



[European Quality Assurance L.L.C.](http://www.era.com)

<b>FACTORY INSPECTION REPORT</b>					
<b>President or General Manager</b>					
Name:			Title:		
Telephone/Extension:			Email Address:		
<b>Operations or Production Manager</b>					
Name:			Title:		
Telephone/Extension:			Email Address:		
<b>Quality Assurance Representative</b>					
Name:			Title:		
Telephone/Extension:			Email Address:		
<b>Technical Support Representative</b>					
Name:			Title:		
Telephone/Extension:			Email Address:		
<b>Customer Service Representative</b>					
Name:			Title:		
Telephone/Extension:			Email Address:		
<b>Shipping Representative</b>					
Name:			Title:		
Telephone/Extension:			Email Address:		
Products/Services Offered:					
Years in Business:			Annual Sales Volume:		
<b>Employee Count</b>					
Officers	Managers/Supervisors	Engineers	Office Staff	QA/QC Staff	Factory/WH Staff
Company Awards or Certifications Held: <input type="checkbox"/> ISO 9001 <input type="checkbox"/> AS 9100 <input type="checkbox"/> QS 9000/TS 16949					
<input type="checkbox"/> Other:					
General Notes/Comments:					



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Item	Requirement	YES	NO	N/A
1	Does the plant maintain a documented Quality System?			
2	Do effective control processes exist for critical documents and records?			
3	Is the Quality System's effectiveness regularly evaluated through Internal Audits, Management Reviews, or similar means?			
4	Does senior management periodically initiate Quality System improvement measures?			
5	Do effective corrective and preventive action processes exist to eliminate the causes of product and process nonconformities?			
6	Is senior management committed to Quality System maintenance, improvement, and customer satisfaction?			
7	Quality System Notes/Comments:			
8	Are responsibilities, authorities, qualifications, and skills defined for quality-related positions?			
9	Is the plant's organizational structure clearly defined?			
10	Is employee competence regularly evaluated?			
11	Is training provided to ensure employee competence and quality awareness?			
12	Does management appear suitably-qualified and competent?			
13	Does office staff appear suitably-qualified and competent?			
14	Does production staff appear suitably-qualified and competent?			
15	Human Resources Notes/Comments:			
16	Is plant infrastructure well-maintained? (e.g. facilities, equipment, workspace, support services)			
17	Is the plant's work environment conducive to effective and efficient work processes? (e.g. light, heat, noise, cleanliness, morale)			
18	Physical Resources Notes/Comments:			



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19	Are customer order requirements reviewed by appropriate management prior to tender and acceptance?			
20	Does this review consider customer-required ship dates versus plant loading and capacity?			
21	Are appropriate plans generated for purchasing, production, and QA/QC activities related to customer orders? (i.e. Quality or Control Plans)			
22	Are dedicated support staff assigned for handling customer inquiries, orders/ammendments, and feedback/complaints?			
23	Are support staff fluent in the English language?			
24	Is order progress monitored and customers advised accordingly?			
25	Will overtime and other expeditious measures be authorized to ensure meeting of deadlines?			
26	Planning and Customer Service Notes/Comments:			
27	Do purchase orders to suppliers clearly specify all relevant product and/or service requirements?			
28	Are established and competent suppliers used?			
29	Are purchased products and services verified prior to use? (e.g. source inspection, receiving inspection, C of Cs)			
30	Purchasing Notes/Comments:			
31	Are relevant requirements documents available to production and QA/QC staff? (e.g. instructions, drawings, specifications, acceptance criteria)			
32	Is suitable process, monitoring, and measuring equipment available to production and QA/QC staff?			
33	Are production and QA/QC staff familiar with PMS color matching?			
34	Are PMS color charts available to production and QA/QC staff?			
35	Describe Process Equipment Technology and Capabilities:			
	Number of production lines or cells: _____		Largest order quantity produced: _____	
	Daily production rate per line/cell: _____		Elapsed production time required: _____	
36	Is appropriate inspection or testing conducted during production, and prior to product release?			
37	Are logo imprints inspected for alignment, chips, scratches, smears, etc?			
38	Are logo imprints tested for durability?			



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<b>39</b>	Are units inspected for damage, breakage, and other nonconformities?			
<b>40</b>	Are units tested for durability and/or reliable operation?			
<b>41</b>	Are inspection and test records maintained?			
<b>42</b>	Do inspection and test records indicate any specific problem areas or trends?			
<b>43</b>	Describe Inspection/Test Methods:			
<b>44</b>	Are new production processes validated prior to use? (e.g. validation plans defining approval criteria, personnel qualifications, documentation, records, re-validation)			
<b>45</b>	Is product suitably identified throughout production and QA/QC? (e.g. tagging, labeling)			
<b>46</b>	Is product status suitably identified throughout production and QA/QC? (e.g. stamping, green-tagging, red-tagging)			
<b>47</b>	Are controls exercised over product handling and storage to prevent damage, deterioration, or loss?			
<b>48</b>	Is product adequately packaged to prevent its damage or deterioration while in-house or in-transit?			
<b>49</b>	Describe Packaging Methods:  Describe small and large scale packaging and shipping capabilities:			
<b>50</b>	Is process, monitoring, and measuring equipment calibrated prior to use and at defined intervals thereafter?			
<b>51</b>	Are calibration results traceable to national or international measurement standards?			
<b>52</b>	Is appropriate action taken when monitoring and measuring equipment is found out of calibration? (e.g. product containment, customer advisory, product recall)			
<b>53</b>	Is monitoring and measuring equipment status identified on the equipment? (e.g. calibration labels)			
<b>54</b>	Is monitoring and measuring equipment sealed or otherwise protected against tampering?			
<b>55</b>	Are nonconforming products segregated to prevent their unintended delivery or use?			
<b>56</b>	Are authorities for the disposition of nonconforming products defined?			
<b>57</b>	Is customer approval obtained for use concession of nonconforming products, if required by contract?			
<b>58</b>	Are nonconforming products that undergo rework subjected to re-verification prior to delivery or use?			
<b>59</b>	Production and QA/QC Notes/Comments:			
<b>Inspector Signature:</b>		<b>Date:</b>		