Company name
Contact Person
Address
Postal Code Town
Country

FACTORY PRODUCTION CONTROL (FPC) – REPORT
(X Appendices)

1 General

1.1	Date of inspection	20YY-MM-DD
1.2	Type of inspection	☐ Initial (pre-licence) ☐ Follow-up ☐ Sample selection
1.3	Name of inspector	
1.4	Report no. and date of last inspection	
1.5	Certificate holder	Company name Address
1.6	No. of inspection agreement	210-XX-YYYY
1.7	Certificates and products comprised by the inspection	See list of certificates/products in Appendix X
1.8	Manufacturer's registered name and factory location	Name of manufacturer Address
1.9	Names and positions of persons seen in the factory	Name, Surname, Position
1.10	Number of non-conformities (see item 9)	X non-conformities Y observations

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?	☐	☐

Certification no.:	
Date of expiry:	
Remarks:	

3 Organisation

3.1	Organisation	yes	no
a)	Is the organisational structure, responsibilities and authority of the management adequate for the products in question?	☐	☐
b)	Is there sufficient documentation?	☐	☐
Assessed documents:			
Remarks:			

3.2	Responsibility and authority	yes	no
a)	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?	☐	☐
b)	Is there sufficient documentation?	☐	☐
Assessed documents:			
Remarks:			

3.3	Management representative for the FPC	yes	no
a)	Is it clear who the management representative is?	☐	☐
b)	Is there sufficient documentation?	☐	☐
Assessed documents:			
Remarks:			

3.4	Quality objectives	yes	no
a)	Are there quality objectives that are relevant?	☐	☐
b)	Is there sufficient documentation?	☐	☐
Assessed documents:			
Remarks:			

3.5	Management review	yes	no
a)	Is there a procedure for management review? Has it been performed? Is the content adequate?	☐	☐
b)	Is there sufficient documentation?	☐	☐
Assessed documents:			
Remarks:			

4 Procedures and documentation

4.1	Document control	yes	No
a)	Are there procedures for control of documentation affecting the FPC, such as updating, approval and publishing of procedures?	☐	☐
b)	Are there procedures for archiving and archiving times of records?	☐	☐
Assessed documents:			
Remarks:			

4.2	Contract review	yes	no
	Are there procedures for contract review that take into account customer requirements? Are they followed correctly?	☐	☐
Assessed documents:			
Remarks:			

4.3	Suppliers and subcontractors	yes	no
	Are there procedures for assessment of suppliers and subcontractors? Are there records?	☐	☐
Assessed documents:			
Remarks:			

4.4	Materials and components	yes	no
	Are there procedures for specifying and verifying the raw materials and other constituent materials?	☐	☐
Assessed documents:			
Remarks:			

4.5	Production control	yes	no
	Are there procedures for production control, including inspections and tests that are performed before, during and after production?	☐	☐
Assessed documents:			
Remarks:			

4.6	Handling of finished products	yes	no
	Are there procedures for handling, packaging and storage of finished products?	☐	☒
Assessed documents:			
Remarks:			

4.7	Non-complying products	yes	no
a)	Are there procedures that specify how non-complying products shall be dealt with and how long records shall be kept?	☐	☐
b)	Are there records?	☐	☐
Assessed documents:			
Remarks:			

4.8	Traceability	yes	no
	Are there procedures for ensuring traceability of products?	☐	☐
Assessed documents:			
Remarks:			

4.9	Certification marks	yes	no
	Are there procedures regarding the use of certification marks?	☐	☐
Assessed documents:			
Remarks:			

4.10	Non-conformities and corrective actions	yes	no
a)	Are there procedures for implementing corrective actions to eliminate the cause of non-conformities, in order to prevent recurrence?	☐	☐
b)	Are records of non-conformities, together with their evaluation and corrective actions, kept for at least 3 years?	☐	☐
Assessed documents:			
Remarks:			

4.11	Internal audits	yes	no
	Are there procedures for internal audits, including planning, conducting, recording and handling of discovered non-conformities?	☐	☐
Assessed documents:			
Remarks:			

4.12	Previous audits	yes	no
	Are there procedures for closing non-conformities from previous audits?	☐	☐
Assessed documents:			
Remarks:			

4.13	Complaints	yes	no
a)	Are there procedures for handling customer complaints?	☐	☐
b)	Are records of customer complaints and the corresponding corrective actions kept for at least 3 years?	☐	☐
Assessed documents:			
Remarks:			

4.14	Training and qualification	yes	no
a)	Are there procedures for training and qualification of staff?	☐	☐
b)	Is it documented which staff is qualified for operations that can affect product quality?	☐	☐
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? *If "Yes", identify product name and any cert.no. that appeared on them.*	☐	☐
Products in production:			
Remarks:			

5.2	Inspection before production	yes	no
a)	Are specifications and/or drawings of raw materials and components available for checking?	☐	☐
b)	Does the manufacturer ensure that the incoming materials/products and/or subcontracted services are in conformity with the specified requirements?	☐	☐
c)	Are non-conforming materials clearly identified and/or segregated to prevent any unauthorised use?	☐	☐
Assessed documents:			
Remarks:			

5.3	Inspection during production	yes	no
a)	Are updated versions of relevant documents available to production staff, e. g. procedures, quality plans, inspection and test-instructions, photographs, drawings or samples for all operations/parts that have an impact on the conformity of the finished products?	☐	☐
b)	Are there instructions describing how to handle the production equipment?	☐	☐
c)	Is there a documented procedure describing the measurements and tests performed during the whole production process?	☐	☐
d)	Are there appropriate records available for all checks and tests performed during the production?	☐	☐
e)	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?	☐	☐
Assessed documents:			
Remarks:			

