Auchan RETAIL INTERNATIONAL

Site Name :	QU TWINKLING STAR HANDBAG CO.,LTD
Supplier name :	QPD INTERNATIONAL INC.
Process	BZ
Audit date :	17-juil.-20
Audit company :	SGS
Auditor :	Willie Liu
Audit type :	Initial Audit

Version 2018
Modifed : 18/05/2018

Results

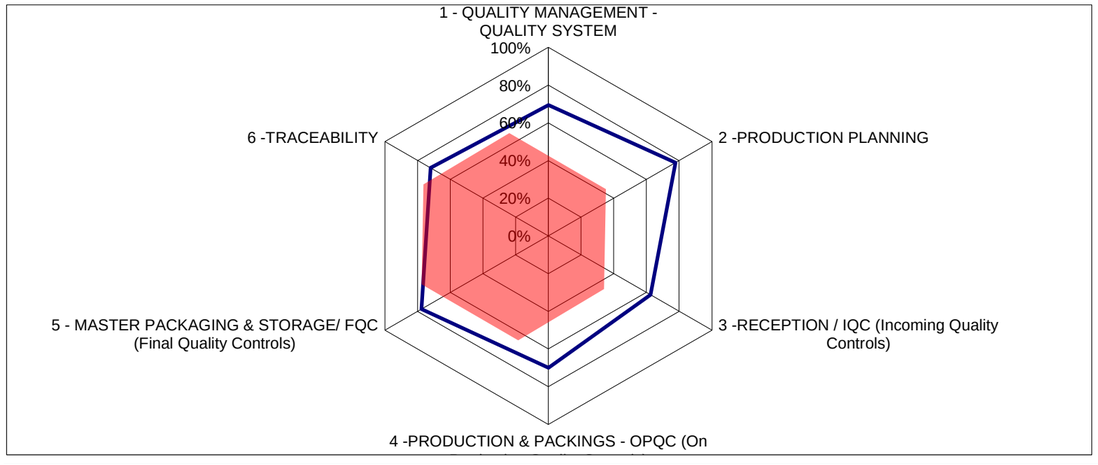
	Quality	Social	Environment
Audit Result	70.8%	#DIV/0!	No Value
Audit Status	ACCEPTABLE	#DIV/0!	

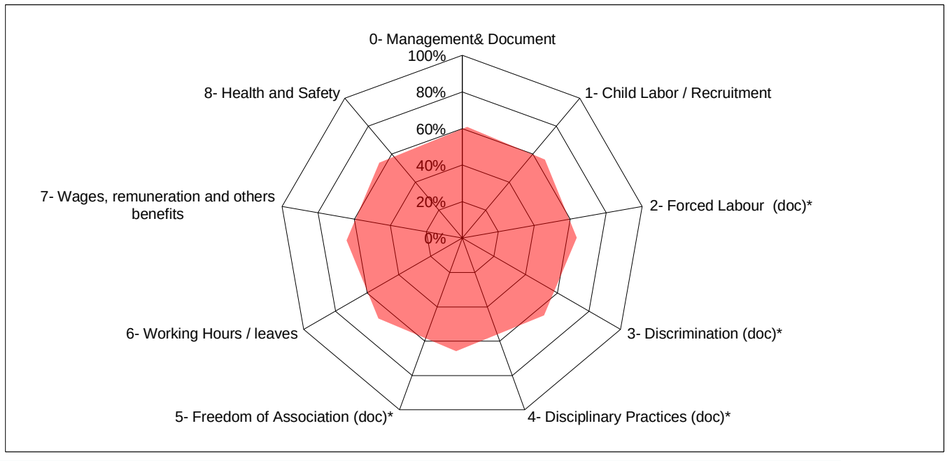
Quality Results

	Result	Critical Issues
1 - QUALITY MANAGEMENT - QUALITY SYSTEM	69%	No
2 -PRODUCTION PLANNING	78%	No
3 -RECEPTION / IQC (Incoming Quality Controls)	63%	No
4 -PRODUCTION & PACKINGS - OPQC (On Pr	70%	No
5 - MASTER PACKAGING & STORAGE/ FQC (F	78%	No
6 -TRACEABILITY	72%	No

Social Results

	Result	Critical Issues
0- Management& Document	#DIV/0!	No
1- Child Labor / Recruitment	#DIV/0!	No
2- Forced Labour (doc)*	#DIV/0!	No
3- Discrimination (doc)*	#DIV/0!	No
4- Disciplinary Practices (doc)*	#DIV/0!	No
5- Freedom of Association (doc)*	#DIV/0!	No
6- Working Hours / leaves	#DIV/0!	No
7- Wages, remuneration and others benefits	#DIV/0!	No
8- Health and Safety	#DIV/0!	No





