



NES Quality Management System

Code: NES-P-06

Issue/Rev. no. 02/00

Issue date:01.08.2024

CERTIFICATION DECISION AND RECERTIFICATION

Page 1 of 13

Description	By	Designation	Signature	Date
Prepared	Abdallah Omran	Quality Manager		01/08/2024
Reviewed	Mohamed Mohsen			01/08/2024
Approved	Amina Osman	CEO		01/08/2024



Amendment History:

Rev. #	1	2	3	4
Date:				
Page:				



**CERTIFICATION DECISION
AND RECERTIFICATION**

Contents

1. Purpose	3
2. Scope	3
3. Definitions & Abbreviation:	3
4. Responsibilities	3
5. Procedure	3
6. List of Records	13



**CERTIFICATION DECISION
AND RECERTIFICATION**

1. Purpose

To establish a standardized process for making certification decisions (granting, suspension, withdrawal) or contract cancellation based on the findings of audits conducted in accordance with ISO 17021-1.

2. Scope

This procedure applies to all certification decisions made by NES.

3. Definitions & Abbreviation:

4. Responsibilities

- **Quality Manager:** Oversees the certification decision-making process, ensures compliance with ISO 17021-1, and authorizes certification decisions.
- **Lead Auditor:** establish and Reviews audit reports, evaluates conformity, and prepares recommendations for certification decisions.
- **Technical Review Team:** Provides technical expertise and support in the evaluation of audit findings and the determination of conformity.
Makes the final decision on certification, taking into consideration the recommendations of the Lead auditor.
- **Certification Manager:** Based on the technical reviewer decision, has responsibility to issue the final certification or a letter indicated the reason for non-granting / withdrawal / suspension / extension of certificate / certification scope.