5.4	Testing of finished product	yes	no
	Are these 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	☐	☐
Products in production:			
Assessed documents:			
Remarks:			

5.5	Inspection Records	yes	no
a)	Are records from inspections and tests, before during and after production, kept for at least 3 years?	☐	☐
Assessed documents:			
Remarks:			

5.6	Handling and marking of finished products	yes	no
a)	After final inspection and test, are the products handled and stored in such a way that their compliance with the standards is not affected?	☐	☐
b)	Are certified products marked according to the scheme rules?	☐	☐
Checked products:			
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?	☐	☐
Assessed documents:			
Remarks:			

6.2	Equipment and identification	yes	no
a)	Is a list with all equipment used for measurements available?	☐	☐
b)	Is all measuring equipment clearly marked with ID and calibration status?	☐	☐
Assessed documents:			
Remarks:			

6.3	Calibration / function check	yes	no
a)	Is the relevant measuring equipment used in all stages of the factory production control calibrated and/or checked?	☐	☐
b)	Are records of calibration and function check kept for at least 3 years?	☐	☐
c)	Is calibration/function check traceable to national or international standards?	☐	☐
d)	Is the time for next calibration/check clearly documented?	☐	☐
Assessed documents:			
Remarks:			

7 Follow-up of previous audits

7.1	Handling of non-conformities	yes	no
	Have possible non-conformities from previous audits been handled and corrected adequately? (If initial inspection, not applicable.)	☐	☐
Assessed documents:			
Remarks:			

8 Changes to Certified Product

8.1	Documented Procedure	yes	no
	Is there a documented procedure describing how to deal with changes on certified products?	☐	☐
Assessed documents:			
Remarks:			

8.2	Changes	yes	no
	Has any certified product been changed since the last assessment? If yes, list the changes performed. (If initial inspection, not applicable.)	☐	☐
Assessed documents:			
Remarks:			

8.3	Report of Changes	yes	no
	If yes on question 8.2, were the changes reported to the certification body for approval? (If initial inspection, not applicable.)	☐	☐
Assessed documents:			
Remarks:			

9 Documentation, storage of records

9.1	Inspection Records	yes	no
	Are the records of the inspection before production kept for at least 3 years?	☐	☐
Assessed documents:			
Remarks:			

9.2	Calibration Records	yes	no
	Are the records of calibration/check of the measuring equipment kept for at least 3 years?	☐	☐
Assessed documents:			
Remarks:			

9.3	Functional Checks Records	yes	no
	Are the records of functioning checks of production equipment kept for at least 3 years?	☐	☐
Assessed documents:			
Remarks:			

9.4	Non-conformity Records	yes	no
	Are the records of non-conformities and their evaluation kept for at least 3 years?	☐	☐
Assessed documents:			
Remarks:			

9.5	Complaints Records	yes	no
	Are the records of customer complaints and the corresponding corrective actions kept for at least 3 years?	☐	☐
Assessed documents:			
Remarks:			

9.6	Corrective/Preventive Actions Records	yes	no
	Are the records of corrective/preventive actions kept for at least 3 years?	☐	☐
Assessed documents:			
Remarks:			

10 Non-conformities and observations

10.1	Non-conformities
1.	X.XX – Section in the report: Non-conformity description
2.	X.XX – Section in the report: Non-conformity description
3.	X.XX – Section in the report: Non-conformity description

For non-conformities no. X-Y, corrective actions shall be performed and reported to the inspection body within 30 days (45 days for initial inspection), no later than 20YY-MM-DD.

For non-conformities no. Q and R, the manufacturer shall implement corrective actions which will be followed-up at next inspection.

10.2	Observations
1.	X.XX – Section in the report: Observation description
2.	X.XX – Section in the report: Observation description
3.	X.XX – Section in the report: Observation description

Observations are to be seen as suggestions of improvement, or as items that might need to be followed-up at future inspections. Reporting of corrective actions is not necessary.

11 Recommendation

	Degree of criticism	Required action
1	☐ No criticisms	No action is required
2	☒ Limited number of criticisms	Continued certification is recommended. The manufacturer shall report the implementation of corrective actions for observed non-conformities, see item 9.1. From the presented documentation, it will be decided if an extra inspection will be needed.
3	☐ Criticism(s) to the extent that conformity with the standard is endangered	A new factory inspection must be performed after that the manufacturer has confirmed the implementation of the corrective actions.

12 General and Other Remarks/Comments

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

1	
2	
3	

This report is signed both by the inspector and by the factory representative.
By signing, the factory representative accepts the non-conformities and the report content.

The inspector sends a copy to the certification body according to their agreement.

Date: **20YY-MM-DD**

Name of inspector

NAME NAME

Name of factory representative:

NAME NAME

Appendices:

1. Identification of samples selected for surveillance testing
2. List of certified products comprised by the inspection

Delete appendices that are not relevant:
Appendix 1 is only needed if samples have been selected for surveillance testing
Appendix 2 is only needed if the info regarding comprised certificates is too extensive to fit on page 1

Appendix 1: Identification of samples selected for surveillance testing

Manufacturer				
Company name				
Address				
Testing laboratory	To be decided by certificate holder.			
Serial no.	Product / type / technical data	Selected from		Production period
		Production	Stock	
		☐	☐	
		☐	☐	
	Date/Signature:			

RISE Certification has chosen the following test conditions to be tested:

Product name	
Indoor Unit serial no.	
Outdoor Unit serial no.	
Test no. 1: Sound power level	
Test no. 2: Thermal performance	

Appendix 2: List of certified products comprised by the inspection
(from inspection agreement no. 210-XX-YYYY)

KEY-MARK Certificate	Product type	Model name