

**1.0 OBJECTIVE**

- 1.1 Define the method for suspension, withdrawal/cancellation and change of scope of certificates of certified clients .
- 1.2 Define the procedure to be followed in case of changes to the scope of the certificate after the client has certified the management systems.

**2.0 SCOPE**

- 2.1 of YBM .

**3.0 RESPONSIBILITIES**

- 3.1 The Documentation Manager is responsible for receiving cancellation requests from customers.
- 3.2 The Certification Manager is responsible for informing customers about complaints regarding the management system, decisions regarding suspension, withdrawal and change of scope of the certificate( s ) by the Certification Committee as a result of deficiencies in implementation.
- 3.3 The Application Evaluation and Planning department is responsible for informing the Certification Manager of any suspension or withdrawal requirements arising from clients' failure to fulfill their financial obligations.
- 3.4 YBM auditors are responsible for completing the recommendation report for interim audits where a decision to discontinue certification is made and for establishing telephone contact with the Certification Manager during the audit.
- 3.5 The Application Evaluation and Planning Manager is responsible for receiving scope change requests from customers.
- 3.6 The Certification Manager is responsible for conducting audits to verify the suitability of the new scope.
- 3.7 The Project Manager is responsible for preparing new certificates and continuing the certification process by adhering to the interim audit program.
- 3.8 The Certification Committee is responsible for examining and deciding on requests from auditors, the Certification Manager or the certified organization regarding the suspension, withdrawal, cancellation and change of scope of certificates.

**4.0 APPLICATION**

**4.1 Suspension of Certificates**

- 4.1.1 Suspension of certificates is an interim measure taken prior to withdrawal. Suspension of certificates cannot exceed six months.
- 4.1.2 YBM reserves the right to suspend customer certificates if the following conditions occur:

- The company has consistently and seriously failed to meet certification requirements, including the requirements for the effectiveness of its management system.
- Failure to schedule surveillance or recertification audits as frequently as required
- Failure to complete corrective actions for identified nonconformities within the given time period (60/90 days). (In exceptional cases, an additional 60 days may be granted upon the recommendation of the lead auditor.)
- The customer's insistence on not adapting the changes made in the certification system or YBM procedures to its system within the given time,
- Misrepresentation of the certification process, misuse or incorrect use of logos, certificates and related documents,
- The client acts in a way that undermines the certification process and reputation of management systems (such as ISO 9001, ISO 14001, ISO

45001, and ISO 27001, ISO 27701, ISO 13485, ISO 22301, ISO 20000-1; ISO 22000, ISO 50001, ISO 37001, etc.)

- The Customer acts contrary to its contract with YBM,
- The Customer's failure to fulfill its financial obligations to YBM

- 4.1.3 Clients may request in writing that their certification be suspended at any time.
- 4.1.4 The Certification Manager reviews the request for suspension and selects the committee member(s). The list of committee members is specified in D-03. YBM notifies the client in writing of the decision regarding the suspension of the documents within 5 days.
- 4.1.5 After the conditions requiring suspension of certificates are successfully eliminated, the client is informed by YBM that the certification process is ongoing and regains all rights related to the matter. The certificate may remain with the client during the suspension period.
- 4.1.6 In case of suspension, the client's management system certificate is temporarily invalid. In such a case, the advertising of the certification is stopped, the suspension status is published on the internet (in the UAF Portal). The certificate may remain with the client provided that it is not used during suspension.
- 4.1.7 If the suspension is lifted; the suspension process is stopped. This situation is notified to the customer in writing. The necessary corrections are made on the web page and the list of certified companies and published. It is updated on the accreditation institution portal.

