



Quality Procedure

IMQ GULF FZCO

Doc. No.

IMQG/QP/13

Revision No.

03

Date

12-May-2026

Procedure for Granting, Refusing, Maintaining, termination, expansion, reduction, suspension or withdrawal of Certification

1.0 Purpose

This procedure is to describe the processes and conditions for Granting, Refusing, Maintaining, termination, expansion, reduction, suspension or withdrawal of Certification.

2.0 Scope

2.1 This procedure applies to the following documents:

• Quality Manual	• Formats
• Quality Procedures	• Customer/Client's documents / Data of external origin and reference international standards
• Work Instructions / Standard Operating Procedures	
• Various reference documents.	

3.0 Responsibility

Personnel responsible for review and decision on the following certification activities are specified below:

Certification activity	Responsibility
Decision on Granting certificate	Certification decision maker authorized for scope
Decision on Refusing certificate	Certification decision maker authorized for scope
Decision on Maintaining certificate	Certification decision maker authorized for scope
Decision on termination of certificate	Certification Manager or Operations Manager*
Decision on scope expansion or reduction of certificate	Certification decision maker authorized for scope or Certification manager*
Decision on suspension/withdrawal of certificate	Certification Manager or Operations Manager*

NOTE*: If the Certification Manager or Operations Manager is involved in the investigation of a complaint or appeal, or in any certification activity that presents a potential conflict of interest, a different competent person shall be appointed to make the decision regarding the certification status.

4.0 Process

4.2 Granting for initial or re-certification

Originator	Approved by	Signature	Page
Quality Manager	Managing director		1 of 5



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Granting Refusing Maintaining Certification

The certification is granted/ issued to an applicant organization on meeting the following conditions:-

- a) The applicant has a documented management system that meets applicable standard or other normative documents, and one Internal Audit and Management Review cycle has been completed and non-conformities, if any, have been corrected.
- b) The applicant meets the criteria of certification and all non-conformities, found during assessment have been addressed as per IMQ GULF procedure for certification P-01.
- c) There are no adverse reports/ information/ complaints with the IMQ GULF about the applicant regarding the quality and effectiveness of implementation of system as per certification criteria.
- d) The applicant has paid all the fees as due.

IMQ GULF may refuse the certification if client does not meet anyone or more of the above conditions.

4.3 Maintaining Certification

IMQ GULF maintains certification granted based on demonstrating that the client continues to satisfy the requirements of the management system standard. The authorized personnel maintain the certification based on the positive conclusion/ recommendation by the certification team during on-going surveillance and no independent technical review or decision is required except in case of any major non-conformity or other situation that may lead to suspension or withdrawal of certification.

The certification is maintained after the customer has met the following conditions.

- a) The certified organization continues to meet the criteria of certification and all non-conformity found during surveillance assessment has been addressed with in the time period.
- b) There are no adverse reports/ information/ complaints with the IMQ GULF about the applicant regarding the quality and effectiveness of implementation of certification system as per certification criteria.
- c) The client has paid all the dues.

Certification Manager monitors its surveillance activities, including monitoring the reporting by its auditors, to confirm that the certification activity is operating effectively.

4.4 Suspension of Certification

Suspending Certification means the state that the customer's certification is suspended as a result of following:-

- a) The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system.
- b) Customer does not accept surveillance or recertification audits to be conducted at the required frequencies.
- c) If the first surveillance is not conducted within 12 months of the last date of initial certification audit.
- d) Excessive or serious complaints by interested parties and conflicts.
- e) Customer has not implemented the required changes of certification system or requirements.



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- f) Any willful misuse of logo of IMQ GULF or Accreditation board and certificate.
- g) Non-payment of invoices for more than 30 days after audit.
- h) IMQ GULF determines that Customer does not comply with the agreement(s) and/or contract(s) concluded with IMQ GULF.
- i) Any other condition deemed appropriate by IMQ GULF management.
- j) The certified client has voluntarily requested a suspension.

4.4.1 Process of suspension

The authorized personnel issue a show cause notice in writing of likely suspension of certification identifying the reason(s) thereof through postal mail/ courier/ email/ fax. If the customer doesn't take respond and/or take adequate action within 15 days, the regulatory body shall be informed and decision regarding suspension shall be taken. Suspension is generally issued for 30 days. With the approval of MD, the suspension may be allowed for upto six months and justification for the same are recorded in the client file. IMQ GULF make the suspended status of the certification publicly accessible on its website as well as Accreditation body website as applicable.

If the reasons of suspension are removed or resolved, the certification is restored. The expense incurred may be recovered from client before revoking suspension.

If the authorized personnel determines that the actions taken by the customer are not satisfactory, the certification shall remain suspended. Failure to resolve the issues within time established by IMQ GULF result in withdrawal or reduction of the scope of certification.

