1

adeo QUALITY	**ADEO Quality system audit grid**	QUA_CORP_SOUR_R_3.2.1 Version : 4.3

Level of confidentiality	☒ Internal ☒ External		
Validation flow			
	Position	**Validation date**	**Signature**
Editor	Corporate TL	2022/6/22	Clemence LIBERSA
checker	Supplier Quality Manager All Platforms		
Approbator	Quality Platform Leader Corporate TL		
List of diffusion	**ALL ADEO AND PLATFORM Community**		

Process version history		
Version	**Application Date**	**Comments**
0	2016/10/5	Initialization
1	2016/11/22	improvement
2	2016/12/27	improvement following first feedbacks
3	2017/1/12	improvements
4	2019/12/20	major updates: new chapters, mixed chapters, deleted ones
4.1	2020/7/6	correction on item 5.5.1 calculation
4.2	2021/4/12	Modification of the CAPA title from CAPA to " List of non conformity" (in order to distinguish the template list of Non conformity communicated to factory at the end of the audit from the Fullfilled CAPA which is fully completed with corrective actions/Responsible and deadlines) Addition of the Quality audit NA tab which list all the items put as NA by the lab Automatic creation of the List of non compliance in the related tab (item reference, requirement, score, comment, expected deliverables) when a partially compliant or not compliant status is given in the audit grid sheet Addition of the criteria NOT EVALUATED in case lab face issue during audit preventing him to assess all items (must be systematically justified by the auditor) Possibility to select Non Applicable for all items (business rule still the same: NA acceptable only if accurate comment from auditor justify it Update item 5.2.4 process monitoring
4.3	3/6/2022	Internal quality audit => minor question Internal sample management => major question 2.3.3 control plan => separate document is not allowed

ADEO Quality system audit grid	QUA_CORP_SOUR_R_3.2.1
	Version : 4.3

Qualification Audit Report

Report number :	QA_ALFRESCO MANUFACTURING LTD_20230406	Factory name :	ALFRESCO MANUFACTURING LTD
Revision :	rev 1	Factory address :	QIANJIANG SOUTH ROAD,DAYANG INDUSTRY AREA, LINHAI, TAIZHOU,ZHEJIANG,CHINA
Audit date :	06 April 2023		
Purpose of the visit :	*Follow-up*	GPS coordinates :	N28°52′ 48″ E121°11′ 43″
Auditor name and company :	Jeffery Zhao API	Products :	Outdoor Furniture
Atlas code		Number of employees :	*106*

Participants

Name	Function	Company
Liu Qian	Quality Manager	ALFRESCO MANUFACTURING LTD
Chen Fei	HR Manager	ALFRESCO MANUFACTURING LTD
Bao Rongyao	Technical Manager	ALFRESCO MANUFACTURING LTD
Lu Yangguang	Production Manager	ALFRESCO MANUFACTURING LTD

Audit summary

Chapter	Scoring result	Total Score
1. Quality Management	94%	92.6%
2. Product Development	96%	
3. Purchasing and scheduling	100%	
4. Raw materials and components	92%	
5. Manufacturing process	85%	
	Nb of major issues	0
	Ranking	B

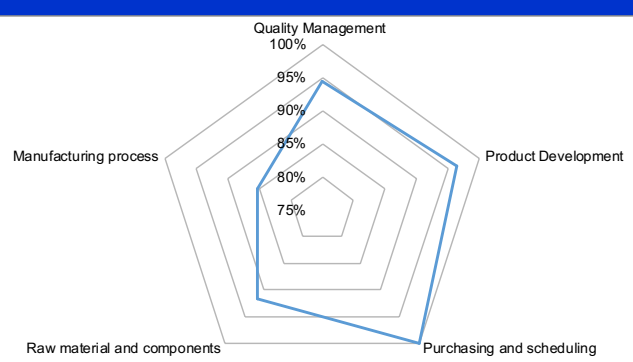
Comments

ALFRESCO MANUFACTURING LTD was established in 2009, and mainly produced Outdoor Furniture. It currently employing 106 employees. Main process in the factory is Metalworking,welding,grinding,spraying, cutting, sewing,rattan weaving, assembly and packaging.Its main customers are located EU and USA. The QMS was established according to ISO9001:2015, the quality system is maintained and production is running smoothly.

(+) Strengths:
- Production was running smoothly.
- Capacity for production is satisfactory.
- Full production process in factory.
- Good standards knowledge.
- Good traceability system.

(-) Shortages:
- Insufficient Document control management.
- Insufficient NC management.
- Insufficient Identification system.
-Poor calibration management of measuring equipment.

Radar chart



ADEO Quality system audit grid

Legend:

