


Standard Operating Procedure

 LABORATORY ACCREDITATION BUREAU	Subject: Suspension – Termination Procedures	SOP 306
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POLICY/POLICY REFERENCE

ISO/IEC 17011

L-A-B Quality Manual System

PURPOSE

This procedure defines process steps to follow for the decision to suspend or terminate an accreditation.

RESPONSIBILITY

This procedure shall be approved by the President. When the need to suspend or terminate a laboratory for technical issues has been identified the President is responsible for approving the Suspension/Termination (Form 306). If the reason for suspension or termination is “not meeting financial obligations”, the Office Manager or President is responsible for approving the suspension. (Form 306)

ACTION/METHOD TO ACHIEVE THIS SYSTEM REQUIREMENT


Upon notification of need for suspension or termination of accreditation from the appropriate L-A-B staff member, the necessary steps detailed in this SOP are taken to suspend, re-instate or terminate an accreditation.

SUSPENSION/TERMINATION

Reasons for such action are:

1. Client has not responded to non-conformances within the required amount of time dictated by policies and processes of L-A-B.
2. Client refuses to schedule a date for the next required visit within the time frame stipulated by L-A-B requirements.
3. Client continues to be the cause of continuing additional non conformances from visit to visit.
4. Client neglects to notify L-A-B of changes in their operation which could affect the accreditation or portions of the scope:
 - i. Changes in Management of Laboratory
 - ii. Change in location of laboratory
 - iii. Changes in lab technicians
 - iv. Changes in environmental conditions or laboratory equipment which could have an affect on the scope of accreditation granted by L-A-B.
5. The client requests termination of the accreditation.
6. The client has not met its financial obligations to L-A-B.

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The listing of the accreditation on the L-A-B web site is to be removed when termination is involved or must be modified to include the statement “suspended until further notice” in the case of suspension.

The scope document on the web site when suspension is involved shall be changed to be the “master scope document for a suspended accreditation”.

A letter is sent to the client notifying them of the suspension or confirming the termination, the date upon which it is to become effective and shall include a reminder of the need to immediately cease references to L-A-B related to the accreditation in accordance with Policy 012 “Control and Use of Symbol” and the laboratory/L-A-B accreditation agreement.

If suspension or termination notices are being sent for reason “The client has not met its financial obligations to L-A-B”, Accounting will typically send a notice giving the client a short, specific timeframe in which they can avoid suspension or termination by satisfying the obligation by remitting the full amounts owed. If the full amounts owed are not remitted in that timeframe, the client accreditation is suspended or terminated, by Accounting as the case may be, for non-payment. This is initiated using Form 306.

Certificate numbers and Accreditation date

The date of accreditation shall be in accordance with SOP 304.1 “Accreditation Date and Surveillance Schedule” and the certificate number shall be in accordance with SOP 304.2 “Certificate Numbering System”.


Scope and Certificate

The L-A-B records shall be updated to reflect the dates and fields of accreditation for the scope being issued.

If suspension is involved, the date of the suspension becomes the concluding date of the scope. If the accreditation is re-instated, the date of re-instatement becomes the initial date for the next scope document. The scope document shall show both the date of suspension and the date of re-instatement in the revision history portion of the scope.

If termination is involved, the laboratory is required to re-apply for accreditation and will be issued a new scope and certificate number.

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Identification of Misuse of Reference to L-A-B Accreditation

Approximately two months after termination or suspension of the Accreditation, the Office Manager or designee checks the suspended/terminated client's website for references to L-A-B Accreditation. If references to L-A-B Accreditation are still on the website, the Office Manager shall notify the client of the non-conforming reference to L-A-B accreditation. They shall be reminded of the signed agreement that prohibits the use, and emphasis the need to remove all references to L-A-B Accreditation from their website and other documentation.

REVISION HISTORY

Revision Level	Revision Date	Revised By	Brief Description of Revision
Original Issue	01-21-03	Rachel Levine	Original Issue
Rev 1	11/6/03	Lynne Neumann	Added review of client websites for misuse of reference to L-A-B accreditation. Updated procedure to reflect current organization structure.
Rev 2	01/01/04	Peter Lake	Added Suspension and Termination for client not satisfying financial obligations to L-A-B.
Rev 3	06/11/08	Linda Mumma	Updated to reflect current Operations staff titles and positions
Rev 4	06/10/10	Doug Leonard	Updated to current practice and removed overlap references.

APPROVED:



DATE : 06/10/10