4.5 Reduction of Scope of Certification

Reducing certification means the state that the customer doesn't fulfill some of the certification requirements under the scope of certification after granting.

4.5.1 Causes of Reduction of Scope of Certification

If Customer is not complying with followings, authorized personnel may reduce scope of Customer's Certification.

- a) Failure to resolve the issues that have resulted in the suspension in a time established by the IMQ GULF.
- b) Customer's request
- c) To exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction is in line with the requirements of the standard used for certification.
- d) If correction or corrective action is not taken within the time agreed certification could be reduced, suspended or withdrawn.
- e) Customer discontinues some of the activities (manufacturing, installation, etc.) related to the scope of certification.

4.5.2 Process of reducing scope of certification

IMQ GULF informs the customer in writing of likely reduction of scope of certification. If IMQ GULF is not satisfied with the submission made by the client, the scope of certification is reduced. IMQ GULF updates the information on IMQ GULF website to make it publicly accessible.

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The customer is required to amend all advertising matters when the scope is reduced.

4.6 **Withdrawal of certification**

Withdrawing certification means the state that the customer's certification is withdrawn under the following condition(s):-

- Failure to correct suspension within time established by IMQ GULF
- On Customer's request.
- The certified customer is no longer identified because of its dismantlement or communication disconnecting, etc.
- The suspension of Customer's Certification is more than 3 times during the term of validity of its Certification.
- After receipt of IMQ GULF' request to return the certificate(s), Customer didn't return its certificate(s) to IMQ GULF within one (1) month

4.6.1 **Process of Withdrawing Certification**

IMQ GULF informs the customer in writing of withdrawal of certification. IMQ GULF revises List of Certified customers and updates the information on IMQ GULF website to make it publically accessible.

The termination of withdrawal of certification means that certification is no longer valid. The customer may re-apply to IMQ GULF for Initial Certification when all the reasons for the withdrawal have been removed and communicated to IMQ GULF.

4.7 **Changes and Modification to Certification**

4.7.1 **Issue of changed certificate**

When changes are approved, IMQ GULF retrieve the previous certificate and issue a new certificate. The list of customers is revised accordingly. He/ she shall report the changes to the Accreditation body, if required.

4.7.2 **Assessment for Modification**

If applicable, authorized personnel shall perform the assessment for modification in accordance with Certification System Procedure.

4.7.3 **Modification of Certification Requirements**

If the Certification requirements are changed, followings shall be processed within specified period;

- IMQ GULF shall inform Customer about changed requirements in detail and one (1) month of transitional period shall be observed.
- Customer shall submit documented Implementation plan of changed requirements or its result in detail.
- Through on-going surveillance, IMQ GULF shall verify Customer's implementation and compliance of changed system based on Certification requirements changed, within 12 months.

4.8 **Appeals**



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Any decision or action taken regarding this document may be appealed in accordance with Procedure for Compliant and Appeal handling. IMQ GULF requires an authorized representative of the applicant organization to provide the necessary information to including the following:

- a) the desired scope of the certification;
- b) relevant details of the applicant organization as required by the specific certification scheme, including its name and the address(es) of its site (s), its processes and operations, human and technical resources, functions, relationships and any relevant legal obligations;
- c) identification of outsourced processes used by the organization that will affect conformity to requirements;
- d) the standard or other requirements for which the applicant organization is seeking certifications;
- e) whether consultancy relating to the management system to be certified has been provided and, if so, by whom.

4.9 Communication with Regulatory bodies

1. Information relating to the issue, modification, rejection/refusal, suspension, re-instatement, and withdrawal of, or restrictions placed on, certificates, including action to be taken in the event of the **IMQ GULF** learning that the certification has been wrongly affixed to a product or any other reasons, be informed to relevant and competent authority such as EIAC, ENAS, GAC, MOIAT, GSO or SASO depending on the type or certification scheme.
2. Details of obligations regarding communications with other organizations, including competent authorities, MoIAT and other notified bodies (i.e. about all certificates suspended or withdrawn and, on request, about certificates issued or refused and any additional relevant information). The documentation shall also include records of all communications with MoIAT, and action taken as a result of such communications. These records shall be made available to the competent authority/ MoIAT upon request.
3. Records of complaints, appeals and disputes by the client to IMQ GULF shall be kept and presented to MoIAT or other regulatory bodies such as GAC, ENAS, EIAC without any delay. It is also the responsibility of IMQ GULF to act upon any complaints from the clients without undue delay and to report any complaints from the clients including complaints which may not be known to regulatory body, even if the complaint is for another NB; to ensure that the parties involved will be dealt with and proper actions to resolve the complaint.

5.0 References

5.1 Nil

6.0 Enclosures

6.1 Nil

7.0 Formats / Exhibits

7.1 Directory of certified clients; IMQG/F38