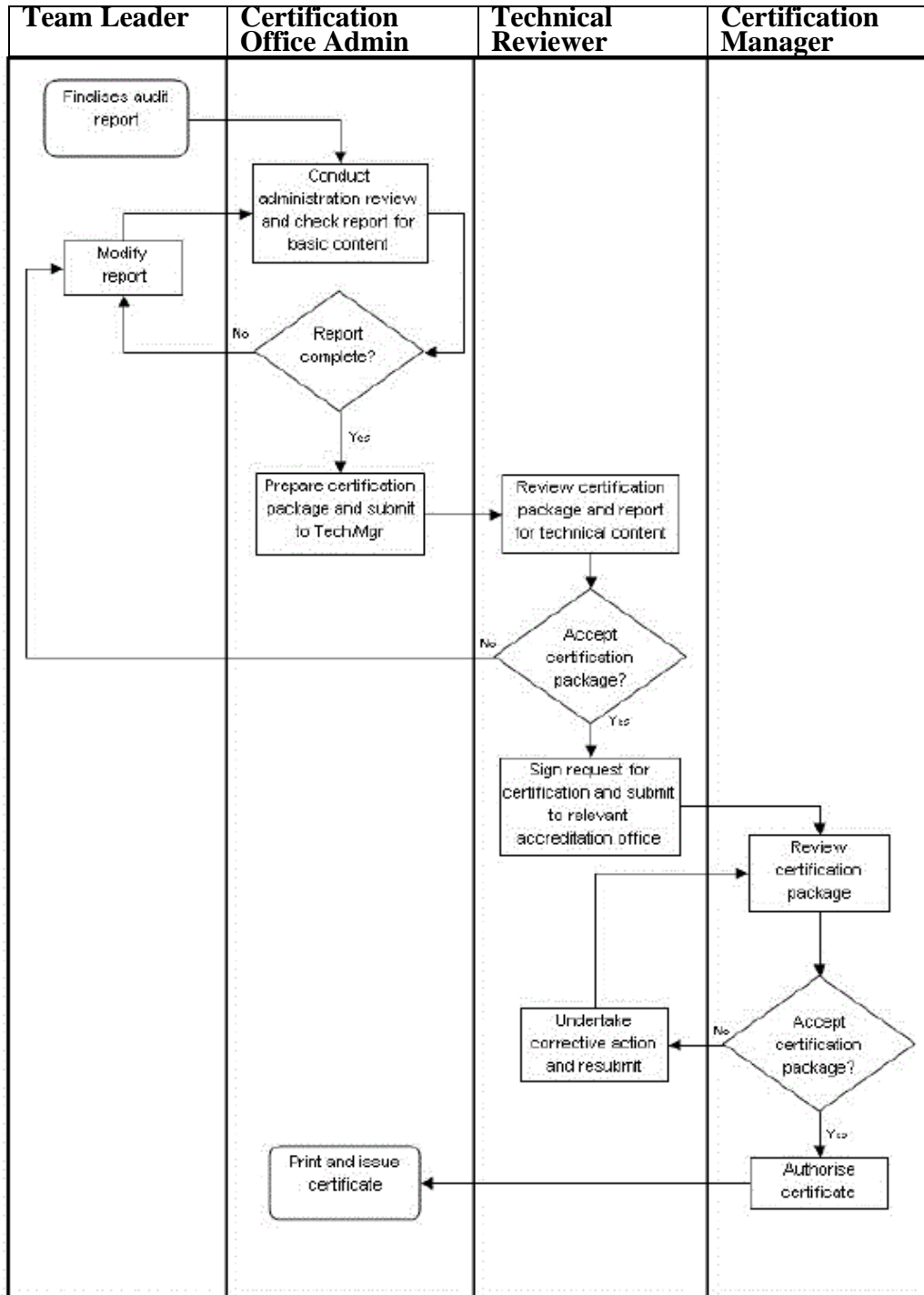
5. Procedure

5.1 Certification Process

5.1.1 Initial

The initial certification process is organized according to the flowchart below:

CERTIFICATION DECISION AND RECERTIFICATION



5.1.2 Recertification

The validity of a certificate cannot be extended; the certification shall be renewed before expiry, or restored within 6 months from expiry date.

When the certification is renewed or restored, a new certificate is delivered to the client. This is submitted to a certification decision following main steps of the initial process.

Renewal of certification is decided within the 3 year cycle, before the certificate expiry date. The recertification audit is scheduled 3 to 4 months before the expiry date of the current certificate.

Recertification shall not be recommended if recertification audit is not completed:

- closure of major nonconformities
- review and acceptance of plan for corrections and corrective actions for minor nonconformity

When the certification is not renewed nor restored, the client shall be informed, and the consequences shall be explained.

Six months from after the expiry date of the certificate, at least a stage 2 audit shall be performed and fully closed before new certification decision can be done. The certification cycle is a new one, it is not based upon dates from previous cycle(s).

5.2 Administrative Review

5.2.1 Certification package

The administrative personnel collect the documents and review the certification package completeness:

1. Application Form
2. Signed Contract
3. Contract Review
4. Audit Report
5. Major nonconformities (cleared for initial certification and scope extensions)
6. Minor nonconformities (with corrective actions accepted by the auditor)
7. Surveillance plan
8. Copy of previous certificate, in case of recertification or transfer
9. Request for certification
10. Draft of certificate showing all information to be included

The administrative personnel / Lead Auditor submit the certification package to Technical Reviewer.



5.2.2 Draft of Certificate

Certificate is drafted from NES Certification templates and shall include the following information:

- Name and geographic location of each client whose management system is certified. Multi-site certificates shall identify the headquarters site and all other sites. Sites can be listed in an annex to the certificate, with the head office shown on the main page of the certificate.
- The address, precise enough to identify the location of the company without any ambiguity. Where countries are using P.O. box or Plot Number, the identification of the company shall be as shown on the business license of the organization. Evidence to support this shall be retained in the local certification entity files.
- The scope of certification with respect to product (including service), process, etc., as applicable at each site. When the scope is different for specific sites this shall appear on the certificate. The scope of each site detailed on the appendix shall be clearly defined.
- Management system standard and/or other normative documents to which management systems is certified, with the correct version date/edition (e.g: ISO 9001:2015, ISO 14001:2015, ...et).
- Office addresses:
EGAC certificates: For all EGAC certificates the Certification Body -----
- Unique Certificate number: In case of revised certificate during the cycle, a version number with the revision date.