	Minor question
	Major question

Ref	Requirement	SCORE	Comments/Findings Remaining Questions: 0	Expected deliverable	Deadline	Comments on follow up 1 *indicate follow up date here*
1	**Quality Management**					
1.1	**Quality Management System**					
1.1.1 MINOR	**Company organization** The top management shall ensure that employees are aware of their responsibilities. The assignment of tasks to the dedicated personnel has to be written through organigrams and/or job descriptions.	Compliant	Organization chart is attached in the quality manual (HX/SC-2020), hierarchy links are clearly detailed. It demonstrates the structure of the auditee, the tasks and responsibilities are written clearly in the job description （QMS-03-01) of each position, and employees knew their responsibilities well. Besides, the quality policy is signed by the top management, and employees understand it through the training.			
1.1.2 MAJOR	**Quality Department Management** At least, one person shall be appointed for daily quality management. This person is trained. The Quality Dept. is independant of another one (production, sales, purchasing, supply chain...) and has authority, means and own objectives, and report to senior management In the case of small factory (less than 50 employees included direct and indirect people) if there is no dedicated quality manager, the Factory Director assigned a nominated person, reporting to him, responsible for quality management and shall be documented.	Compliant	Quality department is independent of production department. Mr.Tan Zhongliang is quality director, and he is in charge of daily quality management, he is trained. He reports his work to the general manager directly. Totally 6 staffs for daily quality inspection, and from the organization chart of quality department,1quality director(FQC),1 IQC and 4 IPQC were assigned clearly.			
1.1.3 MINOR	**Objectives / KPI** The contents of the quality strategy shall have been broken down into specific objectives for the related departments : - The objectives are concrete and measurable (SMART) - Some KPI and dashboards to measure quality performance must be provided during the audit - KPI are communicated, understood and monitored as defined in internal procedure - The KPIs are analyzed and followed-up according to factory defined procedure	Compliant	KPI for products and processes were established in document, e.g., First pass rate of finished products should be ≥ 98% and satisfaction degrees of customers should be ≥ 90%,etc. These defined KPIs had been regularly measured and followed up. However, the QC and workers are not clear about these the KPI.工厂有质量指标和指标，如一次检验合格率，客户满意率,等.有分解分目标的统计分析，但没有传达给员工	The KPI should communicated to all employee.工厂应将KPI传达给员工		Audit on 06/04/2023: KPI for products and processes were established in document, e.g., First pass rate of finished products should be ≥ 98% and satisfaction degrees of customers should be ≥ 90%,etc..These defined KPIs had been regularly measured and followed up. The factory paste these KPIs in the workshop and convey KPIs to each employee.
1.1.4 MINOR	**Internal quality audits** Internal quality audits shall be conducted according to an agreed plan . Scope and frequency shall be determined by supplier's quality management system Auditors shall be trained for audits and independant from the audited department. A corrective action plan is managed, and actions are verified.	Compliant	Internal quality audit procedure (HX/CX05-2019) is formalized, the frequency is once per year, last internal audit was conduct on 2022/8/2, and relevant records including audit plan, checklist, signature records of opening meeting and close meeting were kept.However, only 1 NC about material identification was found for this internal audit, but it was still found for this external audit, and more other NCs were appeared.The internal audit was carried out by two internal auditors, but one of two not qualified by accredited organization or trained by qualified auditor.工厂有提供内审记录，并且内审只记录1个不合格项，与此次审核差距较大。另外，只有一名内审员获得有效资质.	Factory audits should be based on facts and actions to redeem & prevent failures are necessary. To qualify internal auditors of the factory by accredited organization or qualified auditor, and keep the valid internal auditor qualification records. 工厂内部审计应以事实为基础，采取补救和预防失败的行动是必要的。内审员须进行必要的培训。		Audit on 06/04/2023: The factory had established an Internal Auditing program (HX/CX05-2019) according to ISO 9001:2015 requirements, which determined audit scope and frequency; internal audits were conducted once per year. The latest internal audit was performed at 2022/12/28, and relevant records including audit plan, report were kept; corrective actions for all findings had been conducted and recorded.The internal audit is carried out by internal auditors and they have received internal audit qualification training.
1.1.5 MAJOR	**Non conformity management** A non conformity management procedure shall be clearly documented and followed, to prevent further occurrence of non-conformity. It shall be applicable to any kind of non conformity (internal, supplier, customer complaint). The procedure shall include at least : - Containment action (identification, isolation) - Reaction rules such as rejection, segregation, acceptance by concession, alternative use... - Root cause analysis (5 why, Ishikawa...) - Internal problems solving tools (non conformity report, 8D, QRQC, PDCA...) - Responsibilities and deadline for corrective actions - Records - Performance and effectiveness of the corrective actions	Compliant	NC management procedure (HX/CX07-2019) is formalized. It was applicable to all kinds of NCs found, such as management review, internal and external audits, customer complaints, materials' inspection failed, production issues...There is NC report and CAPA record provided.For example, according to the review of a non conformity correction report on Oct 22,2022,it was found that the NC point was "During IPQC inspection,it is found that the scratches on the product surface after punching",and the cause analysis was "Punching table is not cleaned up, resulting in product scratches","Inadequate quality awareness of workers" and the corrective action was all products should be reworked and strengthen equipment maintenance and operator training.The quality manager tracked the follow-up product quality check, and everything went smoothly.			
1.1.6 MINOR	**Continuous improvement/RETEX (Return of Experience) and Preventive actions** It is a continuous improvement procedure to learn from what went right, what went wrong, to capitalise on the lessons learned from the past or current successes or failures, to reduce the risk and/or increase resilience for next projects. The factory shall be able to determine if there are needs or opportunities that shall be addressed as part of continuous improvement, functions of the results of analysis, evaluations or reviews. A continuous improvemnt/RETEX procedure shall be documented and followed	Compliant	Corrective & preventive measures control procedure (HX/CX08-2019) for continuous improvement exists. Based on records review, preventive action was taken for all NC issues, and effective validation of preventive action was implemented. Besides, factory conducted monthly quality meeting, and take some preventive measures for continuous improvement.			
1.1.7 MAJOR	**Traceability** For a given finished product, the factory shall be able to identify the batches numbers/PO number/PO date of the main and critical raw material/ components, as long as it can be tracked back to the source.	Compliant	Traceability control procedure (HX/CX10-2019) defined.Randomly selected order(PO#S2009401133) for review. The FQC record, production plan, production records, IPQC records, production sheet, material requisition sheet, IQC records, material incoming records, purchase order, and order review records all can be traced with PO. So the traceability is completely.			
1.2	**Quality documentation**					