Global Comment/ Overall Conclusion

QUANZHOU TWINKLING STAR HANDBAG CO.,LTD was established on 26 Dec, 2003 and located at #238, ZHITAI RD, QINGMENG ECONOMIC & TECHNICAL INDUSTRIAL AREA, QUANZHOU, FUJIAN, CHINA. Based on management interview and onsite observation, the factory had one 5-storey production building, one 6-storey production building and one 6-storey dormitory building. Total factory size was about 15200 square meters. The main products in the factory were bags and pencil cases. The max monthly output was 100000 - 150000 pieces. The main markets were Russia, UK and USA. The factory area was clean and tidy. Adequate machines such as punching machines, sewing machines, buttoning machines were equipped and maintained in good condition to produce bags and pencil cases. Based on onsite observation and workers interview, workers were trained and skillful. The management was cooperative during the audit and they were willing to take corrective actions as soon as possible. There were total 98 employees working in the factory during the audit.

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Quality Grid

GENERAL COMMENTS

The factory established quality management system according to ISO9001 principle and obtained the ISO9001 certificate which was issued by EACC and valid from 14 Nov 2019 to 13 Nov 2022. Quality manual, quality management procedures and work instructions were established and implemented basically in the factory. Independent quality department with 8 quality staffs was available in the factory. IQC, IPQC and FQC inspections were conducted accordingly. The factory sent the products to 3rd party such as ITS for safety and function testing. All workers and inspectors were skillful to perform their operation. Suitable and adequate machines were available and the capacity was acceptable. Traceability system was established in the factory. The factory should take corrective actions for findings in the CAP.

1 - QUALITY MANAGEMENT - QUALITY SYSTEM		0	1	2	3	Quality Score	Question Type
1.1	**Quality manager**	No quality manager No quality organization	Defined quality manager but also in charge of other functions. Incompatible function	Quality manager defined but also in charge of others functions. Compatible function. Impartiallity clearly established.	quality manager defined, exclusively in charge of quality management	3	Regular
	Ms. Wang Qiuzhen was appointed as quality manager. She was independent from production dept. Quality organization chart and responsibility was available for review. There was a quality department with 8 staffs in the factory to conduct IQC, IPQC and FQC inspections.						
1.2	**Quality policy & objectives**	Not formalised	confuse quality policy & objectives- verbal - no staff understanding	clear quality policy & objectives- verbal - good staff understanding	clear and written quality policy. Annually defined objectives and relevant indicators	1	Regular
	Quality policy and objectives were established in the quality manual. The factory management understood the policy and objectives. But based on workers interview, 4 out of 6 interviewed workers did not understand the policy and objectives.						
1.3	**Document Management**	No document and document management	- Documents exist but to be completed - Not updated - Documentation's Management not defined	- Documents exist - various but functionnal and complete - Up dated documents - Documentation's management not defined	- Documents exist for all process (records, instructions, procedures) - Up dated documents - Documentation's management defined	2	Regular
	The factory established the document management procedure. Based on sample checking, all documents were updated and the issuing records were provided for review. But the document's management was not clearly defined.						
1.4	**Internal auto-evaluation**	No internal evaluation	Internal Evaluation but no follow up	- Internal Evaluation - Regular CAP follow up - No annual review	Internal audit define on a regular basis and CAP follow-up is managed - Annual review	3	Regular
	The factory conducted internal audit annually. The last one was conducted on 28-29 May 2020. Related records were kept in the factory. Based on records review, timely closed loop corrective action for the deficiencies identified during the internal audit was conducted by the factory. Also, annual review was conducted. The last one was conducted on 8 Jun 2020. Related records were available for review.						
1.5	**Training**	No training policy / No training plan / No training material / No record	No training policy/ no training plan/ only punctual basic training provided for all functions/ no record	Formalized training policy and plan and dedicated training material for most of functions but not recorded	training plan covered by a procedure, followed up and applied. Dedicated training per functions / workstation Versatilities are respeted	2	Regular
	The factory established training procedure and annual training plan. Based on sample checking, training materials were documented and training records were maintained for most of functions. But the records were maintained incompletely. E.g. No training records were maintained for punching workers and maintenance technicians.						
1.6	**Customer Requirements Knowledge**	Not aware	Known by customer manager but Not by production manager	Known by customer & Production manager but not maintain any documents (training & requirements records) Not integrated in process control	Customer & Production Managers aware and trained about product regulation and customer requirements - integrated into manufacturing process and internal quality controls	3	Regular
	Based on management interview, sales department was responsible for obtaining customer requirements. They informed the production team about customer requirements. The customer requirements were documented and kept properly. The customer order review control procedure was established in the factory. The sales dept., quality dept. and factory manager reviewed the customer's requirements before production. Order review records were provided for review.						
1.7	**Regulation survey/ regulation watch**	No check - feel not impacted - no dedicated team	Occasionnal watch - no dedicated team	ponctual survey (internal or external) only on impactant regulation evolution - not formalized	Regulation survey managed internally through a dedicated team or externally - record in a dedicated file	1	Regular
	Based on documents review, the factory had collected several regulations. But the regulations were collected occasionally and incompletely. The factory didn’t appoint a dedicated person/team to collect and update related regulations timely.						