5.3 Technical Review

The Technical Reviewer reviews the documents included in the certification package in order to make a recommendation for certification or not.

If the Technical Reviewer identifies

- deviations from NES procedures, these shall be justified, documented and mentioned in the recommendation.
- issues preventing certification (NCs, conflict of interest, legal,, etc.), the Lead Auditor shall undertake corrective actions and these shall be implemented prior to recommendation and certification decision.

The Technical Reviewer submits to the Certification Manager, the certification package and the decision positive or negative.

5.4 Certification Decision



CERTIFICATION DECISION AND RECERTIFICATION

5.4.1 Responsibilities

For EGAC accreditation, NES Office shall review the documentation for certification decision:

- Request for certification.
- Application information.
- Audit Report.
- NCRs cleared as appropriate.
- For recertification and transfer, copy of the existing certificate & last audit report.
- Operations Manager’s review notes.

5.4.2 Issuance of certificate

5.4.2.1 Initial Certificate Validity

Certification cycle begins with the certification decision and ends 3 years later minus one day.

5.4.2.2 Recertification

The expiry date is based on previous certification cycle.

Details are sent to the client, with history of previous certification cycles. The new certificate contains 3 dates, or 5 dates if there is a gap between certification cycles. As per table below:

CASE 1:	CASE 2:
THE RECERTIFICATION DECISION IS MADE BEFORE EXPIRY OF CURRENT CERTIFICATE (there is no gap between the cycles)	THE RECERTIFICATION DECISION IS MADE AFTER EXPIRY OF CURRENT CERTIFICATE BUT WITHIN SIX MONTHS FROM EXPIRY (there is a gap between the cycles)
FIRST CERTIFICATION DECISION DATE	
	EXPIRY DATE OF PREVIOUS CYCLE
	RECERTIFICATION AUDIT DATE
RECERTIFICATION DECISION DATE	
EXPIRY DATE OF THE CURRENT CERTIFICATE	

5.4.2.3 New certificate

After six months from expiry, any certification decision taken for a client, gives a new certificate which does not include any dates from previous certification cycles.

5.5 Issuance of the certificate

- Certificate is issued only after a positive certification decision, electronic or hard copy.
- QR code generated per each certificate for check the validity & check certification data on NES website: www.neservices.co & www.iaf.nu
- Certificate will be given a unique identification number as follows:

ZZ YY XXXXX where:

ZZ is the standard code (09 for ISO 9001, 14 for ISO 14001, 22 for ISO 22000 and 45 for ISO 45001, 50 for ISO 50001, 13 for ISO 13485, 27 for ISO27001, 223 for ISO22301)

YY is for year of issue (xx stands for year 20xx)

XXXXX is the serial number of the certificate (e.g. 00001)

Example: certificate number 142400034 is:

issued for an ISO 14001 standard in year 2024 with serial number 00034

5.6 Technical Review of Surveillance Reports

Surveillance reports are reviewed as part of the annual performance monitoring of the auditors (except for specific schemes requiring all surveillance reports to be reviewed).

Surveillance reports are reviewed by the Technical Reviewer to take the decision including the granting, refusing, maintaining of certification, expanding or reducing the scope of certification, renewing, suspending or restoring following suspension, or withdrawing of certification.

Surveillance reports are reviewed at the time of recertification as part of the review of the past performance over the cycle and recertification audit plan is adjusted accordingly.

Review is demonstrated by the application of a signature (Manually or electronically) on the report under review.

5.7 Changes during the certification cycle

Changes affecting the scope of certification (activities or sites) require approval from the critical location, and issuance of a new certificate.