1.2.1 MAJOR	**Documentation formalization** The quality system shall be documented and implemented. Rules concerning documents validation and diffusion are established. Process, instructions, records are: -Written and available, when their absence can involve a risk for the quality -Identified -With revision status and up-to-date	Partially Compliant	Document control procedure (HX/CX01-2019) and records control procedure (HX/CX02-2019) was established, the quality manual, related procedure, work instruction and record with file number. However,some documents(such as operation instructions) without issuance control stamp. Some records (Such as such as supplier list, supplier review record, internal audit record) do not have document numbers.工厂建立了文件控制程序，但是现场一些作业指导书没有受控章。一些设备操作规程和质量记录(如供应商清单，评审记录，内审记录)没有按照程序文件要求进行编号.	The documents used in the factory should be controlled, and all records shall be numbered according to the procedure documents.工厂使用的文件应受控，并且所有指导文件和记录应按程序文件进行编号	2023/6/6	Audit on 06/04/2023: Document control procedure (HX/CX01-2019) and records control procedure (HX/CX02-2019) was established, the quality manual, related procedure, work instruction and record with file number. However,some documents(such as operation instructions and QC instructions) without issuance control stamp. Some records (Such as recall simulation exercise records, sharp tool distribution records) do not have document numbers.工厂建立了文件控制程序，但是现场一些作业指导书没有受控章。一些设备操作规程和质量记录(如召回模拟演习记录，利器发放记录等)没有按照程序文件要求进行编号.
1.2.2 MINOR	**Archiving & availability** All relevant documents shall be safely stored and archived during a period defined by the regulation (or 1 year in case of no regulation) The applicable documents shall be easily and quickly reachable for authorized personnel.	Compliant	Record control procedure (HX/CX02-2019) defined inspection documents and record should be filed at the quality department at least 3 years.			
1.3	**Human Ressources**					
1.3.1 MINOR	**Skill matrix** A list with employees names, operations/functions for the people working in the facility shall exist and be periodically updated. This matrix shall be available for quality and production.	Compliant	Based on documents review and on-site observation, the skill matrix with employee's name, skill and operation proficiency for each production worker and QC was available.			
1.3.2 MINOR	**Training plan (covering legal requirement and quality awareness) & assessment** The company shall have a documented training plan and assessment. These programs shall include: - training contents - training frequency - list of attendants - Name of qualified trainer/tutor. - An update frequency Note : it shall be applied even for temporary people.	Compliant	Factory provided training plan for 2022 with training records.The contents of training were production equipment maintenance training and production safety, operation skills, quality training, 5S management, new worker training, etc....The training record includes training content, training date, tutor's name, training sign in form, assessment and evaluation, etc...Some quality personnel were interviewed randomly on site, but some personnel were not very clear about the inspection standards, such as AQL, problem discrimination, treatment methods, etc...现场随机采访了部分质量人员，但有些对检验标准不是很清楚，比如AQL，问题判别	The factory should strengthen the training and ensure that the training is effective.工厂应加强品质人员的培训		Audit on 06/04/2023: Factory provided training plan for 2023 with training records.The contents of training were production equipment maintenance training and production safety, operation skills, quality training, 5S management, new worker training, etc....The training record includes training content, training date, tutor's name, training sign in form, assessment and evaluation, etc...Some quality personnel were interviewed randomly on site, they clear the inspection standards.
1.4	**Testing management**					
1.4.1 MINOR	**Subcontracted testing** If some tests are subcontracted, a dedicated contract/order shall be in place with the external laboratory. The tests needed must be clearly defined in the order to the lab. The test reports shall be available and the company shall demonstrate that the results are relevant.	Compliant	Factory conducted 3rd party lab test for its product according to test plan and client requirement. They signed a dedicated contract/agreement with 3rd party lab for test items & test fee when the tests performed, and 3rd party lab test report was provided.			
1.4.2 MINOR	**In-house testing** In case of the tests are not subcontracted, the company shall be able to demonstrate that the tests are performed according to the internal lab testing control plan An internal test management procedure is available and applied.	Compliant	This is a test plan available for its internal tests, and it required the following tests need to perform per batch: Hardness test, coating test, impact test and static loading test, etc....The testing records and testing instructions were available on site for review.			
1.4.3 MINOR	**In-house testing technicians** For the tests requiring specific skills, the technicians must be qualified and trained/tested regularly by test reproducibility The factory should ensure the test performed internally is relevant and reliable, random repeat test should be performed for assuring the reproducibility of the tests.	Compliant	QC staff can handle the measuring equipments.The factory has records of internal testing personnel training. On site personnel were selected for demonstration, and the results met the test standards.			
2	**Product Development**					
2.1	**Product development process**					
2.1.1 MINOR	**Design history and Return of experience** For each new project, the supplier shall demonstrate that they take into account the good practices learnt from the previous design/projects (lessons learnt)	Compliant	Lesson learnt documents such as customer complaint reports, defect records, etc. were available, however, no records could show these lesson learnt documents had been used as design input records.工厂没有记录显示在开发过程中使用了一些学习教训（如客诉报告，缺陷记录）作为开发输入。	Factories should take the previous customer complaints and product defects as lessons learned and take them into account in the new products.建议工厂在开发过程中使用了学习教训（客诉报告，缺陷记录）作为开发输入。		Audit on 06/04/2023: From the development records provided by factory, there are some learning records can show that factory considered history best practice and customer complaint or other quality issues as lesson learnt during new development.
2.1.2 MAJOR	**Product development procedure / Design reviews** The company shall have an implemented procedure for product development (from conception to production) that takes into account product conformity and product risks and that demonstrates that the new products are designed to meet legal requirements and other expected quality criteria(like performance, reliability etc). The company shall have build and managed a product development planning A dedicated person/team/department is assigned to the product development management.	Compliant	The factory has established the design and development control procedure (HX/CX33-2019).The factory provide development/design reports for review.It was including market research and analysis, product development planning, output drawing, test report and review report etc. The review standards were in accordance with the corresponding laws, regulations and product standards(Such as EN581).			
2.1.3 MINOR	**Product specification** The product specification shall be agreed by signature (manual or digital signature through QMS validation are allowed) between the customer and the factory. A copy shall be kept and available. In case of new factory (no commercial relationship with ADEO yet), the above requirement should be applicable between other customer and factory.	Compliant	There are product specification available and agreed by customer. Specification including pictures, product details, quality requirement, testing requirement, packing details, etc... The product specification was understandable and available for the review.			
2.1.4 MINOR	**Internal Change management** All changes :process (Process Change Request) , products, raw material, packaging (Engineering Change Request), drawing modification, equipment, methods, etc) shall be validated, monitored and documented. The modifications shall be approved by the customer according to internal procedure. The production documents shall be updated accordingly with version incrementation. A procedure defining the product/ component/raw material identification management impacted by the related change shall be in place.	Compliant	There is Engineering changing control procedure (HX/CX28-2019) defined. There was a engineering change request form send to technical, warehouse, production, sales, QC, purchasing and finanial department for review. Also customer's agreement is requested. Then a ECN will be sent to related department for validated of the engineering change.ECN record were provided during audit.			
2.2	**Product development criteria**					

