

## PROCEDURE FOR SUSPENSION, WITHDRAWING, AND REDUCTION OF ACCREDITATION

**Revision 05**

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AUTHOR	REVIEWER	APPROVER
Mohammed Abbas Alam Assistant Director	<b>Md. Mahbubur Rahman</b> <b>Deputy Director</b>	<b>Md. Monwarul Islam</b> Director General

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## 1.0 PURPOSE

The purpose of this procedure is to describe the responsibility of Bangladesh Accreditation Board, and the administrative actions required to be carried out for the suspension, and withdrawal and reduction of accreditation based on non-technical issues and actions when failing to comply with requirements.

## 2.0 SCOPE AND APPLICATION

2.1 This procedure is applicable to when Bangladesh Accreditation Board receive request on the withdrawal of accreditation certificate.

2.2 This procedure is also applicable to suspension and withdrawal of accreditation certificates because of the following:

- Non payment of accreditation fees in spite of two reminders and a final warning letter on the non-payment of accreditation charges, or
- Withdrawal of accreditation as a result of bankruptcy or closure of business of the accredited laboratory/inspection body.
- Withdrawal and suspension as a result of noncompliance with respective General Requirements and Specific requirements of BAB

2.2 This procedure should be read in conjunction with the relevant published policy and procedure documents governing **by Bangladesh Accreditation Board**

## 3.0 REFERENCES

- ISO/IEC 17011(clause 7.13)
- BAB Quality Manual
- Bangladesh Accreditation Act, 2006

## 4.0 DETAILED PROCEDURE

Withdrawal or suspension of accreditation for non-technical issues

No	Procedure / Action	Responsibility/ Reference Documents
<b>4.1</b>	<b>Withdrawal on the request of the accredited CAB.</b>	
4.1.1	Written request for withdrawal received from CABs.	<b>Quality Manager CO</b>
4.1.2	Brings the matter for the attention of the Quality Manager.	<b>Quality Manager</b>
4.1.3	If no reason given or if reason for request for withdrawal is unclear, seeks clarification or confirmation from the CAB.	<b>Quality Manager CO</b>
4.1.4	Writes to the CABs request for Certificate of Accreditation to be returned to Bangladesh Accreditation Board. If there is no response from the CAB, BAB will visit the premises to retrieve the Certificate.	<b>Quality Manager CO</b>
4.1.5	Returned certificate shall be filed in Bangladesh Accreditation Board file titled: "Withdrawn Accreditation Certificate".	<b>CO</b>
4.1.6	<b>Public notification</b>	
	Notify CO who responsible for maintaining directories of accredited CABs, to update the directories in the website by removing the withdrawn CABs from current directories and update the list of	<b>CO</b>

No	Procedure / Action	Responsibility/ Reference Documents
	withdrawn CABs.	
4.1.7	As a record of CAB withdrawal and confirmation on follow-up action, CO is to complete <b>QF 28</b> .	<b>CO</b> <b>QF 28</b>
<b>4.2</b>	<b>Suspension of accreditation as a result of non-payment of accreditation fees.</b>	
4.2.1	Admin department prepares a first reminder letter, if after <b>two months</b> from the date of invoice issued; there is no receipt of payment of accreditation fees from CAB.  Note: CO is to communicate with CAB regarding non-payment of fees.	<b>CO</b> <b>Asst. Director Admin</b>
4.2.2	Issue a second reminder letter, if after <b>three months</b> from the date of first reminder issued, there is still no receipt of payment.	<b>CO</b> <b>Asst. Director Admin</b>
4.2.3	Sent a final reminder (by fax and/or register mail) to the CAB drawing attention of Bangladesh Accreditation Board intending action for suspension, if after <b>four months</b> from the date of second reminder issued, there is still no receipt of payment.	<b>CO</b> <b>Director/Quality Manager</b>
4.2.4	If there is no response or reply by 14 calendar days, a notice for suspension will be signed by the Director after obtaining approval from the DG. Reason(s) for suspension shall be given and the letter shall mention that the CAB concerned may like to appeal.  Note: Suspension period is in force until BAB has received the payment or until withdrawal action is taken by BAB (See 4.3 below).	<b>CO</b> <b>Director/Quality Manager</b> <b>DG</b>
4.2.5	Notify CO who responsible for maintaining directories of accredited CABs, for updating the directories in the website. Follow step 4.1.6 as appropriate.	<b>CO</b>
<b>4.3</b>	<b>Withdrawal of accreditation as a result of non-payment of accreditation fees</b>	
4.3.1	One month after letter of suspension has been issued and there is no payment receipt, proceed for withdrawal of accreditation.	<b>All</b>
4.3.2	Prepare a memo of withdrawal of accreditation for approval of DG.	<b>DG</b> <b>Director/Quality Manager</b> <b>CO</b>
4.3.3	Issue a notification for withdrawal. Reason(s) for withdrawal shall be given and the letter shall mention that the CAB concerned may like to appeal.	<b>Director/Quality Manager</b> <b>CO</b>
4.3.4	Follow steps 4.1.4 to 4.1.7 as appropriate.	<b>Director/Quality Manager</b> <b>CO</b>
<b>4.4</b>	<b>Withdrawal of accreditation as a result of bankruptcy or closure of business</b>	
4.4.1	Information on bankruptcy received from the CAB or other means court orders, rulings etc., published in newspapers.	<b>All Staff</b>
4.4.2	DG/Director instructs Director/Quality Manager to seek confirmation	<b>Director/Quality Manager</b>

