

SUSPENSION, WITHDRAWAL AND MISUSE OF CERTIFICATION MARK

A. Certificate Suspension

Suspension process of certification can be caused at the request of the client who is certified voluntarily or by the certification body if the client unfulfill the obligation, such as:

1. If the Mismatch report (TMR) is uncomplete within the specified time limit. Director of Certification Body provides the written information about 1 month before the due date for completing TMR immediately. If TMR is unfollowed up till the time limit then the client certification will be congealed. During the congealing period (3 months), the client must be able to complete the TMR. If after the congealing certification period expired then the client unable to complete the TMR so the Certification Bodies Director can revokes the client certification.
2. If in the case of misuse of the certificate of SDS Certification Body.
3. If the client is not willing to be surveillance audited within the prescribed period.

Certification committee may appoint another auditor to carry out the observation to determine whether the condition of the implementation of the certificate have been filled. Based on the fulfillment on the above conditions, congealing is not enforced and the customer are notified in writing about the reinstatement of certificate by SDS Certification Body. If the case of point 1 above unfulfilled, the certificate will be withdrawn.

B. Certificate Withdrawal

1. A certificate can be revoked not limited only in cases :
 - a. Corrective action that has been taken by the customer did not adequate in the case of the certificate suspension.
 - b. Customers who do not fulfill the financial obligation to SDS Certification Body.
2. Before revoking the certificate, the Certification Committee inform in written form to the customer at least 2 weeks after the third warning, that the repairing action taken uneffectively and the Certification Committee assign another auditor to carry out observation.
3. Based on confirmation of the other auditor, according to the point a so the Certification Committee provide the revoking report to the Director of Certification Body to revoking the certificate. The Director of Certification Body will decide whether revoked or unrevoked certain certificate.
4. Along with that the Certification Committee inform in written form to the customer to:
 - a. The customer with immediately stop to use the Logo of SDS Certification Body.

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- b. SDS Certification Body take action immediately the certificate and the associated document.
5. The customer can submit appeal or dispute.
6. No returns upon the cost of the revocation of the certificates.
7. After final decision of the revocation of the certificate which is done by the Chairman Certification then the Certification Committee will publish it.
8. The Certification Committee can inform through the SDS Certification Body Website to inform the public that the company concerned is not certified by SDS Certification Body. The Certification Committee do the removal of customer concerned from the directory book on the next publication.
9. The Certification Committee store the copies of the revocation certificate letter for 6 (six years).
10. The Certification committee ensure that if the database be in a computer , all of the record to customer is printed or moved to in floppy disk and stored along with the copy of the notice archive , as grains the g point above. Then, all recording of all customers removed from the computer database.
11. The Certification Committee ensure that the next publication to the Directory Book and website being certified and published by SDS Certification Body not include name and other datas from customer who has not certified.

C. Reduction of The Scope of Certification

1. The letter of the reduction of the certification scope from customer received by the Secretary to be submitted to SDS Director and The Director assigns the task to the Certification Committee to be evaluated.
2. The SDS Director legalize the evaluation report of the reduction given by the Certification Committee.
3. The certificate published according new scope of certification.

D. Misuse of a certification mark

1. If there is the third party who purposefully or not use the certification mark form SDS Certification Body, so SDS will take legal process to solve the problem.
2. SDS Director assigns the Governing Board to take legal to settle misappropriation by the third party.

Rights and obligation of the applicants and clients, including the requirements, prohibitions, or restrictions on the use of certification bodies name and the certification mark referring to the Quality Guidelines point 39 about the Labeling and Procedure of the Using of Certification Mark (PR 2.14).