

Certification Suspension Processes

Dated February 21, 2020, Revision 3

Handling of data submitted for TL 9000 certifications under Suspension

- 1) When an Organization's certification is placed on suspension, any data submissions or resubmissions for that certification will be marked as "Not Certified". This means data can still be submitted and or resubmitted to the repository BUT that data is not included in the Performance Data Reports (PDR).
- 2) When that Organization's certification is returned to "Certified" status, future data submissions will be included in the PDRs.
- 3) Should the organization wish to have data for that certification, which was submitted during their suspension included in the PDRs , the data must resubmitted after their certification status has been reinstated.

Decertification of TL 9000 certifications on suspension

- 1) If 90 days after a certification is placed on suspension corrective action has not been taken to remove the suspension, then that certification will become decertified. This means the certification profile will not be visible to the public. The certification essentially goes back to pre-certification status.

Reasons to place a TL 9000 certification into suspension:

- 1) Late data submissions – this is done automatically per the late data submissions rules implemented in the Measurements Repository System
- 2) If it is identified that a certification has one or more product categories misclassified as per the rules defined by the PDR improvement team, the certification will be placed in suspension and all data submissions in the misclassified product category will be put in 'Not Certified to TL 9000' status. This means the data will not be included in the PDRs.
- 3) If a certification's private profile is edited to remove all locations and/or all product categories, then the certification will be immediately placed in suspension.
- 4) Non-payment of annual membership dues.

Removing a TL 9000 certification from suspension:

The certification's CB can remove a suspension with the exception of non-payment of annual membership dues. QuEST Forum removes suspensions for non-payment of annual membership dues.

Version	Date	Author	Revision History
3.0	February 21, 2020	AB/CB	Updated to include #4 under Reasons to place a TL 9000 certification into

			suspension due to non-payment of annual membership dues. Added document Revision History
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