	文件编号 Document Number: AKA-P-006	Rev : 2
	起草 Prepared By: 王丹妮	发布 Issued: 03/01/2020
	评审 Reviewed By: 施彩娟	更改 Revised: 07/12/2023
	批准 Approved By: 严继兵	Page 1 of 4
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1.0 目的 **Purpose**

1.1 规定认证证书的暂停、撤销和注销的流程。

To define the processes for suspension, withdrawal and cancellation of certification certificate.

2.0 范围 **Scope**

2.1 适用于 AKA 所有管理体系的获证客户。

Applies to all AKA certified customer.

3.0 定义 **Definitions**

3.1 暂停：一个严重的警告措施传达给获证客户，AKA 员工和相关的认可机构。

Suspension: A serious warning measure communicated to organizations, AKA staff and relevant accreditation bodies.

3.2 撤销：一个由 AKA 发起的终止注册活动。

Withdrawal: A deregistration activity initiated by AKA

3.3 注销：一个由组织发起的终止注册的活动。

Cancellation: An action of ceasing registration initiated by the organization.

4.0 引用文件 **Reference Document**

无 Nothing

5.0 职责 **Responsibility**

5.1 客户经理负责认证退出过程的发起，客服助理负责建立退出流程客户清单，更新 ERP 系统。

Customer Manager shall initiate the processes for suspension, withdrawal and cancellation for organizations. CS assistant is responsible for placing on file and input ERP system.

5.2 审核员有责任完成监督审核推荐报告，并且任何客户在监督审核过程中符合“推荐不维持注册”时与审核部经理进行电话沟通。审核部报告评审负责认证退出过程的发起，审核部经理负责监控退出流程和 ERP 证书状态，并根据退出流程清单进行抽样检查。

Auditors shall be responsible for completing the Surveillance Recommendation Report which is included in the merged audit reports, and communicating to the AKA office during the surveillance or re-registration audit any organization that falls into the “Recommendation Not to Maintain Registration” category.

5.3 所有认证证书的暂停、撤销、注销都应由公司技术委员会成员来批准。


Member of the company's Technical Committee shall approve all suspension, withdrawal and cancellation of certification certificate.

6.0 程序 **Procedure**

6.1 暂停 **Suspension**

6.1.1 认证证书暂停是一个临时措施，可能导致认证证书撤销。认证证书暂停期不得超过 6 个月。

Suspension of certification certificate is an interim measure that may lead to withdrawal of


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certification certificate. Suspension for certification certificate shall not last longer than 6 months.

6.1.2 对于以下情况，AKA 有权对组织的认证证书进行暂停：

AKA reserves the right to place certification certificate on Suspension for the following conditions:

- a) 获证客户的重大变更，如：所有权，活动的中断等。
Certified customer changes such as ownership, interruption of activity, etc.
- b) 获证客户未能按照预定时间进行审核。
Certified customer's failure to schedule required audits
 - 1) 假如审核不能在目标日期内执行，注册可能被暂停。非人为可控情况（如自然灾害）可能批准延长期限，但是太忙或其他业务情况不应该作为申请延长期限的理由。当一次审核没有在目标日期发生，注册暂停应该被发起。
Organizations may be placed on Suspension if an audit has not occurred within the targeted surveillance audits. Extraordinary circumstances (such as a natural disaster) may warrant an extension but being too busy or other business conditions should not warrant an extension. This Suspension should be initiated when an audit has not occurred by the target date.
 - 2) 证书暂停通知单将要求一次规定日期审核的执行。这个证书暂停通知单将声明假如审核没有在规定日期执行注册将可能会撤销。
The Certificate Suspension Information will require conduct of an audit by a specified date. The Certificate Suspension Information will state that the registration will be subject to withdrawal if this audit is not conducted by the specified date.
- c) 获证客户未能根据注册体系或 AKA 程序的变更而作相应改变。
The certified customer is unwilling or unable to make changes in response to registration system or AKA procedure changes.
- d) 获证客户不适当使用标志、符号、注册、注册文件，或注册的误导。
The certified customer improper use of the logo, symbol, registration, registration document or misrepresentation of registration.
- e) 获证客户质量管理体系持续或严重不满足认证要求，包括对质量管理体系运行有效性要求的。
The certified customer violates the spirit and intent of the registration in such a way as to do damage to the image of the registration process.
- f) 获证客户与 AKA 产生财政债务。
The certified customer failure to meet their financial obligations to AKA.
- g) 任何违反与 AKA 合同协议中的要求。
Any other infraction of the requirements within the contractual agreement with AKA.
- h) 被有关执法监管部门责令停业整顿的。
Ordered to suspend business for rectification by relevant law enforcement and supervision departments
- i) 在监督审核期间严重和/或轻微不符合项的识别。
Identification of major and/or minor nonconformance(s) during surveillance audits.