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	and proceed with necessary actions.	CO
4.4.3	Bangladesh Accreditation Board to adhere to Act, (2006).	DG Director/Quality Manager
4.4.4	If confirmed and instructed by legal adviser, Director take appropriate actions to commence actions for withdrawal.	Director/Quality Manager
4.4.5	Follow steps 4.1.4 to 4.1.7 as appropriate.	CO Director/Quality Manager
4.4.6	Where there is an evidence of fraudulent behavior, or the conformity assessment body internationally provides false information or conceals information BAB will start process for suspension.	CO BAB Staff Team Leader Director/Quality Manager
<b>4.6</b>	<b>Actions when failing to comply with the requirements</b>	
<b>4.6.1</b>	<b>General</b>	
	If the accredited CAB fails to conform to the requirements for accreditation, BAB can put in effect one or more of the following actions, depending on how serious the non-compliances are:	CO Director/Quality Manager
	a) Instructions of corrective actions (non-compliances) b) Suspend the accreditation or parts of it c) Withdraw the accreditation or parts of it	
	BAB will evaluate which action to be used. When it is necessary to do withdrawals, instructions of corrective actions and/or suspension shall be used first if BAB finds that appropriate. The actions from failure to address issues leading to suspension are given in 4.5.2 below.	
	If the CAB implements correction or corrective action to address the non-conforming condition, BAB may also decide that an extraordinary visit to the CAB is required to check that the corrections are satisfactorily implemented.	
<b>4.6.2</b>	<b>Failure to successfully address causes of suspension</b>	
	BAB can require that the CAB correct the non-conformance within a specified date. If the CAB wishes to keep the accreditation, it must prove that the non-conformance has been successfully addressed to satisfactory level within the time limit.	CO Director/Quality Manager DG
	Failure to successfully address the condition that led to the suspension may result in withdrawal of part or all of the scope of accreditation by BAB.	
<b>4.6.3</b>	<b>Suspension for Cause</b>	
	BAB reserves the right to determine the period of suspension for accreditation depending on the severity of nonconformity or nonconformities against BAB accreditation criteria and conditions. If the non-conformance is not corrected within an agreed timeframe, or if the non-conformance is very serious, the accreditation – or part	

No	Procedure / Action	Responsibility/ Reference Documents
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of it- can be suspended until such time as the non-conforming condition has been successfully addressed.

Examples of serious non-conformance:

- a) No traceability of measurement.
- b) Unacceptable results from inter-laboratory comparisons (ILC) or proficiency tests (PT) or other qualified tests.
- c) Loss of ability to demonstrate competence because of changes in personnel or changes in the qualifications of key personnel.
- d) Lacking of implementation of needed corrections and corrective actions within a specified time limit.
- e) Production of multiples of invalid results of tests, calibrations, certifications, or inspections, which show serious errors in the quality system.
- f) Misuse of the accreditation, its mark, or any Breach of the Terms and Conditions of Accreditation.
- g) Non-compliance to relevant legal requirements
- h) Changes of a laboratory's premises, regarding moving/rebuilding will normally lead to suspension. The same can in some cases be the result for changes in the CAB.

