

Processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing certification or expanding or reducing the scope of certification.



QAICL operates to guidelines set by the Governing Board, through the adoption and utilisation of its “Certification Panel” to safeguard the integrity of every registration certificate issued by the company.

The key milestones for certification activities are outlined in the “Certification-process-flow-chart” available to access from the home page of the QAICL website which contains an extract from 17021-1:2015 Figure E.1. and includes: -

1. Enquiry / Application
2. Stage 1 assessment of customer preparedness
3. Stage 2 compliance audit to the assessment standard sought
4. Certification recommendations
5. Ongoing surveillance and rectification at cycles determined by the registration standard applied.

Should there be any issues arising as a consequence of a customer failing to meet or maintain compliance to audit processes or otherwise not following the conditions of the “Scheme Regulations” of QAICL (available to download from the “Downloads” page of the QAICL website) then QAICL retains the right to implement such measures to the benefit of other holders of its certification (see clauses 13 and 14).

Refusing, suspending, withdrawing or restoring Certification

Further to the certification process referenced above should, after review of the client’s application and assessment of the management system or applicable certification procedures, QAICL not be satisfied then it retains the right to refuse, suspend or withdraw certification. Sufficient explanation shall be provided to the client as to the decision which would be made by the Governing Board or its nominated panel.

The process involved for implementing such restrictions include the following key milestones: -

- Notification of parties involved
- Summary of issues or non-conformance
- Review by the Governing Board or its nominated panel
- Notification of outcomes to customer
- Opportunity to appeal

Should suspension or withdrawal of certification result from a client not undertaking annual assessment activity as required by appropriate standards, notification may not be provided as certification documentation will expire automatically.

In all cases, the decision of an Appeals Panel is final as defined within the Scheme Regulations and internal procedures for handling of an appeal. The Governing Board or nominated panel would also be responsible for the restoring of certification should

appropriate rectification be realised by the client company and in line with the guidelines outlined in 17021 standard series.

Expanding or reducing the scope of certification

Should a client wish to expand or reduce the scope of their QAICL registration then they should contact QAICL for further bespoke guidance as the process would vary dependant on numerous circumstances. Applications could result in the requirement for a special audit to confirm conformity of any additional activities on a client's scope.