2.2.1 MINOR	**Regulatory watch** The factory shall demonstrate that all applicable regulation and standards are applied at the date the product will be put on the market. A regulation watch procedure shall be implemented. It can be subcontracted to an external laboratory.	Compliant	The regulation watch process is existed, and factory collected the applicable regulations and standards for its product from the 3rd party or customer side. The copies of standards/regulations for products were kept well, such as EN581.			
2.2.2 MINOR	**Product risk analysis** The factory shall demonstrate that they are performing some risk analysis before the development (D-FMEA or other). The factory shall be able to identify the final customer wrong use risk The factory shall be able to identify the product key characteristics.	Compliant	Product risk assessment management procedure (HX/CX35-2019) was set up, and factory performed risk assessment before the development, such as safety risk, product structure risk, and function risk, but did not mention customer wrong use risk.工厂有提供DFMEA记录，但是还缺少一些风险分析，比如最终客户的错误使用风险	Factory should consider the customer wrong use risk in the DFMEA.DDFMEA应分析完整		Audit on 06/04/2023: Factory provided DFMEA for review, it considered the structure risk, customer using risk and safety risk were identified in the records.
2.2.3 MINOR	**Product development tests** The product formulation, composition and design (BoM, Specification…) shall be validated through prototypes testing (or pre-run production tests), performance tests, qualification tests (internal and/or external laboratory) The tests reports shall be available.	Compliant	The composition, formulation and design of the product (drawing, specification…) are properly verified by pilot production test and qualification tests (internal or external laboratory). All test reports are available.			
2.3	**Industrialization**					
2.3.1 MAJOR	**Internal Samples Management** Systematically, whatever if the factory is already working with Adeo or not, the factory shall detain the samples for the main products : for examples: golden sample, product sample, appearance, color, boundary samples… The samples shall be identified, stored in proper conditions. and the retention time should be defined AND If the factory is already working with Adeo, the Adeo golden sample have to be available, at the latest version, properly labelled and stored. The Golden samples are stored for 2 years after the product last date of selling.	Compliant	Customer sample management procedure (HX/CX18-2019) was defined, and updated customer sample registration list was available for review. From plant tour, customer golden samples are kept at office and all were clearly marked by identification label.			
2.3.2 MINOR	**Process risk analysis** Based on risk analysis (P-FMEA), all manufacturing processes shall be identified, analyzed The risk analysis need to consider the following: - A list of potential risk or hazards in the production process. - Control points to manage the identified risk to acceptable level. - Accept / reject limits defined for each control point. - Corrective action to be taken where a critical point is out of control. - Responsibility of the Control Points.	Compliant	Factory are identify the risk of all critical production processes, including product safety risk and product compliance risk. Accept/reject limits were defined and corrective action was taken where the point was out of control.			
2.3.3 MAJOR	**Control plan** The factory shall have a control plan, with at least the controls description/frequency/responsible/acceptance criteria/measuring tool/records/reaction rules. It has to go through the whole manufacturing process, from incoming goods inspection to delivery preparation. The control plan shall present the controls performed (product and process critical characteristics). The control plan shall be up to date and relevant A control plan MUST BE a single document. The separate instructions CAN NOT be validated as compliant.	Compliant	Quality Control Plan that covers all of the production process , the process parameter and ventilates the Controls description/ frequency/ responsible/acceptance criteria/measuring tool/records of the product from its early stages to finished products.			
2.3.4 MINOR	**New Line/equipment validation** The factory shall be able to validate new line/equipment This validation shall be given based on accurate criteria such as process capability (control charts or other statistical method) to ensure on a pre-launch production that this new line /equipment variation gives results within the product specification tolerances.	Partially Compliant	Factory has some records of new equipment acceptance (such as item #,equipment parameters and function…), but no process capability (e.g., Cp, Cpk calculation) was implemented for production.工厂提供了新设备的简易验证记录，但没有涉及到生产能力等关键性指标（CK，CPK等）	Equipment management control procedures should be completely, all new line/equipment should be validated, and this validation shall be given based on accurate criteria such as process capability (control charts or other statistical method) to ensure on a pre-launch production that this new line /equipment variation gives results within the product specification tolerances.所有新生产线/设备均应进行验证，且该验证应基于准确的标准进行，如工艺能力（控制图或其他统计方法），以确保在投产前的生产中，新生产线/设备的变化产生的结果在产品规格公差范围内	2023/6/6	Audit on 06/04/2023: Factory has some records of new equipment acceptance (such as item #,equipment parameters and function…), but no process capability (e.g., Cp, Cpk calculation) was implemented for production.工厂提供了新设备的简易验证记录，但没有涉及到生产能力等关键性指标（CK，CPK等）
3	**Purchasing and scheduling**					
3.1	**Supplier and subcontractors selection & monitoring**					
3.1.1 MAJOR	**Suppliers and subcontractors qualification process** Any supplier shall be selected according to predefined rules, based on a risk analysis, with such criteria as capacity for meeting the different market requirements (REACH, ROHS…), qualification audits, suppliers grading, product criticity…	Compliant	Purchase control procedure (HX/CX03-2019) defining supplier assessment, approval, monitor criteria was established.According to sampling check for some sub-suppliers, relevant assessment and qualification was conducted and recorded for these sub-suppliers.The updated approval supplier list was established.			
3.1.2 MINOR	**Raw material, components/finished products, process specifications and sub contractors** The specifications to the rank 2 suppliers and sub contractors shall be defined clearly to meet the customer's requirements. This is for all raw materials and components, as well as subcontracted operations. All customer requirements related to the products, their realisation and delivery shall be defined and understood before a written supply agreement is concluded.	Compliant	The specifications are available, up-to-date and understandable. From purchase order contract factory provided, the all important information, such as delivery time, quality requirement…were in detail, but only one party's signature and seal, lack of signature and seal of the other party. 采购合同中缺少双方的签字盖章	Factory should sign formal purchase order contract with its supplier.建议工厂签署规范的采购合同		Audit on 06/04/2023: The specifications are available, up-to-date and understandable. From purchase order contract factory provided, the all important information, such as product specification, delivery time, quality requirement …were in detail, and supplier signature & supplier chop were found on it.
3.1.3 MINOR	**Periodical assessment & follow up criteria** Any supplier/subcontractor shall be evaluated / assessed regularly and at least once a year according to predefined rules with Quality criteria Reaction rule must be defined in case of assessment result can not meet the defined expectations	Compliant	The supplier management procedure required supplier performance should be conducted based on quality (70%), delivery (10%),quality improvement (10%) and service (10%) monthly, and the total score should not less than 60. Otherwise factory will stop cooperation with this supplier and use the standby suppliers.However, the factory only provided the supplier performance evaluation records for March of 2022.工厂没有按照供应商管理程序要求每月对供应商进行效绩考核	The factory should evaluate the supplier according to the supplier performance evaluation procedure.工厂应按照供应商效绩考评程序对供应商进行考评		Audit on 06/04/2023: The supplier management procedure required supplier performance should be conducted based on quality (70%), delivery (10%),quality improvement (10%) and service (10%) monthly, and the total score should not less than 60. Otherwise factory will stop cooperation with this supplier and use the standby suppliers.The supplier performance records based on the procedure requirement were available.
3.2	**Customer order & scheduling**					