The client has a responsibility to inform NES in case of any changes which could affect the scope of certification at the same time NES Administration shall ensure if there's any changes via e-mail sent to the client 2 weeks prior to the surveillance audit. This enables gathering of additional information, so the normal certification process is understood and taken into account, including calculation of the number of audit days, effect on the existing audit program and specific points related to the scheme or standard.

Where a client requires a second and different accredited certificate after the initial certification decision has been made and the certificate issued, this requires a new and separate certification decision.

A copy of the certificate is electronically kept in the files.

5.8 Multiple standards on one certificate

This is allowed where all schemes are under same accreditation.

5.9 Multi-site Certification

5.9.1 Scope

Certification can cover multiple sites provided that each site included in the scope of certification has either been individually audited by the certification body or audited through sample.

Certification documents shall contain the name and address of the central office of the organization and a list of all the sites to which the certification documents relate. The scope or other reference on these documents shall make clear that the certified activities are performed by the network of sites on the list. If the certification scope of the sites is only issued as part of the general scope of the organization, its applicability to all the sites shall be clearly stated. Where temporary sites are included in the scope, such sites shall be identified as temporary in the certification documents.

Certification documents may be issued to the client for each site covered by the certification under condition that they contain the same scope, or a sub-scope of that scope, and include a clear reference to the main certification documents.

5.9.2 List of sites

The list of sites shall be kept updated by local certification entity, upon information obtained from the client, for instance, closure of any of the sites covered by the certification.

Failure to provide such information is considered by NES as a misuse of the certification, and NES shall take appropriate actions.

5.10 Suspension of certificate

5.10.1 Reasons for suspension

There are three main reasons for suspension.

1. Suspension initiated by NES is a result of one of these situations:

- There is a persistent failure of the client's management system to meet the certification requirements – this includes the effectiveness of the management system.
- A major nonconformity is raised during a special surveillance, which indicates that insufficient action was taken by the client to solve raised nonconformities.
- Failure to accept a surveillance audit within the specified time period (SV1, within 12 months of certification decision and SV2 annually from SV1).
- Improper use of NES logo was discovered and has not been resolved effectively by the client after notification by NES.

2. The client may request a voluntary suspension because of system change or deterioration that is expected to result in major nonconformities at the next routine surveillance. NES shall require necessary corrective actions and continuance of the routine surveillance plan to document the actual situation. After the visit the client has 180 days to solve any nonconformity, a special surveillance shall then be arranged.

3. In some cases, the suspension can be a reduction of scope if the standard requirements are not met in some parts of the client management system. This shall be done in line with the standard requirements and following the normal decision and certificate issuance processes.

5.10.2 Suspension process

The decision of suspension shall be made by the Technical Reviewer of NES. The suspension letter documents the decision and shall be sent by registered post to the client.

Suspension may be initiated by the Technical Manager. If a suspension is initiated by a Technical Manager this is recorded on the Suspension Control form.

The period of suspension (which is usually not more than six months - this shall be defined by the Operations Manager and shall be monitored. Actions taken during the period of suspension (records of telephone calls, meetings etc.) shall be recorded on the form to provide a record of activity.

During the period of suspension, the client shall not promote or advertise its certification registration.

5.10.3 Suspension lifting

The suspension period shall not exceed six months, after which another Special Surveillance visit shall be arranged to review the situation.

If, it can be demonstrated that the Client's Management System is in compliance with requirements at this Special Surveillance, following recommendation from the Lead Auditor conducting the Special Surveillance, suspension may be lifted by the Technical Reviewer and the routine surveillance plan re-instated.

If it has been demonstrated that the client is taking action to clear the nonconformities, but has not completed the effective implementation, it is possible for the Lead Auditor to recommend an extension of three months on the initial suspension period.

If, in the opinion of the Lead Auditor conducting the Special Surveillance, the Client has been unwilling or unable to clear the nonconformity, withdrawal of the Certificate shall be recommended to the Technical Reviewer. This Special Surveillance report is reviewed by the Technical Reviewer to verify the decision.