1.8	**Non-Conformities management**	Not existing	Non-conformities management process is defined but not applied	Non-conformities management process is defined but applied partially - same risk was identified during the audit	Non-conformities management process is defined and applied correctelly in all process - non conformities are registrated	3	Regular
	The factory established non-conforming materials control procedure. Nonconforming materials or products identified in all processes were segregated, marked and recorded. Nonconforming items were re-worked or scrapped in time. Based on worker interview and records review, re-worked products were re-inspected. Re-inspection records were maintained.						
1,9	**Quality results management/ Quality Improvement actions**	- Quality results not taken in account - No storage - no corrective action	- Recordings and storage of results - Quality results not take in account - No written evidence of corrective actions	- Recordings and satisfying storage of results - Management of tolerances - Written evidence of corrective actions	- Recordings and satisfying storage of results - Management of tolerances - mastered release and clear responsability when release of goods - Written evidence of corrective and preventive actions	2	Regular
	The factory established the record control procedure and it was implemented accordingly. Related production records, inspection records, etc. were properly kept for files in the factory. The factory regularly collected and analyzed the quality data, take corrective actions for quality results. But no record showed preventive action was conducted.						
1.10	**Complaint Management**	No complaint management - nobody is dealing with it	verbal awarness of complaints - no record - only reactive	Complaint management assigned to one dedicated person but no real follow-up - only periodic recording	Complaint management assigned to one dedicated person with one formalized process and follow as one Key indicators - systematic recording	2	Regular
	The factory had established the customer complaint handling procedure. Sales were responsible for disposing complaint. Customer complaint records were maintained. But based on management interview, the complaint records were kept incompletely.						
1.11	**Maintenance Management**	No maintenance departement no person in charge.	Maintenance departement is existing but no person in charge and no maintenance planining	Maintenance departement is existing No preventive planning only currative maintenance activity	Maintenance departement is existing / dedicated person in charge Curative maintenance is assured and preventive maintenace planning is exsting and respected	2	Regular
	There was one dedicated person in charge of machines' maintenance. Relative maintenance plan, inspection and regular preventive maintenance records were available. The records were incomplete. E.g. No preventive maintenance records were available for punching machines.						
1.12	**Continious Improvement management**	No process of continuous improvement and measurement of customer satisfaction	Process of continuous improvement process or measurement of customer satisfaction with formal driver	continuous improvement process or measure customer satisfaction with the pilot and formal review process	continuous improvement process or measuring customer formalized with driver satisfaction and management review	1	Regular
	The factory established the continuous improvement procedure and regularly monitored the customer satisfaction. But the factory did not collect quality data regularly, analyze the quality data and take corrective and preventive action for the defects identified in the quality control process.						

