



Heat Pump KEYMARK

Annex C – Factory Production Control (FPC) – Report

Rev.-No.: 1
Date: 20.10.2015
Page: 1 of 12

Contact Person
Email Tel.:
Address
Postal Code Town
Country

FACTORY PRODUCTION CONTROL (FPC) – REPORT

1 General

1.1	Date of inspection	yyyy-mm-dd
1.2	Type of inspection	<input type="checkbox"/> Follow-up <input type="checkbox"/> Initial (pre-licence) <input type="checkbox"/> Sample selection
1.3	Report No. and date of last inspection	Nnn, yyyy-mm-dd
1.4	Holder of the certificate(s) <i>(fill in company name and full address or make reference to "Issued to:" above)</i>	Name of manufacturer Street Postal code Town Country
1.5	Certificate No.	Product name
	Cert No: XX	yyy
	Cert No: XX	
1.6	Manufacturer's registered name and factory location	Name of manufacturer Street Postal code Town Country
1.7	Names and positions of person(s) seen in the factory	Name, Surname, Position
1.8	Number of non-conformities (see also 13)	



Heat Pump KEYMARK

Annex C – Factory Production Control (FPC) Report

Rev.-No.: 1
Date: 20.10.2015
Page: 2 of 12

2 Quality system

2.1 Quality system		yes	no
	Does the manufacturer hold a certified quality management system that includes the products in question? Is it adequate for the products in question?	<input type="checkbox"/>	<input type="checkbox"/>
Certification No.:			
Date of expiry:			
Remarks:			

3 Organisation

3.1 Organisation		yes	no
	Is the organisational structure, responsibilities and authority of the management adequate for the products in question?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

3.2 Responsibility and authority		yes	no
	Are responsibilities and authority of the management with regard to product, management clearly defined? Is it clear who has the responsibility to take actions regarding product conformity?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

3.3 Management representative for the FPC		yes	no
	Is it clear who the management representative is?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

3.4 Quality objectives		yes	no
	Are there quality objectives that are relevant?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			



Heat Pump KEYMARK

Annex C – Factory Production Control (FPC) Report

Rev.-No.: 1
Date: 20.10.2015
Page: 3 of 12

3.5	Management review	yes	no
	Is there a procedure for management review? Has it been performed? Is the content adequate?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4 Documentation/Procedures

4.1	Organizational structure	yes	no
	Is there adequate documentation regarding 3.1 above?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.2	Responsibilities and authority	yes	no
	Is there adequate documentation regarding 3.2 above?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.3	Management representative for the FPC	yes	no
	Is there adequate documentation regarding 3.3 above?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.4	Quality objectives	yes	no
	Is there adequate documentation regarding 3.4 above?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.5	Management review	yes	no
	Is there adequate documentation regarding 3.5 above?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			



Heat Pump KEYMARK

Annex C – Factory Production Control (FPC) Report

Rev.-No.: 1
Date: 20.10.2015
Page: 4 of 12

4.6	Contract review	yes	no
	Are there procedures for contract review that take into account customer requirements? Are they followed correctly?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.7	Suppliers and subcontractors	yes	no
	Are there procedures for appointment of suppliers and subcontractors? Are there records?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.8	Raw and constituent materials	yes	no
	Are there procedures for specifying and verifying the raw materials and other constituent materials?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.9	Inspections (and tests)	yes	no
	Are there procedures for production control (see clause 4)?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.10	Production control	yes	no
	Are there procedures for inspections before, during and after production (tests, see clause 5)	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.11	Handling, storage, packaging, marking and labelling	yes	no
	Are there procedures for handling, storage and packaging?	<input type="checkbox"/>	<input type="checkbox"/>
	Are there procedures for marking and labelling of the products (see below)?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			