Lifting of a suspension is a decision process, therefore all information to support the lifting of a suspension shall be sent to the Certification Manager for approval.

Operations Manager has the responsibility on monthly basis issuance a monthly suspension report and shall be sent to the Certification Manager. This lists all suspensions initiated with the effective date and the reason for the suspension.

5.10.2 Withdrawal of certificate

Withdrawal of certificate shall be initiated only when it is apparent that corrective action output, including suspension, does not bring compliance with the Management System Certification requirements.

The following procedure shall be followed when a recommendation for withdrawal has been received by the Technical Reviewer concerning a certified Client:

The entire last Certification Cycle history regarding the Client's certification shall be reviewed by the operations manager of NES. The Technical Reviewer shall decide to take one of the following courses of action:

- Allow for extension of suspension for a maximum three months followed by another Special Surveillance (In case the suspension is extended, the procedure above shall be repeated). Only one extension of suspension shall be allowed during the three year contract with a given Client.

Or

- Approval by the Certification Manager that withdrawal of the certificate is enforced.

The Operation Manager shall make a written notification to the client's senior executive, with copy to the NES Certification Manager.



**CERTIFICATION DECISION
AND RECERTIFICATION**

If it is decided that withdrawal shall proceed, Operations Manager shall report decision with all supporting documentation at the next meeting of the Management Review.

The Operation Manager shall advise the Client’s Senior Executive by registered mail. They shall request the return of all approval certificates issued and accompanying logos. Claims to certification made on company websites, advertising material etc. shall also be removed. A website check shall be made by the relevant NES office that this has been done.

The client shall be notified of NES Appeal and Complaint Process and advised that an appeal may be raised within One week of the said notification. Records of this activity shall be maintained.

Contract shall be cancelled.

Where a client has one certificate with multiple standards, based on the reason for withdrawal the local certification entity shall decide if the certificate is reissued with the standards not affected by the withdrawal.

e.g. Joint ISO 9001/ ISO 14001 certificate, ISO 14001 withdrawn, no impact on ISO 9001 management system, certificate reissued for ISO 9001.

5.11 Cancellation of the contract

Cancellation of the contract may be self-initiated or enforced by NES, and shall be undertaken in accordance with the provisions of the contract.

In all cases, every reasonable effort shall be made by NES to preserve a contract with a complaining client or a client found to be non-compliant, but genuine, in its intent to take necessary corrective actions.

If the contract is cancelled at the client’s request, the Technical Manager shall acknowledge cancellation in writing to the client and request that approval certificates and accompanying logo’s be returned.

If the contract is cancelled the client’s Senior Executive shall be advised in writing at the same time as the withdrawal of the certificate.

In either of the above cases the client shall be requested to return all certificates and logos.

If appeal is upheld and certification is reinstated, the original certificate cycle and validity is maintained.

6. List of Records

Title	Code
Certificate Withdrawal – suspension - Acknowledgement Form	NES-06-F-01
WITHDRAWAL LETTER	NES-06-F-02
Certificate template- ISO 9001:2015/Amd-1 2024	NES-06-F-04-QMS
Certificate template- ISO 14001:2015/Amd-1 2024	NES-06-F-04-EMS
Certificate template- ISO 45001:2018/Amd-1 2024	NES-06-F-04-OHSMS
Certificate template- ISO50001:2018/Amd-1 2024	NES-06-F-04- EnMS
Certificate template- ISO22000:2018/Amd-1 2024	NES-06-F-04- FSMS
Certificate template- ISO27001:2022/Amd-1 2024	NES-06-F-04- ISMS
Certificate template- ISO22301:2019/Amd-1 2024	NES-06-F-04- BcMS
Certificate template- ISO13485:2016	NES-06-F-04- MDMS
Certificate template- Multi site	NES-06-F-04-XMS