2 -PRODUCTION PLANNING		0	1	2	3	Quality Score	Question Type
2.1	**Components Purchasing Orders management**	Not managed - No planning	Existing components purchasing orders planning but partially implemented		Existing components purchasing orders planning - fully implemented and respected Procedures in place guaranty 100% efficiency	3	Regular
	The documented purchasing management procedure was established in the factory. Based on documents review and management interview, it was noted that all components and raw materials were purchased by purchasing department. And purchasing plan was established for each production order. Purchasing orders with specifications/requirements of raw materials were provided to suppliers, samples needed to be approved by factory quality dept. before purchasing.						
2.2	**Production orders Management**	No production plan No dedicated ressource	Existing production planning no dedicated ressource to manage it	Existing production planning Dedicated ressource lack of procedure for revising and validation of production plan	Existing production planning Dedicated ressources Procedures in place guaranty 100% efficiency	2	Regular
	Production planning was conducted for each production order. Based on sample checking one order (order no.: XMH/HWS20-08), it was noted the planning was effective. All required resources were available in production. But there was lack of procedure for revising and validation of production plan.						
2.3	**Sub-contracted Steps management**	Existing subcontracting steps but: - Not managed or - No planning	Existing subcontracting steps with identified subcontractors but not managed or not planned	Existing subcontracting steps with identified subcontractors. For each subcontracted steps, planning and responsabilities are well defined and known between supplier and sub-contractor.	Existing subcontracting steps with identified subcontractors. For each subcontracted steps, planning is well defined and known between supplier and sub-contractor. Sub-contractor capacity is known and formalized.	2	Regular
	The factory established subcontractor management procedure. Based on management interview, printing and embroidery processes were subcontracted when necessary. The sub-contractor was evaluated and monitored regularly. The subcontracted materials were inspected and inspection records were available. The planning was defined. But the subcontractor capacity was not formalized.						
3 -RECEPTION / IQC (Incoming Quality Controls)		0	1	2	3	Quality Score	Question Type
3.1	**Identification of Incoming Materials (raw materials, packaging, consumables)**	Many non identified Incoming Materials - presence of expired date components…	Reception of non-identified Incoming Materials - No Labelling at reception - No existing process	Occasionnal reception of non-identified Incoming Materials / systematical labelling at reception	Only identified Incoming Materials at reception, and systematical labelling	1	Regular
	The factory established the identification and traceability controlling procedure. But it was noted some fabrics, zippers, threads and cartons in the warehouse were not properly identified with adequate traceability information such as the lot no., order no., the receipt date, etc.						
3.2	**Incoming Materials Sampling activity management**	Not defined or not done	Defined and partially done but not conform to customer requirements or to supplier internal requirements	Defined and conform to customer requirement or to supplier internal requirements but Partially done	Defined and conform to customer requirement or to supplier internal requirements - Fully respected	3	Regular
	Based on documents review and inspector interview, the factory performed 100% inspection for leather. For the other materials, the sampling plan was MIL-STD-105E N-II AQL0/1.5/2.5. Based on sample checking, the sampling plan was properly used.						
3.3	**Quality controls on incoming materials and records**	No controls of incoming materials - no records	Partial checking or conformity document of raw material checked- no records	- Control only on sensitive Raw Material or raw material conformity document checked- - recorded/ registered	- All incoming materials have their incoming protocol with correct conformity documentation - under control - under process - Recorded/ the link with batches received is easy to trace	2	Blocking point
	The factory established IQC inspection instruction and inspection criteria for incoming materials, conducted IQC inspection for all types of incoming materials and maintained the IQC inspection records. But the IQC inspection records were not maintained completely. Sampling checked 5 types of incoming materials, the IQC inspection records were available for 4 types of materials. No IQC inspection record was available for one type of material - thread.						
3.4	**Non-Conform incoming materials**	Not identified non-conform incoming materials. Not separated non-conform incoming materials.	No identification of non conform Incoming Materials - risks of using non-conform Incoming Materials - supplier only verbally informed of the non-conformity	identification, separation or refusal and no risk to use a non-conform Incoming Materials products	identification, separation or refusal and no risk to use a non-conform Incoming Materials - registration of detected non-conformity - written notice sent to supplier	1	Regular
	The factory established non-conforming materials control procedure. The nonconforming materials identified during IQC inspection were segregated at a dedicated area and returned to supplier. But no written notice was sent to supplier for corrective action.						
3.5	**Incoming and outgoing Management (example : First In First Out)**	No management of incoming and outgoing	verbal management - unsafe system	Incoming and outgoing managed through hand-written control charts	Incoming and outgoing managed through IT system	1	Regular
	The material incoming and outgoing was managed by warehouse keeper through hand-written control records. Based on onsite observation, some commonly used materials such as some threads and zippers were not labeled the lot no. or the receipt date. It could not ensure the FIFO implementation.						
3.6	**Quality Indicators**	No Quality Indicators	no relevant quality indicators - quality followed through verbal exchanges	relevant quality indicators, known and follow by concerned people	Relevant quality indicators, known by concerned people, displayed in the worshops and offices, managed on a define frequence basis	2	Regular