#### **4.2 Withdrawal / Cancellation of Certificates**

- 4.2.1 by YBM (maximum 6 months), the certification is withdrawn / canceled or the scope of the certification is narrowed by removing the problematic section from the scope.
- 4.2.2 The Certification Committee evaluates and decides on requests for withdrawal/cancellation of certificates . If a decision is made to withdraw/cancel certificates , the customer is notified in writing and the customer immediately stops using the YBM and accreditation institution logos and other statements reflecting certification. Advertisements, logos and brands used in facilities are also included in this scope.
- 4.2.3 YBM notifies its clients in writing about the withdrawal/cancellation of certificates .
- 4.2.4 YBM requests the return of the original certificates from the documented customer.
- 4.2.5 YBM removes the client whose certificate has been withdrawn/cancelled from the list of certified companies. If the client requests certification again at a later time; the entire certification process is started from the beginning.
- 4.2.6 may request withdrawal/cancellation of certificates at any time . The request must be in writing.
- 4.2.7 YBM is evaluated by the certification committee after the client notifies the client in writing of the withdrawal/cancellation of certificates at any time. If the committee has made the same decision, the certified client is requested to return the original certificates. The cancellation/withdrawal status is published on the internet (UAF Portal).
- 4.2.8 **YBM will suspend, withdraw or reduce the scope of ISO/IEC 27701 certification in the event that the underlying ISO/IEC 27001 certification is suspended, withdrawn or reduced in scope (including the scope of ISO/IEC 27701 certification).**

#### **4.3 Change of Certification Scope**

- 4.4.1 If the customer requests a change in scope and no special audit is required for the change in scope, a new certificate is prepared in accordance with (D-14) and sent to the customer, and the certification process continues by adhering to the interim audit program.
- 4.4.2 If a special audit is required, the client is informed, the audit is included in the program, the audit plan is prepared, an audit is conducted to verify the suitability of the new scope and a new certificate is prepared in accordance with (D-14). The certification process continues by adhering to the interim audit program.

#### **4.5 General**

- 4.5.1 YBM notifies its clients in writing of the suspension, withdrawal/cancellation of the certificate.
- 4.5.2 YBM has the right to provide the necessary information to the society in case of suspension, withdrawal / cancellation of certificates.
- 4.5.3 In case of objection of the suspension, withdrawal/cancellation of certificates by the Customers, YBM acts in accordance with the (P-19) Procedure.
- 4.5.4 If the customer requests in writing, their documents may be suspended or withdrawn.
- 4.2.9 YBM publishes the suspended, withdrawn/cancelled certificates with the List of Certified Companies and notifies the accreditation institution about this situation. In addition, withdrawn/cancelled certificates are published on the internet (UAF Portal).

#### **5.0 RECORDS**

- 5.1 Certificate (F-017)
- 5.2 Certification Service Agreement (F-030)
- 5.3 Inspection reports
- 5.4 Company Change Request Form (F-034)
- 5.5 Documentation Committee Decision Minute (F-051)
- 5.6 Suspension Cancellation, Withdrawal Letter
- 5.7 List of Certified Companies (BFL)

#### **6.0 REVISIONS**

Rev.1 Article 4.1.5 removed. Article 4.5.4 added. Paragraphs 4.2 Withdrawal of certificates and 4.3 Cancellation of certificates merged under 4.2. Article 4.1.3 added.

Rev.2 Certification committee was added to the Responsibilities section, and the certification committee evaluation and decision-making process was added to the procedure in cases of document suspension and cancellation.

Rev. 3 Updated to install ISO/TS 22003 System.

Rev. 4 Updated to install ISO 14001 System .

Rev. 5 Updated to install ISO 27001 System.

Rev. 6 Updated according to ISO 17021-1:2015 standard.

Rev. 7 Article 4.1.2. specifies the additional time conditions for UR closure in the suspension conditions.

Rev.8 Revision has been made according to the organizational chart change. (The responsibility of the Financial and Administrative Affairs Manager has been transferred to the Application Evaluation and Planning Manager.)

Rev.9 Articles 4.1.2, 4.1.6, 4.1.7, 4.2.7, 4.2.8 updated.

**the Rev.10 ISO 27006-2:2021 revision.**

**Documentation Scope Change Flow Diagram**