3.2.1 MINOR	**Order management system** An order management system or procedure shall be implemented to allow a good scheduling of purchasing, production and delivery of goods. This procedure shall include chapters like forecast management, scheduling, production order, tracing, shipment, invoicing. Before the delivery, the order has to be quantitatively and qualitatively controlled.	Compliant	Factory managed the customer order, purchase, production and delivery, which was implemented as scheduling of client purchasing required. Order review performed, sales order will be reviewed by related persons. After validation of orders, factory would set up the production plan for the order, then the sales will follow up their orders with purchasing, quality and production situation.			
3.2.2 MINOR	**Planning / Quantitative planification** The factory has to manage the Production planning in accordance with the customer orders and shall take into account the stock, market demand tendances, year to year data, peak and low season demand, forecast...	Compliant	Factory has a system to monitor the stock. The production is planned based on the customers' orders, peak / low season demand, year to year data, market demand and warehouse stocks. There is dedicated department which prepare production plans and forecasts raw material needs.			
4	**Raw materials and components**					
4.1	**Incoming Quality Control**					
4.1.1 MAJOR	**Incoming quality controls Instructions / Control Plan** A control plan or Incoming Quality Control procedure shall be defined. Raw materials / component / packaging shall be checked against the specifications (including tolerances) and in accordance with a defined control plan including : Acceptance criterias (with reference sample when relevant), methods, tools, sampling frequence, responsibilities, reaction rule, records (or validation). Tests conditions, methods, instructions, sampling shall be clearly defined and adapted to each kind of incoming goods.	Compliant	Factory has defined IQC inspection instructions (HX/PZ01-2020) for different raw materials inspection.Check points and checking standards are available. Normal sampling size II,defect grade and AQL is Cir 0, Maj 1.0 and Min 2.5 and defect classification are defined.			
4.1.2 MINOR	**Documents of conformity** Incoming goods need to be supplied with a document of conformity when required per the defined procedure and instruction, such as manufacturer's warranty, certificate of conformity, laboratory certificate, or sub-supplier control check-list. These documents need to be cross checked with order specifications according to the control plan frequency defined and archived.	Compliant	Factory collected test report and manufacturer's warranty for material from supplier once per year. And factory cross checked these documents with order specifications per batch for confirmation.			
4.1.3 MINOR	**Incoming Quality control records** The incoming quality control records shall contain the controller name, the result and the action taken in case of non compliance. The results can be recorded manually or in the system.	Compliant	IQC records were available, there are inspection date, supplier name, order number, quantity, item name, material specification, check points and requirement, check result of each check point, sampling size, AQL, inspector name and final result recorded in report.			
4.2	**Storage management**					
4.2.1 MINOR	**Storage conditions (incoming materials, components, semi-products and finished products)** Shall be stored according to their own specification, especially for products that require special conditions (Humidity, rain, dust, temperature, hazardous substance...), including storage and protection, the unloading and temp storage period. The specific conditions shall be monitored and recorded. The storage area has to be safe and clean. For hazardous substance/chemicals, MSDS should be available and specific secondary containment.	Partially Compliant	From plant tour, incoming materials, components, semi-products and finished goods were stored in the dedicated areas.But,the factory not set up waiting zone before inspection for all metal tube materials.Some chemical without 2nd-container.There is no temperature and humidity monitoring in the spray powder storage area.There is dust on some spray powder boxes.金属管材没有设置待检区，塑粉储存区域没有温湿度监控，部分塑粉外箱沾污。一些化学品没有二次容器	Temperature and humidity monitoring should be carried out in the plastic powder area. 塑粉储存区域没有温湿度监控	2023/6/6	Audit on 06/04/2023: From plant tour, incoming materials, components, semi-products and finished goods were stored in the dedicated areas. The storage are was safe and clean. Besides, the temporary area, NC area and passed materials' area were defined well for incoming materials and accessories. Secondary containers are provided for chemicals and MSDS is posted on site.But,there is no temperature and humidity monitoring in the spray powder storage area.塑粉储存区域没有温湿度监控
4.2.2 MINOR	**Material validation period and FIFO (First IN First OUT)**	Compliant	The factory has established material first in first out (FIFO) management system. Raw materials and components were stored at the dedicated area, and FIFO was considered for production.			
5	**Manufacturing process**					
5.1	**Environment and lay out**					
5.1.1 MINOR	**Production areas Tidiness / Cleanliness (warehouses, storage areas and production areas)** Should be tidy and clean, so that there is no impact on product requirements. There shall be an effective management system for cleaning operation (instruciton + cleaning schedule)	Compliant	Most workshops and production lines were kept tidy and clean during the assessment day. But, in the spraying workshop, some semi-finished products are directly placed on the ground.喷涂车间中一些已经喷好的半成品直接放置在地上，容易产生刮伤和脏污	The factory should strengthen 5S management.工厂应加强半成品的保护，做好5S管理		Audit on 06/04/2023: Workshops and production lines were kept tidy and clean during the assessment day. 5S was implemented well, cleaning instruction displayed and cleaning schedule established, the cleaning records were available.
5.1.2 MINOR	**Production flow** A document describing the whole process flow (production flow-chart) for each type of product, including in-process sub-contracted operations shall be available. The factory implement the production lines according to the flow chart.	Compliant	The production process flow chart is reasonable, no obvious bottle neck is found, and the key process was identified in the chart.			
5.2	**Production methods**					
5.2.1 MINOR	**Planning / Production order / Quantitative planification** A production order shall be available for each production batch (paper or digital). It shall include some key elements like the product reference, the bill of material, the quantities to be produced.	Compliant	The factory converted the customer orders into their own production orders for easy and detail communication, and issued them to production line.			