	The factory established written inspection instruction including inspection criteria, sampling plan, defect type, etc. The quality indicators were known by QC inspectors and displayed at the inspection area. Reference samples were also used in IQC inspection. The indicators were not reviewed and managed regularly.						
3.7	**Arrangement and Safety conditions in warehouse**	unprotected products - stored anarchically - innapropriated areas	No satisfactory protection or separation - areas not adapted	protected products - satisfactory matters separation - adapted areas	Dedicated areas and storage conditions per type of Incoming Materials	3	Regular
	Based on onsite observation, raw materials, accessories and packaging materials were properly stored at dedicated warehouses and sorted by types. All materials were stored on pallets or shelves. Storage environment was controlled and monitored. The storage condition was acceptable.						
3.8	**Quality Assessment of suppliers and Purchasing procedures**	No assessment process - No supplier audit	No formalized assesment process but random supplier audit/ evaluation - not recorded	Purchasing procedures/ Supplier assessment process is existing but partially applied - no formal records.	Supplier assessment process and purchasing procedures clearly stated and respected - records existing	2	Regular
	The factory established the supplier management procedure and an approved suppliers list. Based on management interview, all suppliers were regularly assessed and evaluated. But based on records review, the evaluation and assessment records were incomplete kept.						
4 -PRODUCTION & PACKINGS - OPQC (On Production Quality Controls)		0	1	2	3	Quality Score	Question Type
4.1	**Identification of batches of On-going items**	No identification - no process	Partial identification - No existing process	Batches of on-going items identified but no associated process	Batches of On-Going items clearly identified with a dedicated system and process	1	Regular
	The factory established identification and traceability procedure. But about 30% semi-finished products were not properly identified with adequate traceability information such as style no., production date, inspection status, etc.						
4.2	**State of equipment**	Old equipment/ no longer up to date and/or in poor conditions - To be changed	old equipment - Need renovation	not recent machine but adapted to the businness and well maintained (according to a define calendar)	Machine's stock is new and homogeneous and well maintained (according to a define calendar)	2	Regular
	Based on onsite observation, the equipments were not recent but adapted to the production. Based on onsite observation and records review, all equipments were maintained in good condition.						
4.3	**Work stations instructions**	No instructions at workstations/ no employee training on it	Partial workstations instructions available and/ or partial training plan for users	common workstation instructions template existing and available for all working station/ no formalised training plan	each workstation has its instruction and complete documentation - all workers are trained on the station they are working on	2	Regular
	The factory provided work instructions and approved samples at each stage for worker's reference. Annual training plan was established. But the records were maintained incompletely. E.g. No training records were maintained for punching workers. Based on workers interview, they were skillful.						
4.4	**Quality controls during production**	No quality controls and/ or quality control system	Incomplete and / or inadapted quality controls - no record	Adapted and recorderd quality controls but unadapted or unrespected frequency or Document.	Quality controls adapted to customer requirements and appliable regulations - adapted and respected frequency & Docs	2	Blocking point
	The factory established the IPQC inspection instruction and inspection criteria for all production processes. IPQC inspection was conducted at each production process and the inspection records were maintained properly. But no inspection instruction and approved sample were provided at the sewing inspection area during the audit.						
4.5	**Non-Conform items during production**	No identification of non-conform items No dedicated zone	non conform items are identified verbally and separated - no procedure available at work station	non conform items are identified, recorded and separated - identification procedure available at workstation	non conform items are identified, recorded and separated - identification procedure available at workstation - written and defined responsabilities for action	2	Regular
	The factory established the nonconformance control procedure. Based on onsite observation, noncomplying items were segregated and clearly marked. Re-work and re-inspection was conducted. Records were maintained. But no written and defined responsibilities were available for corrective action.						