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j) 获证客户主动要求暂停。

The certified customer ask for a pause.

k) 持有的与质量管理体系范围有关的行政许可证明、资质证书、强制性认证证书等过期失效，重新提交的申请已被受理但尚未换证的。

The administrative license certificate, qualification certificate and compulsory certification certificate related to the scope of quality management system are expired and invalid, and the resubmitted application has been accepted but has not been renewed.

l) 由注册客户提供或审核组在审核期间直接收集的有关重大事故或严重违反监管规定等事件的信息，严重不符合管理体系认证要求的情况下，应暂停或撤销认证。
If the information about major accidents or serious violations of regulatory provisions provided by registered clients or directly collected by the audit team during the audit period, the certification shall be suspended or withdrawn in case of serious non-compliance with the requirements of management system certification

m) 其他应当暂停认证证书的。

Other certificates that should be suspended.

6.1.3 客户经理应在暂停决定后 10 天内通过电子邮件方式将《AKA-C-F04 证书暂停通知》发送给获证客户。

The customer manager shall send the < AKA-C-F04 Certificate Suspension Information> to the certified customer by email within 10 days after the suspension decision.

6.1.4 在暂停期间允许获证客户保留证书，但是客户的管理体系认证暂时无效，获证客户不得以任何方式使用认证证书、认证标识或引用认证信息。

AKA shall document the suspension to the certified customer within 10 days of issuance. During suspension the certified customer is allowed to retain the certificate, but the registration is temporarily invalid and the organization shall refrain from promoting their registration.

6.1.5 如果造成暂停的问题已经解决，AKA 将恢复被暂停的认证。如果客户未能在规定的时限内解决造成暂停的问题，AKA 应撤销或缩小其认证范围。

If the problem causing the suspension has been resolved, AKA will resume the suspended certification. If the customer is unable to resolve the problem causing the suspension within the specified time limit, AKA should withdraw or reduce its certification scope.

6.2 撤销 **Withdrawal**

6.2.1 对于列在 5.1.2 中的所有情况，AKA 有权撤销获证客户的证书。


AKA reserves the right to withdraw a certified customer's certificate for all conditions listed in 6.1.2.

6.2.2 客户经理应在撤销决定后 10 天内通过电子邮件方式将《AKA-C-F05 证书撤销通知》发送给获证客户。

The customer manager shall send the < AKA-C-F05 Certificate Withdrawal Information> to the certified customer by email within 10 days after the withdrawal decision.

6.2.3 被 AKA 撤销的获证客户必须立即停止使用 AKA 的标志及任何其已注册的相关之物。

Certified customer notified by AKA of withdrawal must immediately stop use of the AKA,

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logo and any indication that they are registered. This includes use of logo on their stationary, advertising, etc.

6.2.4 更新 ERP，上报 CNCA。

Update ERP and report to CNCA.

6.3 注销 **Cancellation**

6.3.1 一个获证客户可能在任何时间申请注销认证证书。AKA 要求这样的通知应书面化。

A certified customer may request cancellation of registration at any time. AKA requests this notice to be documented.

6.3.2 客户经理应在注销决定后十天内通过电子邮件方式将获证客户的《AKA-C-F06 证书注销通知》。

The customer manager shall send the <AKA-C-F06 Certificate Cancellation Information> to the certified customer by email within 10 days after the cancellation decision.

6.4 缩小认证范围 **Reduce the scope of certification**

6.4.1 如果客户在认证范围的某些部分持续地或严重地不满足认证要求，AKA 将缩小其认证范围，以排除不满足要求的部分。认证范围的缩小应与认证标准的要求一致。

If the customer continuously or seriously fails to meet the certification requirements in some parts of the certification scope. AKA will reduce its scope of certification. To exclude the parts that do not meet the requirements. The reduction of certification scope should be consistent with the requirements of certification standards.

7.0 记录 **Records**

《证书暂停通知 Certificate Suspension Information AKA-C-F04》

《证书撤销通知 Certificate Withdrawal Information AKA-C-F05》

《证书注销通知 Certificate Cancellation Information AKA-C-F06》

历史更改记录表 Revision History Sheet

日期 Date	变更简述 Description of Change	发起人 Originator
2020.3.1	初始建立 Initial establishment	王丹妮
2023.7.12	增加 6.1.2 I Add 6.1.2 I 公司简称更新, LOGO 更新, 表单号更新 Company abbreviation update, logo update, form number update	王丹妮