



TANZANIA BUREAU OF STANDARDS – MANAGEMENT SYSTEM CERTIFICATION SECTION

MSC/POL/06: POLICY FOR SUSPENDING, WITHDRAWING AND REDUCING THE SCOPE OF CERTIFICATION

1. Introduction

TBS MSC will suspend, withdrawal or reduce the scope of certification when the requirement for the certification services is not met.

2. Suspension

Suspension of the organization may be voluntary, enforced or partial.

2.1 Enforced suspension

TBS MSC is entitled to suspend a certificate for a specified period if the client violates their contractual obligations towards the TBS MSC. Conditions that may lead to suspension of this certification include:

- i) The Client's management system's persistent or serious failure to meet certification requirements, including requirements of the effectiveness of the management system.
- ii) Corrective actions to the management system have not been carried out or effectively implemented within the agreed time period
- iii) The Client does not allow surveillance audits to be carried out at the required frequencies.
- iv) The client has misused the certificate or the certification mark. Conditions for use of Marks are publicly available in MSC/POL/05 and can be accessed on www.tbs.org

2.2 Voluntary suspension

The Client requests for suspension.

2.3 Partial suspension

- i) TBS MSC first announce a possible suspension in writing to the client. If the reasons for suspension are not eliminated within the specified time, TBS MSC inform again in writing about the suspension of the certificate, indicating the reasons for the suspension.
- ii) The suspension period is not more than 6 months.
- iii) Failure to resolve the issues that resulted in the suspension in the time determined by TBS MSC lead to notice of withdrawal of the certification or reduction in the scope of certification.
- iv) Under suspension, the client's management system certification is not valid.

2.4 Restore of certificate

If the required measures for a suspended certification has been implemented and demonstrated effectively by the established deadline, the TBS MSC lift the suspension of the certificate in writing and the certification is considered restored.

3. Withdrawal of certification



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TBS MSC is entitled to terminate or withdraw the certification after giving written notice of intent if:

- i) The suspension period of the certificate has expired and the client has failed to resolve the issues that resulted in their suspension
- ii) The continued use of the certificate for promotion following the suspension of the certificate
- iii) The client fails to pay agreed fees
- iv) The client uses the certification in such a way as to undermine the reputation of TBS
- v) The client terminates the contractual relationship with the TBS MSC
- vi) If the certification period has ended and the client has not renewed the certification is automatically terminated
- vii) If the client shifts to a new premise and change the operation process (e.g. equipment, change the HACCP team)

4. Expansion of scope

The TBS MSC response to an application for expanding the scope of a certification already granted, undertake a review of the application and determine any audit activities necessary to decide whether or not the extension may be granted. This may be conducted in conjunction with a surveillance audit or by a special audit.

5. Reduction

- i) TBS MSC reduce the client's scope of certification to exclude the parts not meeting the requirements of certification where the client persistently or seriously fails to meet the certification requirements for those parts of the scope of certification.
- ii) The client may also request for reduction of scope due to changes in the organization
- iii) The decision to reduce the scope may be made following a surveillance, recertification or special audit
- iv) The decision to reduce the scope is communicated in writing
- v) The TBS MSC withdraw the certification documents for the original certification and issue new documents for the reduced scope.