5.2.2 MAJOR	**Production instructions on workstations** Clear and detailed working instructions must be available at main work stations. The operators shall know the working instructions and the quality criteria.	Partially Compliant	According to on site observation, some production instructions and operating instructions were posted on site.But,some operation station lack operating instructions, such as rattan weaving workshop.部分岗位没有作业指导书，比如编藤	The factory should paste operating instructions suitable for the products being produced.工厂应粘贴适用于正在生产产品的作业指导书	2023/6/6	Audit on 06/04/2023: According to on site observation, some production instructions and operating instructions were posted on
5.2.3 MINOR	**Starting checks** For each new mass production production batch, starting checks shall be implemented and documented to ensure the conformity of the products and to avoid mix between the 2 productions (check-list GO PRODUCTION). This check-list must identify all special characteristics to be controlled. The records shall be available. If necessary, the first compliance sample shall be available during the production.	Compliant	First Article Sample (FAS) were produced before mass production, IPQC will check them according to production file and technical standard. First article sample checking records were available, main product specification and performance were checked and recorded. There were first article samples sealed on site for reference.			
5.2.4 MINOR	**Process monitoring** Processes shall be monitored as per defined operation parameters and controlled whitin the control limit and recorded continuously and/or at appropriate intervals. The parameters shall be clearly written. When a failure occurs, there shall be a reaction plan.	Compliant	The factory defined the parameters, such as the temperature,time,pressure and speed in the spraying process and current in welding process.However, the factory did not monitor in time and lacked the monitoring records of the day.工厂有对工序中的一些关键参数进行设定，比如喷塑的温度，速度,焊接工序中的电流等。但现场没有及时记录监控监控记录.	Factory should monitor the parameters during the production.工厂应及时对关键参数进行监控并记录		Audit on 06/04/2023: The factory defined the parameters, such as the temperature,time,pressure and speed in the spraying process and current in welding process.From the on site checking, the working parameters set was correct, and workers knew they would stop production and recheck the machine when the parameters were out of control. In addition, monitoring records were available on site.
5.2.5 MINOR	**Packing operation / Conditionning** A packing instruction shall exist and be linked to the customer requirements. The packing requirements shall include special characteristics if needed, linked to the product (limited lifetime, hazardous substances, sensitivity to static electricity, etc...) In case of re-packing process after product inspection, procedure and process shall be established and applied to ensure conformity of the repacked product and a re-packing area shall be clearly identified.	Compliant	Factory showed the packing specification on site which linked customer order requirement with detailed artwork/ sticker/ packing method/ shipping mark/ instruction manual. The operator knows which documents need be used and no risk was found on site.			
5.3	**In-Process and Final Quality controls Quality controls in production**					
5.3.1 MINOR	**Quality control instructions** Quality control instructions shall be relevant to the control plan and available at the workstations. The quality controllers shall be trained to these instructions.	Compliant	Factory has established a IPQC instruction (HX/PZ02-2020) for its production step. sampling size is ample size is 2h per time, each time 20pcs, AQL is Cir 0, Maj 2pcs and Min 2pcs.The factory carries out final inspection are carried out before loading and the record was link to products.For FQC instruction(HX/PZ03-2020),sample size is II,special tests 5pcs,AQL is Cir 0, Maj 1.5 and Min 2.5.There has a defect library.			
5.3.2 MINOR	**Quality control and inspections records** Quality controls at each production process and sub process have to be performed and recorded according to the control plan/quality plan.	Compliant	IPQCs did randomly check at each working section every two hours and FQCs did inspection according to the work instructions. IPQC records and FQC records are filled properly in according to the work instruction.			
5.4	**On site Non conformity management**					
5.4.1 MINOR	**Dedicated area for NC products** The supplier shall have specific areas for non compliant products. These products shall be clearly identified. It shall be impossible to mix compliant and non compliant products.	Partially Compliant	The factory has set up NC area at workshops. However,some NC components are not marked.Some NC products are not placed in the NC area.工厂有设置不合格区，但一些不合格品没有标识。一些不合格品没有放置在不合格区中	Factory should manage non compliant products properly.工厂应妥善管理不合格产品。	2023/6/6	Audit on 06/04/2023: The factory has set up NC area at workshops. However,some NC products are not placed in the NC area.一些不合格品没有放置在不合格区
5.4.2 MINOR	**Waiver (any case of deviation from standard)** *A waiver is an temporary authorization to use raw material/semi-finished or finished product/packaging/procedure/... not conformed to the standardized requirements but without impact on the next process/final customer (this decision must be taken by the relevant person(s)) such as label with printing issue, weight of a component out of standard, ...* In case of waiver , a document shall exist, with at least the following details : issue description, batch or serial number, reason for concession, risk assessment, evaluation result, evaluation responsible, preventive and corrective action plan, signature of authorized person. According to the risk analysis performed by the factory, the customer approval may be required.	Compliant	The waiver process (HX/CX39-2019) was defined, and it required all waivers should be performed risk analysis and approved by top management & final customer. Factory provided waiver records for review, and final approval from customer was shown on records.			
5.4.3 MINOR	**Rework** *A rework operation appears next to a non-conformity or next to a missing component on a semi finished product. This leads to a non-standardized operation on the raw material/semi-finished(eg: missing component) or finished product/packaging/labelling such as label re-positioning, plastic burrs removal, wood splinter removal, ...* When relevant, the parts/products/semi-finished products to be reworked shall be isolated and identified, and checked again before releasing. A rework instruction or procedure shall exist.	Compliant	There are rework WI and rework records, daily re-inspection records were provided for review. The parts waiting for rework were separated and identified well.			
5.5	**Identification**					
5.5.1 MINOR	**Identification of raw materials, components, semi finished and finished products** The identification of the parts in the facility shall contain the following information: - date or number of reception (if appropriate), for incoming materials and components - supplier's name, for incoming materials and components - component name, serial number, or reference and version - batch number or identification number - expiration date if relevant - a clear quality status (waiting for control, compliant, Not compliant), or have a physical segregation or managed by an electronic system. There shall not be any risk of mixing the good and bad incoming parts or similar material This information has to be recorded.	Partially Compliant	Some metal materials only have specification identification. Some semi-finished products only have order, model and quantity. Some finished products are not identified.一些管材原材料只有规格标识。一些半成品只有订单，型号和数量标识。一些成品没有标识	All materials/parts/products should be identified well.所有材料都应做好标识	2023/6/6	Audit on 06/04/2023: There is an identification for raw material /semi-finished parts/finished products. However, some identification cards lack quantity and quality status, etc...大部分材料/半成品/成品都有标识，但是一些标识卡缺少数量，质量状态等。
5.6	**Maintenance and calibration**					
5.6.1 MINOR	**Calibration of the equipments** The equipments (testing, control, process monitoring...) shall be calibrated to international or national standard. An expiration date, posterior to the audit date shall appear on the equipment. A sticker with the last calibration date and expiration date should be sticked on the testing equipments.	Partially Compliant	Factory established monitoring and measuring equipment control procedure (HX/CX04-2019), they defined external calibration plan for all testing tools, and the calibration reports were available for review. From on site sampling checking, the calibration label with calibration date(2022/12/13)and expired date(2023/12/12) was sticked on most measuring tools, but two electrical scales missed calibration label.现场发现一些电子秤没有校准标贴	All measuring tools and test equipment should be calibrated regularly, and sticked effective calibration labels for using.所有计量设备应进行校准	2023/6/6	Audit on 06/04/2023: Factory established monitoring and measuring equipment control procedure (HX/CX04-2019), they defined external calibration plan for all testing tools, and the calibration reports were available for review. From on site sampling checking, the calibration label with calibration date(2022/12/13)and expired date(2023/12/12) was sticked on most measuring tools, but two measuring tapes missed calibration label.现场发现2把卷尺秤没有校准标贴

5.6.2 MINOR	**Preventive Maintenance procedure** A maintenance plan shall be in place, documented, and covering all critical equipment (incl. transport).	Compliant	Equipment managing procedure (HX/CX15-2019) was available.The equipment list and maintenance plan were available.They usually check the machines daily. But,some daily inspection records are not updated, such as baling machine.部分设备点检记录没有更新，如打包机	Factory should conduct daily maintenance for production machines and keep daily maintenance record properly.工厂应及时对生产设备进行点检		Audit on 06/04/2023: Factory establishes equipment control procedures (HX/CX15-2019) was available.The equipment list, maintenance plan & maintenance records were available. There were daily equipment checklist attached for each main production equipment.
5.6.3 MINOR	**Curative Maintenance & failures** Failures or breakdown of equipments covered by the maintenance system shall be documented with a view to adapt the maintenance system.	Compliant	Maintenance records according to the plan were kept, and repair records for the machines were alsomaintained.			

