

# CHANGES AFFECTING CERTIFICATION

JF-QP-018

Quality Management System

Quality Procedure



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## 1. Purpose

The purpose of this document is to describe the procedure for changing, terminating, suspending, or withdrawing certification in Al Jeon Foundation.

## 2. Scope

This procedure applies on all certification activities of Al Jeon foundation.

## 3. Abbreviations & Definitions

**Certification Scheme Owners:** scheme owner is the organization (individual, for-profit corporation, not-for-profit corporation, certification body, government department, agency or other body, trade association, group of certification bodies or other just about any other body or group of bodies) that is responsible for the development and maintenance of the scheme and owns the intellectual property, copyright, trademarks and other rights to a certification scheme.

**MR:** Management Representative can be Quality Manager.

## 4. Responsibilities

It is responsibility of Management Representative and the top management of Al Jeon Foundation to make the decisions regarding changing, terminating, suspending, or withdrawing certification of AL Jeon Foundation Certified Clients.

## 5. Procedure

### 5.1. Change Process

Certification Scheme Owners may introduce new or revised requirements sometimes, which could affect the certified clients or Al Jeon Foundation. These certification changes can include new information related to the fulfilment of current certification requirements obtained by Al Jeon Foundation after certification has been established. When and as scheme changes occur, the MR will:

- ✓ Verify the change notifications with the scheme owner(s).
- ✓ Discuss the changes with the Top Management.



- ✓ Make changes to Al Jeon Foundation Suspending, withdrawing scope of certification policy (JF-QP-06), and related Quality Procedures as agreed with the Top Management.
- ✓ Make changes to contractual and certification documentation as required.
- ✓ Develop a formal communication of the changes to all clients in plain English formats for electronic distribution.
- ✓ Formally notify client of changes, Change Notice (JF-QF-032).
- ✓ Update communication of changes to clients' records.

When the change has been initiated by the certified client at any time in the certification cycle, changes can be related to: Termination, Suspension or Withdrawal of their certification,

- Possible requests for certification changes may be due to:
  - a) The legal, commercial, organizational status or ownership.
  - b) Organization and management (e.g. key managerial, decision-making or technical staff).
  - c) Contact address and sites.
  - d) Scope of operations under the certified management system.
  - e) Major changes to the management system and processes.
- Where the certified client has initiated certification changes the Top Management of Al Jeon Foundation will consider the request through a formal change management process and decide on the appropriate actions to be taken.

### 5.1.1. Management of Change

Implementation of the changes affecting certifications will include evaluation and review of the changes, whether by the scheme owner or the certified client, will commence with the Top Management assigning a suitable person to evaluate the change, create an evaluation plan, implement the evaluation plan and make recommendations on the impacts to either certified clients certification status or to Al Jeon foundation systems, processes and documentation.



Where the certification change is made by the scheme owner:

- If the scheme changes(s) trigger a new situation where a certification client may now face a possible Non-Conformity (NC) the MR will notify the Top Management within 1 working day.
- The Top Management and MR will immediately review the evaluation recommendations and decide on the next steps to maintain accreditation and to ensure that the certified clients maintain their certification.
- The MR will complete a short desktop review of all certified clients under contract and detail all possible affected certifications for the Top Management within 2 working days.
  - The Top Management will then contact the certified client(s) in writing within 1 working day, Change Notice (JF-QF-032).
- The MR will contact the certified clients directly to discuss impacts and develop solutions with all affected clients (solutions could include audit reviews, site visits or special audits).
- The MR will ensure that the implementation of these changes is verified as above. Where the certification change is requested by the certified client:
  - The Top Management will appoint an appropriate person to assess the request, complete an assessment plan, implement the plan, and make recommendations on whether or not the requested changes are appropriate.
- The Top Management and MR will complete a review of the evaluation findings within 2 working days.
- The Top Management will then contact the certified client(s) in writing within 1 working day.
- The MR will contact the clients directly to discuss impacts and develop solutions with all affected clients (solutions could include audit reviews, site visits or special audits), all agreed changes will be documented in the client's records by the MR with all evaluation and reviews, documented and uploaded to the secure audit client records.

The Top Management will approve and release the:

- ✓ Issue of revised formal certification documentation to extend or reduce scope.
- ✓ Issue of revised formal certification documentation of any revised surveillance or special audit activities. Where and as required, the certified client and Top



Management or MR will notify the department of the findings and agreed actions to address the outcomes of any certified client certification change evaluation and review process. Records of the change will be kept.