Heat Pump KEYMARK

Annex C – Factory Production Control (FPC) Report

Rev.-No.: 1
Date: 20.10.2015
Page: 5 of 12

4.12	Non-complying products	yes	No
	Are there procedures that specify how non-complying products shall be dealt with and how long records shall be kept?	<input type="checkbox"/>	<input type="checkbox"/>
	Are there records?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.13	Corrective actions	yes	No
	Are there procedures for corrective actions to eliminate the cause of non-conformities in order to prevent recurrence?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.14	Internal audits	yes	No
	Are there procedures for internal audits, planning, conducting, recording and corrective actions?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.15	Previous audits	yes	No
	Are there procedures for close out handling of previous audits?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.16	Traceability	yes	No
	Are there procedures for ensuring traceability of products?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.17	Certification marks	yes	No
	Are there procedures for the control over the use of certification marks?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			



Heat Pump KEYMARK

Annex C – Factory Production Control (FPC) Report

Rev.-No.: 1
Date: 20.10.2015
Page: 6 of 12

4.18	Document control	yes	No
	Are there procedures for control over documentation that affects the FPC?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

4.19	Complaints	yes	No
	Are there procedures for handling complaints?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

5 Inspection and testing

5.1	Production during visit	yes	no
	Were the products included in the certification or intended for certification in production at the time of the visit? <i>If "Yes", identify product name and any Cert.-No. that appeared on them. If "No", make sure and confirm that similar products were manufactured at the time of the visit.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Products in production:			
Remarks:			

5.2	Inspection before production	yes	no
	Are the specifications of raw materials or products available for checking?	<input type="checkbox"/>	<input type="checkbox"/>
	Does the manufacturer ensure that the incoming materials/products and/or subcontracted services are in conformity with the specified requirements?	<input type="checkbox"/>	<input type="checkbox"/>
	Are the test and measurement equipment used adequate and calibrated?	<input type="checkbox"/>	<input type="checkbox"/>
	Are non-conforming products clearly identified and/or segregated to prevent any unauthorised use?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

5.3	Inspection during production	yes	no
	Does the staff have readily available up-to-date documents, e. g. procedures, quality plans, inspection and test-instructions, photographs, drawings or samples on all those parts that have an impact on the conformity of the finished products?	<input type="checkbox"/>	<input type="checkbox"/>
	Are there instructions describing how to handle the production equipment?	<input type="checkbox"/>	<input type="checkbox"/>



Heat Pump KEYMARK

Annex C – Factory Production Control (FPC) Report

Rev.-No.: 1
Date: 20.10.2015
Page: 7 of 12

5.3 Inspection during production		yes	no
	Is there a documented procedure describing the measurements and tests performed during the whole production process?	<input type="checkbox"/>	<input type="checkbox"/>
	Are there appropriate records about all the checks and tests done during the production available?	<input type="checkbox"/>	<input type="checkbox"/>
	Is there a documented procedure describing how to handle non-conforming products and are they clearly identified and/or segregated to prevent any unauthorized use?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

5.4 Tests after production of final product		yes	no
	Are tests according to required tests performed on each produced unit? – Leakage test of the refrigerant cycle EN 378-2 – Pressure test of the refrigerant cycle EN 378-2 – High voltage test EN 60335-1 – Test of ground conductor EN 60335-1 – Function/running test	<input type="checkbox"/>	<input type="checkbox"/>
Products in production:			
Remarks:			

6 Handling of measuring equipment

6.1 Documented Procedure		yes	no
	Is there a documented procedure describing how to handle measuring equipment including the responsibilities related?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

6.2 Equipment list		yes	no
	Is a list with all equipment used for measurements available?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

6.3 Calibration		yes	no
	Is the relevant measuring equipment calibrated/checked and marked with ID?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			



Heat Pump KEYMARK

Annex C – Factory Production Control (FPC) Report

Rev.-No.: 1
Date: 20.10.2015
Page: 8 of 12

6.4	Identification	yes	no
	Is the equipment provided with a label or similar method indicating the next calibration/check?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

6.5	Traceability	yes	no
	Do the calibration/check records indicate that calibration/check is traceable to national or international standards?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