adeo QUALITY		ADEO Quality system audit grid	QUA_CORP_SOUR_R_3.2.1 Version : 4.3

Auditor Name: Jeffery Zhao
Signature: Jeffery Zhao
Date: 2023/4/6

Supplier Signature: Chen Fei
Chen Fei
Date: 2023/4/6

Non Conformity List

Report number : QA_ALFRESCO MANUFACTURING LTD_20230406

Purpose of the visit : **Follow-up**

Factory name : ALFRESCO MANUFACTURING LTD

Factory address : **QIANJIANG SOUTH ROAD,DAYANG INDUSTRY AREA, LINHAI, TAIZHOU,ZHEJIANG,CHINA**

Ref (question number audit grid)	**Requirement**	**SCORE**	**Comments**	**Expected deliverable**	**Corrective action**	**Responsible**	**Deadline**	**Photo**	**Closure Date**
1.2.1 MAJOR	Documentation formalization The quality system shall be documented and implemented. Rules concerning documents validation and diffusion are established. Process, instructions, records are: -Written and available, when their absence can involve a risk for the quality -Identified -With revision status and up-to-date	Partially Compliant	Document control procedure (HX/CX01-2019) and records control procedure (HX/CX02-2019) was established, the quality manual, related procedure, work instruction and record with file number. However,some documents(such as operation instructions and QC instructions) without issuance control stamp. Some records (Such as recall simulation exercise records, sharp tool distribution records) do not have document numbers.工厂建立了文件控制程序，但是现场一些作业指导书没有受控章。一些设备操作规程和质量记录(如召回模拟演习记录，利器发放记录等)没有按照程序文件要求进行编号.	The documents used in the factory should be controlled, and all records shall be numbered according to the procedure documents.工厂使用的文件应受控，并且所有指导文件和记录应按程序文件进行编号					
2.3.4 MINOR	New Line/equipment validation The factory shall be able to validate new line/equipment This validation shall be given based on accurate criteria such as process capability (control charts or other statistical method) to ensure on a pre-launch production that this new line /equipment variation gives results within the product specification tolerances.	Partially Compliant	Factory has some records of new equipment acceptance (such as item #,equipment parameters and function...), but no process capability (e.g., Cp, Cpk calculation) was implemented for production.工厂提供了新设备的简易验证记录，但没有涉及到生产能力等关键性指标（CK，CPK等）	Equipment management control procedures should be completely, all new line/equipment should be validated, and this validation shall be given based on accurate criteria such as process capability (control charts or other statistical method) to ensure on a pre-launch production that this new line /equipment variation gives results within the product specification tolerances.所有新生产线/设备均应进行验证，且该验证应基于准确的标准进行，如工艺能力（控制图或其他统计方法），以确保在投产前的生产中，新生产线/设备的变化产生的结果在产品规格公差范围内					

4.2.1 MINOR	Storage conditions (incoming materials, components, semi-products and finished products) Shall be stored according to their own specification, especially for products that require special conditions (Humidity, rain, dust, temperature, hazardous substance…), including storage and protection, the unloading and temp storage period. The specific conditions shall be monitored and recorded. The storage area has to be safe and clean. For hazardous substance/chemicals, MSDS should be available and specific secondary containment.	Partially Compliant	From plant tour, incoming materials, components, semi-products and finished goods were stored in the dedicated areas. The storage are was safe and clean. Besides, the temporary area, NC area and passed materials' area were defined well for incoming materials and accessories. Secondary containers are provided for chemicals and MSDS is posted on site.But,there is no temperature and humidity monitoring in the spray powder storage area.塑粉储存区域没有温湿度监控	Temperature and humidity monitoring should be carried out in the plastic powder area. 塑粉储存区域没有温湿度监控					
5.2.2 MAJOR	Production instructions on workstations Clear and detailed working instructions must be available at main work stations. The operators shall know the working instructions and the quality criteria.	Partially Compliant	According to on site observation, some production instructions and operating instructions were posted on site.But,some posted work instructions are not for the products being produced in the rattan weaving workshop.大部分车间都张贴作业指导书，但是编藤车间的作业指导书上的图片不是正在生产产品的款式。	The factory should paste operating instructions suitable for the products being produced.工厂应粘贴适用于正在生产产品的作业指导书					
5.4.1 MINOR	Dedicated area for NC products The supplier shall have specific areas for non compliant products. These products shall be clearly identified. It shall be impossible to mix compliant and non compliant products.	Partially Compliant	The factory has set up NC area at workshops. However,some NC products are not placed in the NC area.一些不合格品没有放置在不合格区	Factory should manage non compliant products properly.工厂应妥善管理不合格产品。					
5.5.1 MINOR	Identification of raw materials, components, semi finished and finished products The identification of the parts in the facility shall contain the following information: - date or number of reception (if appropriate), for incoming materials and components - supplier's name, for incoming materials and components - component name, serial number, or reference and version - batch number or identification number - expiration date if relevant - a clear quality status (waiting for control, compliant, Not compliant), or have a physical segregation or managed by an electronic system. There shall not be any risk of mixing the good and bad incoming parts or similar material This information has to be recorded.	Partially Compliant	There is an identification for raw material /semi-finished parts/finished products. However, some identification cards lack quantity and quality status, etc…大部分材料/半成品/成品都有标识，但是一些标识卡缺少数量，质量状态等。	All materials/parts/products should be identified well.所有材料都应做好标识					
5.6.1 MINOR	Calibration of the equipments The equipments (testing, control, process monitoring…) shall be calibrated to international or national standard. An expiration date, posterior to the audit date shall appear on the equipment. A sticker with the last calibration date and expiration date should be sticked on the testing equipments.	Partially Compliant	Factory established monitoring and measuring equipment control procedure (HX/CX04-2019), they defined external calibration plan for all testing tools, and the calibration reports were available for review. From on site sampling checking, the calibration label with calibration date(2022/12/13)and expired date(2023/12/12) was sticked on most measuring tools, but two measuring tapes missed calibration label.现场发现2把卷尺秤没有校准标贴	All measuring tools and test equipment should be calibrated regularly, and sticked effective calibration labels for using.所有计量设备应进行校准					

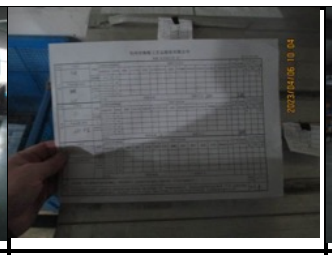
ADEO Quality system audit grid

QUA_CORP_SOUR_R_3.2.1

Version : 4.3

Factory name: ALFRESCO MANUFACTURING LTD

Auditor: Jeffery Zhao

			
Factory gate 1	Factory gate 2	Sample room 3	Raw material warehouse 4
			
Identification card 5	Raw material warehouse 6	Identification card (lack quantity and quality status) 7	Spray powder storage area (without temperature and humidity monitoring) 8
			
IQC inspection area 9	Inspection equipment 10	Calibration label 11	IQC inspection area 12
			