4.6	**On Going items sampling plan**	Not defined - None	Defined - not conform to customer requirement	Defined - conform to customer requirement - Partially done	Systematically collected, identified and kept in a dedicated area, according to a dedicated process	3	Regular
	Based on records review and interview with inspectors, random inspection was conducted after punching and sewing. The sampling plan was defined and implemented. And 100% inspection was conducted before packing. Related IPQC records were provided for review.						
4.7	**Quality Indicators**	No Quality Indicators	no relevant quality indicators - quality followed through verbal exchanges	relevant quality indicators, known and follow by concerned people	Relevant quality indicators, known by concerned people, displayed in the worshops and offices, managed on a define frequence basis	2	Regular
	The complete in-process inspection standards were established in the factory; related IPQC inspection records were established. Besides, the approved samples and WI were provided to workers and inspectors at all stages for reference. The samples and WI were not managed on a defined frequency basis.						
4.8	**Maintenance records**	No maintainance - No records	Technical maintanance only when problems faced - no formal records	Yearly defined maintanance but no formal records of it	Yearly defined maintanance - records available	2	Regular
	The factory established annual maintenance schedule of machines and related maintenance records. Daily inspection records of machines and monthly preventive maintenance records were provided for review during the audit. The records were incomplete. E.g. No preventive maintenance records were available for punching machines.						
4.9	**Flows and Circulation**	Flows organization confused - many crossovers - unadapted circuits	Flows organization need optimization - occasionnal crossovers - circuit are not respected	Flows and circulation OK- circuit are respected	Flows and circulation are defined and respected - no risk of queues of products or components	3	Regular
	The factory defined flows and circulation for production. Based on onsite observation, it was found that the production flow was acceptable. The circuit was respected. No queue of products or components was observed.						
4;10	**Hygiene and Cleaning**	- Many dirty areas - No cleaning program	- Some dirty areas - Basic cleaning program/ not adapted to manufacturing areas	- all areas are globally clean, but some imperfections - existing and applied adapted cleaning program	- all areas are perfectly clean - formalized, well adapted and completely applied cleaning program	2	Regular
	Based on onsite observation, it was noted that the production areas were basically clean. Cleaning was conducted daily. But some production workers put their water bottles on the working station.						
5 - MASTER PACKAGING & STORAGE/ FQC (Final Quality Controls)		**0**	**1**	**2**	**3**	Quality Score	Question Type
5.1	**Type of finished products storage**	Unprotected products - areas not suitable - disorganised storage	No satisfactory protection and or finished products separation - areas not suitable	Finished products protected - separated - suitable areas	Finished products protected and separated in dedicated and identified areas	2	Regular
	Based on onsite observation, all finished products were stored on the pallets and properly protected. But not all finished products were stored in identified area.						
5.2	**Identification of finished products**	No identification of finished product and pallets	Finished product and pallets are not identified but located in a separate area	Finished products and pallets are well identified	Finished products and pallets are well identified - Links established with FIFO management and traceability	3	Regular
	The finished goods were marked with identification label by P.O. number, quantity, item number, etc. Finished goods were delivered by order. FIFO was established and implemented.						
5.3	**Quality controls during packaging**	No quality controls	Incomplete and or inadapted quality controls - no record	Adapted and recorderd quality controls but unadapted or unrespected frequency	Quality controls adapted to customer requirements and appliable regulations - adapted and respected frequency	3	Regular
	Based on records review, packed products were inspected according to related sampling plan. Approved packed sample and packing requirements were provided for workers and inspectors reference. And QC inspector was aware of the packing inspection through interview.						
5.4	**Inspection of finished product**	Not defined - not recorder- not accurate	Inspection are performed but not recorded or partially	Inspection are performed and recorded	Inspection are performed, differently according to each Product specificity and records are available	3	Blocking point
	Based on records review, the finished products were inspected following related sampling plan MIL-STD-105E N-II AQL0/1.5/2.5. And QC inspector was aware of the finished product inspection through interview. Related inspection records were available for review during audit. Inspection records were properly kept and traceable.						
5.5	**Packed items sampling plan**	Not defined - None	Defined - not conform to customer requirement	Defined - conform to customer requirement - Partially done	Systematically collected, identified and kept in a dedicated area, according to a dedicated process	3	Regular
	Based on document review, the sampling plan for FQC inspection was according to MIL-STD-105E N-II AQL0/1.5/2.5. The sampling plan was kept in dedicated area. Based on sample checking, the inspection was conducted accordingly and related records were provided for review.						
5.6	**Non-Conformities of finished products packed**	Not identified Not separated	non conform items are identified verbally and separated - risk of finding it in final order - no record	non conform items are identified, recorder and separated - no risk of finding it in final order	non conform items are identified, recorded and separated - no risk of finding it in final order - written and defined responsabilities for action	2	Regular
	Based on onsite observation, the nonconforming products from FQC inspection were segregated and clearly identified. Disposal records were available. No risk of finding it in final order. Re-work and re-inspection was conducted. Records were maintained. But no written and defined responsibilities were available for corrective action.						

