	Work Instruction	**Certification Decision**		**Document #:** WI-6517
		Process owner VPA	**Approved By PRES**	**Issue date:** 09/16/2024

1 Purpose and Scope

PURPOSE

The work instruction establishes the process GMS follows to conduct an effective review prior to making a decision for granting or refusing certification, expanding or reducing the scope of certification, maintaining, renewing, suspending, restoring, or withdrawing of certification.

SCOPE

This work instruction covers the review of all decisions for granting or refusing certification, expanding or reducing the scope of certification, maintaining, renewing, suspending, restoring, or withdrawing of certification.

2 Responsibility

The Lead Auditor is responsible for completing audit packages and sending them to the Vice President of Administration or designee.

Vice President of Administration (VPA) or designee is responsible for assuring our documents required are included in the audit package and assigning Certification Committee Members (CCM) to review audit packages.

CCM are responsible for viewing the appropriate packages and making decisions for granting or refusing certification, expanding or reducing the scope of certification, maintaining, renewing, suspending, restoring, or withdrawing of certification.

VPA or designee is responsible for contacting customer with decision information.

VPA or designee is responsible for creating and issuing the certificate and sending it to the customer.

3 Instructions

3.1. Once an audit is completed the LA sends all the required audit documentation per the WI-6515 Auditor Expectations.

3.2. Audit Package reception and CCM Selection

3.2.1. VPA or designee receives the audit package from the LA.

3.2.2. The VPA or designee reviews the audit documents to make sure that all the required forms have been returned. The VPA will reach out to the LA to collect any missing documents.

3.2.3. Once all the required documents are with the VPA, the VPA will consult with the QF-6571 Certification Committee Selection Matrix to choose the appropriate Certification Committee Member.

3.2.4. VPA determines that the chosen CCM meets the requirements for the standard(s) and areas being audited.

3.2.5. VPA reviews QF-6552 Conflict of Interest, Risk Assessment Matrix and the client's completed QF-6502 Request for Service to assess risk of impartiality for the audit package review and certification decision.

3.3. Audit Package Review

3.3.1. CCM Review documents using the QF-6532 Certification Committee Audit Package Review to document the review.

3.3.2. If the audit package is reviewed and found to be complete with no errors and in-line with the certification scope, and the LA had indicated Recommendation to Register or to Maintain Registration (upon Closure of Nonconformities - if Applicable), the CCM will indicate approval on the QF 6532 and send the entire package to the VPA for Certification decision.

3.3.3. If there are any errors or missing information, the CCM reaches out to the LA to make corrections or complete the documentation as needed. LA will send the documentation to the CCM for further review and the CCM will continue its usual process.

3.3.4. The CCM completes review and sends audit package and the filled-in QF-6532 with its audit package decision to the VPA.

3.4. Certification Decision

3.5. VPA reviews the CCM recommendation and makes a final certification decision and contacts the customer with the results of the decision per the QSP 6571 Process requirements.

3.5.1. If approved the VPA issues the certificate per the QSP 6571 Process requirements.

3.5.2. If all requirements are addressed but CCM recommendation indicates there is insufficient evidence that the system is effectively implemented or the number of nonconformities indicates a lapse in the maintenance of the quality management system and the errors or missing information is due to customer not providing required information such as nonconformance

response, the CCM will note the information in the QF-6532 and do the following depending on the status of the certification cycle:

    3.5.2.1.   If a new certification or recertification – refuse certification, VPA will speak to the customer to perform a follow-up audit or brand-new Stage 2 audit.

    3.5.2.2.   If a surveillance audit the VPA recommends to follow guidance of QSP-6572 Probation, Withdrawal and Cancellation of Registration to either maintain certification or refuse certification.

3.6. If LA has indicated that there is a Recommendation NOT to Register or to Maintain Registration or they are Unable to Make a Recommendation at This Time and Follow-up Audit Required the CCM will note the information in the QF-6532 and sends audit package and the QF-6532 with its decision to the VPA. VPA will review audit package and make a determination if all requirements are addressed and there is sufficient evidence that the system is effectively implemented. VPA will then contact the client and follow steps 3.5.2.1 or 3.5.2.2.

4   References

4.1   Related Procedures

Process Requirement	QSP 6571
Probation, Withdrawal & Cancellation of Registration	QSP-6572

4.2   Reference Documents

Auditor Expectations	WI-6515
Conflict of Interest, Risk Assessment Matrix	QF-6552
Request for Service	QF-6502
Certification Committee Selection Matrix	QF-6571

5   Records

Certificate of Registration	QF-6525
Certification Committee Audit Package Review	QF-6532