Daily inspection records 13	the temporary area 14	Metalworking 15	Metalworking 16
			
IPQC inspection area 17	IPQC records 18	welding 19	Operating procedures (without controlled seal) 20

grinding

21

Semi finished products

22

Identification card (lack date)

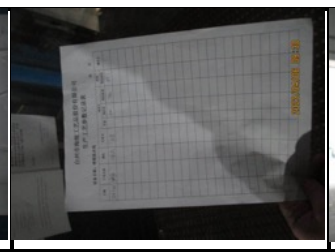
23

spraying

24

Operating procedures

25



Parameter monitoring record

26

Semi finished products

27

Identification card

28

fabric cutting

29

The tape measure(without calibration label)

30

sewing

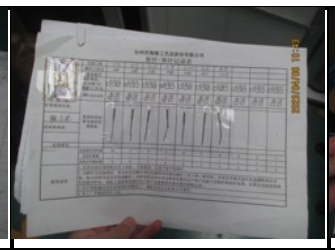
31

sewing

32

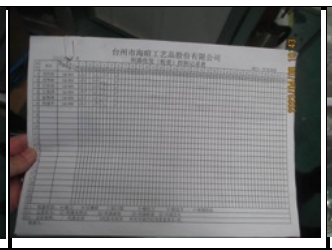
First Article Samples

33



Broken needle record

34



Sharp Tool Distribution Record

35

Metal inspection machine

36

rattan weaving

37

rattan weaving

38

posted work instructions are not for the products being produced

39

IPQC inspection area

40

packaging

41

NC product not in NC area

42

packaging

43

Finished goods warehouse

44

identification card

45

Business license

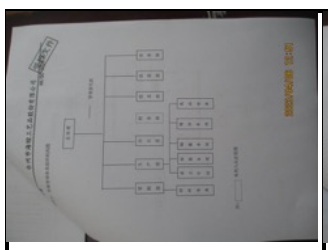
46

Quality manual

47

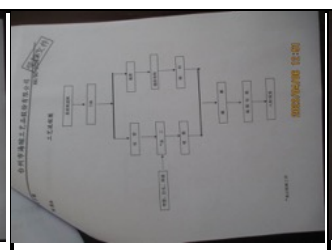
Procedure documents

48



Organization chart

49

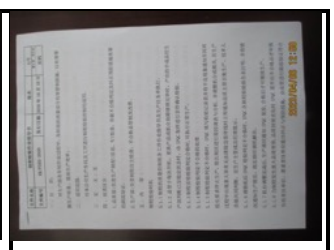


Production flow chart

50

IQC manual

51

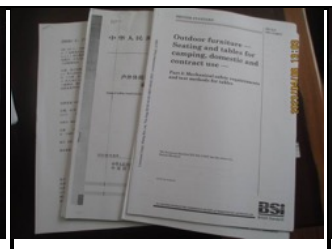


IPQC manual

52

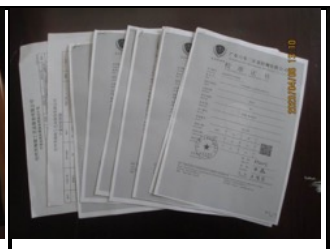
FQC manual

53



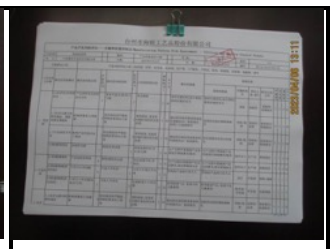
Product standards

54



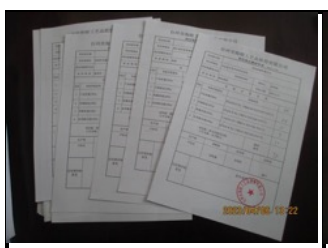
Calibration report

55



DFMEA

56

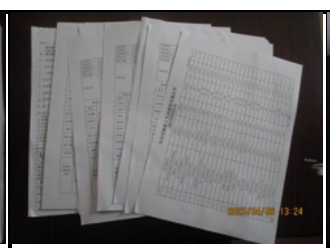


Supplier performance evaluation records

57

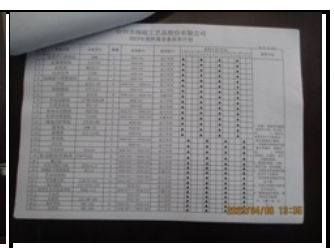
Purchase contract

58



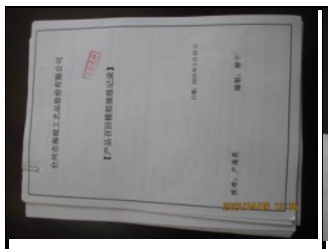
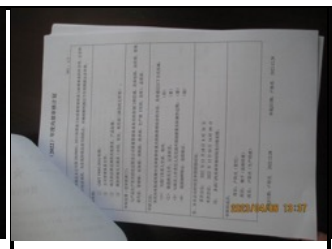
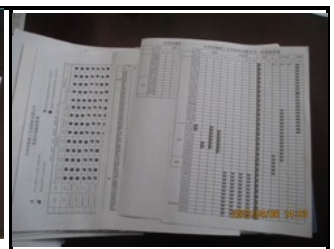
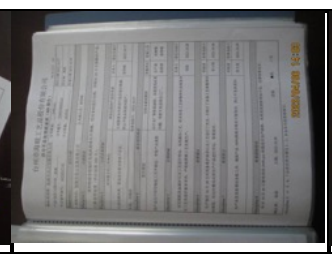
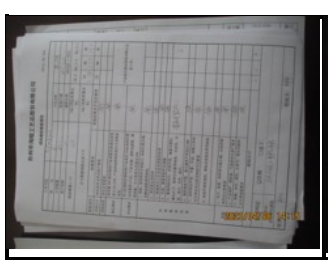
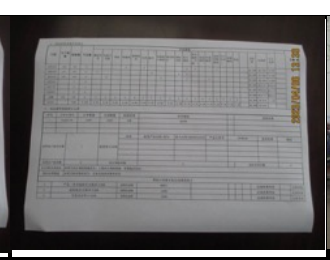
training records

59



Equipment maintenance plan

60

			
Recall simulation exercise records (without document number) 61	Internal audit records 62	Internal auditor certificate 63	Skills Matrix 64
			
New product development record 65	8D report 66	Acceptance records of new equipment (without key indicators of production capacity) 67	IPQC records 68
			
FQC records 69	Defect rate statistics 70	Defect rate statistics 71	Auditor 72

adeo QUALITY	**ADEO Quality system audit grid**	QUA_CORP_SOUR_R_3.2.1 Version : 4.3

Non Applicable item List

Ref (question number audit grid)	Requirement	SCORE	Comments