5.7	**Identification of areas**	No identification - poor arrangment of storage areas - not enough space	storage areas are identified but not adapted (not enough space, no cover place…)	Storage areas are not clearly identified and maintain partially.	storage areas are clearly identified, demarcated and alloted clearly - enough space	2	Regular
	A separate storage area was defined for finished goods storage. The storage area was closed to packing area without fence. Based on management interview, the shipping was in-time, the storage area was adequate.						
5.8	**Quality Indicators**	No Quality Indicators	no relevant quality indicators - quality followed through verbal exchanges	relevant quality indicators, known and follow by concerned people	Relevant quality indicators, known by concerned people, displayed in the worshops and offices, managed on a define frequence basis	2	Regular
	FQC inspection criteria were established. The quality control indicator was defined, known and followed by FQC inspector. And the inspection instruction and approved samples were available at the FQC inspection area for reference. The samples and instruction were not managed on a defined frequency basis.						
5.9	**Arrangement and Safety conditions in warehouse**	unprotected products - stored anarchically - innapropriated areas	No satisfactory protection or separation - areas not adapted	protected products - satisfactory matters separation - adapted areas	Dedicated areas and storage conditions per type of Incoming Materials	1	Regular
	Based on onsite observation, finished goods were separated in the factory. Some finished goods were protected. But about 30% finished goods were stored on the floor directly, or against the wall and windows.						
5.10	**Laboratory for finished products testing**	Unexisting internal structure for testing	Laboratory is existing but not correctelly managed, not clean, poor organization.	The factory have its own testing laboratory for finished products testing. With clear process and rules. Laboratory team is correctelly trained, Testing conditions are not under any control	The factory have its own testing laboratory for finished products testing. With clear process and rules. Laboratory team is correctelly trained, Testing conditions are under control (temperature,,,)	NA	Regular
	Not applicable. No dedicated in-house lab was available in the factory. The factory sent products to third party lab for various tests such as heavy metal content, Dyes content, compounds content, etc.						
Put NA in 5.11 to 5.15 if for point 5.10 no inhouse labatory is necessary for the factory products categories.							
5.11	**Laboratory sampling plan**	Not defined - None	Defined - not conform to customer requirement	Defined - conform to customer requirement - Partially done	Systematically collected, identified and kept in a dedicated area, according to a dedicated process	NA	Priority
	Not applicable. No dedicated in-house lab was available in the factory.						
5.12	**Laboratory material calibration process**	No testing material calibration management.	Testing material calibration procedure and planning are existing but not respected.	Testing material calibration procedure and planning are exsting but partially respected.	Testing material is correctelly calibrated and calibration planning is respected.	NA	Regular
	Not applicable. No dedicated in-house lab was available in the factory.						
5.13	**Laboratory testing conditions**	No testing conditions management.	Testing conditions identified but not respected.	Testing conditions are identified but partially respected.	Testing conditions are under control (stable) and recorded for each test.	NA	Regular
	Not applicable. No dedicated in-house lab was available in the factory.						

