 days	Lead Auditor	Audit report

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	that can affect the reputation of NBSM.		
6	The maximum period of suspension shall be six months.		
7	In case client organization volunteering request for certification for maximum 6 months period, Certification Panel can take decision of certification suspension The ground for volunteer suspension of certification: <ol style="list-style-type: none"> 1. Close down of factory for major maintenance, improvement etc. 2. Change in management 3. Change in process etc. 	Client/Certification Panel	Volunteer Suspension

Extension of Scope

1	On the request of client for extension of scope, audit is carried out at surveillance audit or can arrange special audit.	Client	application
2	If the outcome of the audit is positive and Lead Auditor recommendation audit is positive, certification panel makes decision.	Lead Auditor/Certification Panel	Certification Panel Minute


Reduction in scope

1	In case of non-conformities persist in some sector or activities then the sector or activities can be removed from the certification provided that the non-conformities do not affect other sectors or activities. The decision on reduction of scope shall be taken by certification panel based upon recommendation of lead auditor.	Certification Panel	Certification Panel Minute
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Withdrawal of Certification

1	If the corrective actions are not taken in time then the certification panel can withdraw the certification.	Certification Panel	Certification Minute
2	In case of the gravity non conformities is great such as affecting	Certification Panel	Certification Minute

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	the consumers health, security and safety is in risk, or client organizing is deceiving its consumers or practicing immoral and illegal activities; certification panel can make withdrawal decision based upon auditor's recommendation..		
	<i>Notification of the decision shall be done to client.</i>		
	<i>Suspension and withdrawal status shall be made available to public.</i>		

8. Reference:

1. Quality Manual
2. Application review procedure
3. Audit Team Setting Guide
4. Audit Plan Preparation Guide
5. Auditing Guide
6. Audit Report Writing Guide
7. General Terms and Condition
8. Audit Check list
9. Check list for Certification Decision

9. Records

SN	Records	Record Number	Description of record	custodian	Retention period
1	Minute of Certification Panel	MSCS/Cert/R/2	Decisions on certification	DMSCD	10 years
2	Audit reports	MSCS/Cert/R/4	Audit reports other than initial certification	DMSCD	10 years
3	Audit Report Review	MSCS/Cert/R/5	Audit reports review	DMSCD	10 years

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