7 Handling of product

7.1	Storage	yes	no
	After final inspection and test, are the products handled and stored in such a way that compliance with the standards is not affected?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

8 Corrective actions

8.1	Corrections	yes	no
	If there were any unsatisfactory findings entered in the previous inspection report, have they been corrected adequately? If initial inspection, not applicable.	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

8.2	CIP	yes	no
	Have results from previous audits been handled?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			



Heat Pump KEYMARK

Annex C – Factory Production Control (FPC) Report

Rev.-No.: 1
Date: 20.10.2015
Page: 9 of 12

9 Changes to Certified Product

9.1 Documented Procedure	yes	no
Is there a documented procedure describing how to deal with changes on certified products?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:		
Remarks:		

9.2 Changes	yes	no
Has the certified product been changed since the last assessment? If yes, list the changes performed. If initial inspection, not applicable.	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:		
Remarks:		

9.3 Report of Changes	yes	no
Were the changes reported to the certification body for approval? If initial inspection, not applicable.	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:		
Remarks:		

10 Documentation, storage of records

10.1 Inspection Records	yes	no
Are the records of the inspection before production kept for at least 3 years?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:		
Remarks:		

10.2 Calibration Records	yes	no
Are the records of calibration/check of the measuring equipment kept for at least 3 years?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:		
Remarks:		

10.3 Functional Checks Records	yes	no
Are the records of functioning checks of production equipment kept for at least 3 years?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:		
Remarks:		



Heat Pump KEYMARK

Annex C – Factory Production Control (FPC) Report

Rev.-No.: 1
Date: 20.10.2015
Page: 10 of 12

10.4 Non-conformity Records		yes	no
<input type="checkbox"/>	Are the records of non-conformities and their evaluation kept for at least 3 years?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

10.5 Complaints Records		yes	no
<input type="checkbox"/>	Are the records of customer complaints and the corresponding corrective actions kept for at least 3 years?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			

10.6 Corrective/Preventive Actions Records		yes	no
<input type="checkbox"/>	Are the records of corrective/preventive actions kept for at least 3 years?	<input type="checkbox"/>	<input type="checkbox"/>
List of assessed documents:			
Remarks:			



Heat Pump KEYMARK

Annex C – Factory Production Control (FPC) Report

Rev.-No.: 1
Date: 20.10.2015
Page: 11 of 12

11 Non-conformities

1.	x.x – Paragraph:
2.	x.x – Paragraph:
3.	x.x – Paragraph:
4.	x.x – Paragraph:

For non-conformities **nn**, supplementary documentation shall be presented to the inspection/certification body before **2016-xx-xx** // **before a HP certificate can be issued.**

For non-conformities **nn**, supplementary documentation shall be available at the next factory inspection.

12 Recommendation

	Degree of criticism	Required action
1	<input type="checkbox"/> No criticisms	---
2	<input type="checkbox"/> Limited number of criticisms	Manufacturer shall confirm the implementation of the corrective actions to the inspector, certification proceeds. From the presented documentation it will be decided if an extra inspection will be needed.
3	<input type="checkbox"/> Criticism(s) to the extent that conformity with the standard is endangered	Factory inspection must be repeated after manufacturer has confirmed the implementation of the corrective actions.

13 General and Other Remarks/Comments

Any relevant remarks not included in the previous questions should be given.

1	
2	
3	

Two copies of the report are signed by the inspector and the factory representative. The factory representative accepts by signature the non-conformities. One signed copy of the report stays with the factory representative, the other one will be kept by the inspector who sends it to the certification body according to their agreement.

Date: **yyyy-mm-dd**

Name of inspector

Name of factory representative

Name

Name



Heat Pump KEYMARK

Annex C – Factory Production Control (FPC) Report

Rev.-No.: 1
Date: 20.10.2015
Page: 12 of 12

Annex: Identification of selected samples

Manufacturer					
Company name					
Address					
Testing laboratory					
Serial No.	Product/type/ technical data	Ref. No.	Selected from		Production Period
			Production	Stock	
			<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	
		Date/Signature:			