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4.6.4	<p><b>Voluntary Suspension:</b></p> <p>A CAB can ask to be <b>suspended</b> on voluntarily. If the CAB itself finds that the requirements for accreditation are not being fulfilled, or a laboratory may be moving to new premises. The consequences of a suspension will be the same regardless of the suspension being voluntary or not.</p> <p>BAB may accept voluntary suspensions for a period up to one year. If the suspension last for a longer period, a new application for accreditation has to be presented.</p> <p>When the accreditation or parts of it is suspended, the CAB shall not offer or perform accredited services for the suspended activities as long as the suspension lasts. Accredited calibration-certificates/test reports shall not be issued within the area that is included in the suspension.</p> <p>Suspensions can be time limited to 3 months, but BAB can prolong it for as long as is needed to address non-conforming conditions or conditions which may affect the integrity of BAB accreditation. The accreditation will be re-established by BAB if the conditions that caused the suspension are addressed in a satisfactory way. If the non-conforming condition is not corrected within a specific time limit, the accreditation will be withdrawn.</p> <p>When the accreditation or parts of it are suspended, BAB may require that the CAB informs affected customers about the consequences.</p> <p>Already paid fees are not returned when a CAB is suspended. The CAB has to pay all accumulated costs.</p> <p>Before decision on suspension, the CAB shall normally be notified by written information and shall be given the opportunity to give comments. However, for very serious situations BAB has the possibility to effectuate suspensions immediately.</p> <p>Appeals on decisions on suspensions can be made by the CAB as per the respective BAB appeal procedure.</p> <p>BAB will notify the suspended CABs to take appropriate measure for lifting suspension. In case of non response from CABs BAB will take proper measure(s) as per Bangladesh Accreditation Act 2006.</p>	<p><b>CO</b>  <b>Director/Quality Manager</b>  <b>DG</b></p>
4.6.5	<p><b>Withdrawal of accreditation</b></p> <p>If the CAB does not want, or is not able to correct the non-conforming conditions within the time limit, or the non-conformance is so serious that the CAB no longer has the necessary qualifications to carry out accredited services, the accredited scope or parts of the scope will be withdrawn.</p> <p>Upon withdrawal of the accreditation, the CAB is required to return the accreditation certificate and the accreditation documents to BAB. If only parts of the accreditation are withdrawn, the CAB shall hand over to BAB accreditation documents. BAB will modify the</p>	<p><b>CO</b>  <b>Director/Quality Manager</b>  <b>DG</b></p>

No	Procedure / Action	Responsibility/ Reference Documents
	<p>CAB's published scope of accreditation accordingly.</p> <p>The CAB shall no longer offer to carry out accredited services within the areas withdrawn. If the accreditation is fully or partially withdrawn, the CAB shall, in writing, inform clients concerned about the consequences. In the case of withdrawal, paid fees will not be refunded.</p> <p>The CAB has a duty to pay all incurred costs. Before a decision to withdraw accreditation can be made, the CAB will be given notice decisions concerning actions can be made by the CAB through BAB appeal procedure.</p>	<p><b>CO</b>  <b>Director/Quality Manager</b>  <b>DG</b>  <b>QP05 Disputes and Appeals</b></p>
<p><b>4.6.6</b></p>	<p><b>Notice of voluntary termination of accreditation</b></p> <p>An accredited CAB may voluntarily terminate its accreditation with notice. The notice must be in writing.</p> <p>By termination of an accreditation, BAB has the right to decide if actions should be taken to verify what has been performed as accredited services since the last surveillance. The extent of the actions will depend upon the period of time and the number of accredited services from the last assessment until the termination.</p>	<p><b>CO</b>  <b>Director/Quality Manager</b>  <b>DG</b></p>

**Applicable forms for AP 12:**

**QF 28: Withdrawn Laboratory record**