## 5.1.2. Termination, Suspension or Withdrawal of Certification

From time to time, as a result of a surveillance audit or otherwise (e.g. scheme owner directive), NC's with certification requirements can arise for a client. In the first instance Al Jeon Foundation will:

- Formally examine the situation surrounding the client NC using the process requirements of this procedure.
- Assess risk and other impacts of the NC through this evaluation and review.
- Devise appropriate action that considers the risk impact of the NC on the clients' standard or scheme compliance and its' stakeholders.
- Appropriate action will include:
  - a) Continuation of certification under conditions specified by Al Foundation (e.g. a new Corrective Action Plan with follow up visits; increased surveillance etc.).
  - b) A reduction in scope of the certification to remove the non-conforming situation from the certification.
  - c) Suspension of the certification pending immediate remedial action by the audit client.
  - d) Withdrawal of the certification.

## 5.2.1. Certification Suspension

Al Jeon Foundation shall suspend an organizations certification for the following reasons:

- The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system.
- The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies.
- The certified client has voluntarily requested a suspension. Under this suspension, the organizations quality management system certification will be temporarily invalid.



### 5.2.2. Nonconformities

- When a client has been issued with a Major-Nonconformity (MNC) and this has been reviewed and downgraded to a Minor NC, the client has a remaining 9 months to close out the Nonconformance. Failure to do so will result in automatic suspension of certification.

### 5.2.3. Post Suspension and Withdrawal Review

Al Jeon Foundation, when deciding to suspend or withdraw client certification will follow the actions required of the relevant Standard(s) or scheme. In each case the MR will:

- Provide the client with a detailed report outlining what corrective actions are needed to end suspension and restore certification according to the Standard or scheme, as well as any other actions that may need to be completed as required by the scheme or the scheme owner.
- Maintain communication with the scheme owner regularly during any suspension process to maintain transparency and accountability.

### 5.2.4. Modification Required to Certification Documentation

Al Jeon foundation will follow all necessary actions to maintain the currency of all certification documentation and information in any case of reduction, suspension or withdrawal of a clients' certification. Al Jeon Foundation will ensure that no indication of Standard or scheme certification remains in a case of suspension or withdrawal. The MR will be responsible for management of this process. This may include:

- Modification of all formal certification documents (e.g. re-issue of certificates).
- Updating publicly available certification information (i.e. website listings).
- Communication of the process activities and outcomes with the client and scheme owner as required.
- Changes to authorizations for the use of logos and marks.
- Reporting all actions to the Top Management weekly.

### 7.2.5. Reinstatement of Certification

Al Jeon Foundation will make all necessary modifications to certification documentation and information once a client has completed all necessary planned actions and provided



verifiable evidence to meet certification compliance requirements within the required timeframe (6 months) which may include a decision to reduce the scope of certification. This includes:

- Modification of all formal certification documents (e.g. re-issue of certificates).
- Updating publicly available certification information (i.e. website listings).
- Communication of the process activities and outcomes with the client and scheme owner as required.
- Changes to authorizations for the use of logos and marks.
- Reporting all actions and outcomes to the Top Management weekly.

#### 5.2.6. Management of Scope Reductions

Al Jeon Foundation will follow all necessary actions to maintain the currency of all certification documentation and information in any case of scope reduction. The MR will be responsible for the management of this which may include:

- Actions as specifically outlined in the scheme requirements.
- Subsequent changes to all formal certification documentation (i.e. re-issue of certificates).
- Update all publicly available information (e.g. website listings).
- Communication of the process activities and outcomes with the client and scheme owner as required.
- Changes to authorizations for the use of logos and marks;
- Reporting all actions and outcomes to the top Management weekly.

#### 5.2.7. Client Requested Termination of certification

From time to time a client may request termination of certification. Al Jeon Foundation will follow all necessary actions to maintain the currency of all certification documentation and information in any case of voluntary termination of a clients' certification. Al Jeon Foundation will ensure that no indication of Standard or scheme certification remains in a case of voluntary termination. The MR will be responsible for management of this process. This may include:

- Actions as specifically outlined in the scheme requirements.





- Subsequent changes to all formal certification documentation (i.e. certificates).
- Update all publicly available information (e.g. website listings).
- Communication of the process activities and outcomes with the client and scheme owner as required.
- Changes to authorizations for the use of logos and marks.
- Reporting all actions and outcomes to the Top Management weekly.

## 6. References and related Document

ISO/IEC 17021-1:2015

Suspending, withdrawing scope of certification Policy (JF-QP-06)

Master list of records (JF-QF-001)

Certification document (JF-QF-027)

Pre-Certification review Checklist (JF-QF-024)

Change Notice (JF-QF-032)

## 7. Amendment sheet

Rev	Subject of Amendment	Reviewed and Authorized by	Date
0	Issued for approval	OD	06/05/2022