

Suspension, Withdrawal, Reduction of Scope Policy

To uphold the value of certifications, Lead Max Quality & Standardization LLC (LMQS) maintains the below policy for suspension, withdrawal or reduction of the scope of certification.

Certification shall be suspended due to the below given reasons: -

- Certified client's management system has persistently or seriously failed to meet certification requirements, including requirements for management system effectiveness
- Certified client does not conduct the audits on required frequencies
- Certified client has voluntarily requested a suspension
- Major nonconformities that could result in nonconformance
- Failure to close an NCR in the required time frame
- Failure to meet the conditions of the certification agreement
- Failure to clear the dues/fees or any expenses incurred during the audit.

Time

Suspension would not exceed six (6) months. Suspension leading to Withdrawal is used when a client has failed to meet the terms of the Certification Agreement. If more than six months' elapse, the certificate shall be withdrawn, or scope shall be reduced, except in emergency situations due to force majeure.

Reduction of Scope

In lieu of Suspension, LMQS may reduce the scope of client 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 shall be in line with the requirements of the standard used for certification.

Restoration

LMQS will restore the suspended certification if the issue that has resulted in the suspension has been resolved. Manager Certification of LMQS decides if the client has taken sufficient action to resolve the reason for suspension in sufficient time.

Failure to resolve the issues that have resulted in the suspension in a time established by LMQS will result in withdrawal or reduction of the scope of certification.

In all cases of suspension, withdrawal or reduction in scope and in restoration, the status will be updated in the LMQS client database and in the website in not more than 02 working days.

LMQS makes the agreement about certification withdrawal with the client to ensure the client shall stop using every promotion material related to certification when the client is informed the notification of withdrawal.

LMQS makes publicly accessible information about the certification status of a given certification through its website: www.leadmax.ae. On demand by the person concerned, the status of the client's management system is clarified whether it is under suspension, withdrawal or reduction condition.



General Manager

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