	ASTRALEUS SERVICES PVT. LTD.	Doc. No.	ASPL-QP-16
		Rev. No.	01
	TITLE: ISSUE OF CERTIFICATE, SUSPENSION, REDUCTION AND WITHDRAWL	Rev. Date	10.03.2026

STANDARD OPERATING PROCEDURE (SOP) for Certificate Issuance, Suspension, Reduction and Withdrawal

1. Purpose

This SOP defines the process for issuance of certification, as well as suspension, reduction, and withdrawal of management system certification in accordance with ISO/IEC 17021 requirements. It ensures impartial, consistent, and controlled certification decisions.

2. Scope

This procedure applies to all management system certifications granted, maintained, suspended, reduced, or withdrawn by Astraleus Inspection and Certification.

3. Responsibility

- **Quality Manager** – Ensures compliance with ISO 17021 requirements, coordination of review and certification process.
- **Managing Director (MD)** – Authorizes certificate issuance.

4. Procedure

4.1 Issue of Certificate


4.1.1 Preconditions

Certification shall be issued only after:

- Successful completion of Stage 1 and Stage 2 audits.
- Closure of all major nonconformities within defined timelines.
- Acceptance of certification agreement and use of certification mark by client.
- Positive technical review of audit report.

4.1.2 Process

1. Audit team submits final audit report.
2. Quality Manager assigns competent Technical Reviewer.
3. Technical review is conducted to verify:
 - a. Audit completeness
 - b. Compliance with applicable standard
 - c. Adequacy of evidence
4. Upon satisfactory review, case is forwarded to Certification Decision Committee.
5. CDC evaluates the case using F-11 Certificate Issue Checklist / Decision Making Sheet.
6. Certification decision (Grant / Refuse) is recorded.
7. Upon approval:
 - a. Certificate is prepared and signed by MD / Quality Manager.

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- b. Certificate validity is typically 3 years with surveillance audits.
- 8. Certificate is issued to client.
- 9. Certification details are uploaded on relevant portals (e.g., IAF) within 15 working days.

4.1.3 Certification Documents

Certificate shall include:

- Name and address of client
- Scope of certification
- Standard applied
- Certificate number
- Issue and expiry date

4.2 Suspension of Certification

4.2.1 Purpose

Suspension is temporary invalidation of certification when client fails to comply with certification requirements.

4.2.2 Conditions for Suspension

Certification may be suspended under the following conditions:

- Failure to close major nonconformities within stipulated time
- Failure to conduct surveillance audits as scheduled
- Non-payment of fees
- Misuse of certification mark
- Non-compliance with certification agreement
- Serious complaints or regulatory violations

4.2.3 Process

1. Quality Manager reviews non-compliance.
2. Notice of suspension is issued to client specifying reasons and timeline for corrective action.
3. Certification status is updated as “Suspended”.
4. Client is not permitted to use certification during suspension.
5. Follow-up audit or evidence review is conducted.


4.2.4 Restoration

- Certification may be restored after verification of corrective actions.
- Decision taken by CDC.

4.3 Reduction of Scope

4.3.1 Purpose

Reduction of scope is applied when part of the certified scope does not comply with requirements.

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4.3.2 Conditions

- Persistent nonconformities in specific scope areas
- Client request for scope reduction
- Inability to maintain certification in certain activities

4.3.3 Process

1. Nonconformity identified in specific scope.
2. Technical review confirms limitation.
3. CDC decides on scope reduction.
4. Revised certificate issued with updated scope.
5. If the client fails to implement effective corrective actions within 6 months, certification shall be **withdrawn**.

4.4 Withdrawal of Certification

4.4.1 Purpose

Withdrawal is permanent cancellation of certification.

4.4.2 Conditions

Certification shall be withdrawn if:

- Suspension not resolved within defined period (usually 6 months)
- Repeated major nonconformities
- Fraudulent practices or misuse of certification
- Client ceases operations
- Client voluntarily requests withdrawal

4.4.3 Process


1. Quality Manager reviews case and recommendation.
2. CDC makes final decision for withdrawal.
3. Client is formally notified.
4. Certification is removed from records and public listings.
5. Client must cease use of certification immediately.

5. Records

- Audit Reports
- Technical Review Records
- F-11 Decision Making Sheet
- Certificates Issued
- Suspension / Withdrawal Notices

6. References

- ISO/IEC 17021-1: Conformity Assessment – Requirements for bodies providing audit and certification of management systems
- ASPL Internal Forms and Procedures

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7. Control of Certification Status

Astraleus shall maintain updated records of certification status (active, suspended, withdrawn) and make information available upon request.