5.14	**The factory laboratory is agreed by an external lab.**	No lab	Laboratory is not agreed by any external lab.	Laboratory is agreed by an external laboratory, but used only for the factory products testing.	Factory laboratory is agreed by an external lab, Internal Fucntionnal structure, adapted tools and External accredited Lab (interpretations, cross-test…)	NA	Regular
	Not applicable. No dedicated in-house lab was available in the factory.						
5.15	**Testing datas management**	No testing datas and results management.	Testing datas are noted but not archived.	Testing datas are correctelly archived.	Testing datas are archived and used for statistical analysis (SPC : Statistical process control, for exemple).	NA	Regular
	Not applicable. No dedicated in-house lab was available in the factory.						
5.16	**Testing non conformities management**	No action is taken after non conformity detecttion during finished products testing,	Non conformities detected during finished products testing are shared with production side, but no corrective action is taken on mass production produts,	Non conformities detected during finished products testing are shared with production side. And corrective actions are taken on mass production produts,	Non conformities detected during finished products testing are shared with production side. And corrective actions are taken on mass production produts, improuvement action is implemented also on similar produts (from the same range)	NA	Regular
	Not applicable. No dedicated in-house lab was available in the factory.						
6 -TRACEABILITY		**0**	**1**	**2**	**3**	Quality Score	Question Type
6.1	**Finish product's batch definition**	No knowledge of any definition - irrelevant batch definition	verbal definition but not written	formal written definition - standard definition	formal written definition in a quality document - relevant batch definition based on risk study	2	Regular
	The traceability management procedure was established in the factory. And all finished products were identified with traceability information such as order no., type no., etc. The definition was not based on risk study.						
6.2	**Raw Material (meaning in & out records date & qtt)**	-No identification of Raw Material. - No management of traceability - No Raw Material lot identification when sent to production	- In coming lot are recorded and globaly identified during when received. - This information is not traced till end product. - Possible confusion between lot when sent to production	- In coming lot are recorded and identified after individual in-coming. - This information is traced till end product from upstream level to downstream level. - Only sensitive Raw Material are identified when sent to production	- In coming lot identified by Raw Material supplier, recorded (storage of traceability information). - This information is traced till end product from upstream level to downstream level. - All raw material lot are identified when sent to production	2	Regular
	The factory established the identification and traceability controlling procedure. The incoming and outgoing material records with in/out date and quantity were manually recorded in the factory. Based on onsite observation, most of incoming materials were properly identified. But it was noted some fabrics, zippers, threads and cartons were not identified the supplier, order no., the receipt date, etc.						
6.3	**Manufacturing process**	- Events or modification are not recorded - No link between events or modification and lots	- Part of events or modification are recorded - the records do not permit to find out the concerned lots	- Part of events or modification are recorded - the records lead to main history of lots	- All events in production process are recorded in order to manage finish product lot. - The management of the process parameter records allow supplier to find out the historic of lots.	1	Regular
	The factory established the identification and traceability controlling procedure. But the identification of on-going items was partially done. About 30% semi-finished products were not properly identified with adequate traceability information such as style no., production date, inspection status, etc. The modification procedure was established. But the records for events or modification were incomplete. Only one modification record was provided for review.						
6.4	**Finished Products (meaning in & out records date & qtt)**	No batch number identification on finished products (product/pack) No sampling of finished product for keep and record	Batch Number identification on finished products Not readable/ visible by customer Identification does not allow easy withdrawal of risky batches from the shelves No sample of end batches	Batch Number identification on finished products Identification can be seen by the consumer on the purchased product Identification does not allow easy withdrawal of risky batches from the shelves No sample of end batches	- Products (selling units and packagings) are identified by a lot number - This identification is readable by custumers on product - If necessary this information may permit to withdraw quickly suspects lots - The company keep systematically sample from all lots	3	Regular
	Based on onsite observation, the finished products were properly identified with batch number. Finished goods in and out records with proper identification were available. The factory kept sample of end batches.						
6.5	**Storage, packaging, logistics (meaning in & out records date & qtt)**	No identification of boxes/ pallets of finished products No access to batch number without opening pallet/ boxes			Supplier manages the destination of every shipped batch. Logistics units (pallets, boxes) are identified and recorded with product contents batch number Identification allows easy withdrawal of end product batch	3	Regular
	During the audit, the factory provided finished goods turn in & out record review, the detail finished goods rotation history was recorded clear with batch number, quantity and customers.						
6.6	**Traceability system according to listed families (see list in Quality rules and standards)**	No procedure at all	Procedure is established, but not well maintained.	With good practice, but no written procedure.	With an efficient traceability system and easy to trace economic operators who made non-compliant toys available in the market.	NA	Blocking point
	Not applicable for products in the factory.						

6.7	**Requirement level for supplier's subcontractors**	Internal suppliers are not submitted to any requirements	Internal suppliers are submitted to partial requirements, written or verbally defined - no controls - based on supplier trustability	internal suppliers are submitted to specific requirements according to their products specificities and are controlled to check the respect of this requirements	internal suppliers are submitted to specific written requirements (supplier's contract) according to their products specificities and are frequently audited to check the respect of this requirements	2	Regular
	Based on document review, suppliers and subcontractors were submitted to specific requirements according to their products specificities. E.g. Purchasing orders were established; delivery note and warehouse records were maintained. But they were not frequently audited to check the respect of the requirements.						

OMMENTS

1 - QUALITY MANAGEMENT - QUALITY SYSTEM	Quality management system was established and implemented basically. No good staff understanding on quality policy and objectives. Regulation survey and continuous improvement was partially done.
2 -PRODUCTION PLANNING	Purchasing planning and production planning was established and reviewed timely.
3 -RECEPTION / IQC (Incoming Quality Controls)	Raw materials were properly stored but some materials were not properly identified. The storage condition was acceptable. IQC inspection was properly conducted but the records keeping needs improvement.
4 -PRODUCTION - OPQC (On Production Quality Controls)	IPQC inspection was properly conducted and records were kept well. The factory established annual maintenance schedule of machines. The records were incomplete. Sharp tools control and broken needles control were strictly implemented. But no inspection instruction and approved sample were provided at the sewing inspection area.
5 -PACKAGING & STORAGE/ FQC (Final Quality Controls)	The factory conducted final inspection for finished products properly. Relative inspection records were provided for review. Some finished goods were stored on the floor directly, or against the wall and windows.
6 -TRACEABILITY	The factory established the identification and traceability control procedure. Based on sample checking, traceability system was effective.
OTHERS	Nil