**15.Suspending, withdrawing or reducing the scope of certification**

The organisation defines the process for suspension, withdrawal or reduction of the scope of certification, and specifies the subsequent actions by the organisation.

The organisation shall suspend certification in cases when, for example:

1. The client’s certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system;
2. The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies;
3. The certified client has voluntarily requested a suspension.

Under suspension, the client’s management system certification is temporarily invalid. The organisation restores the suspended certification if the issue that has resulted in the suspension has been resolved.

Failure to resolve the issues that have resulted in the suspension in a time established by the organisation on case to case basis, will result in withdrawal or reduction of the scope of certification. In most cases, the suspension would not exceed six months, but decision will be taken on case to case basis.

The organisation reduces the scope of certification to exclude the parts not meeting the requirements, when the certified client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction will be in line with the requirements of the standard used for certification.

The intimation of such action of the organisation is communicated to the client by mail or hard copy of communication through intimation letter.