GUIDANCE FOR THE COMPLETION OF THE INITIAL QUESTIONNAIRE FOR FACTORY ASSESSMENT

1. PURPOSE

To provide guidelines for the completion of the initial questionnaire for factory assessment.

2. SCOPE

This covers the initial questionnaire for factory assessment for the operation of Product Certification Scheme.

3. RESPONSIBILITIES

3.1 HCM - Planning for getting complete information for factory assessment for the operation of Product Certification Scheme.

4. GUIDELINES

4.1 PRELIMINARY INFORMATION ON APPLICATION

"Date sample is available for evaluation"

You have to choose a date at or after which there will be samples to be collected for tests when your facility is visited.

"Type of sample a) Production b) Prototype"

We have here two types of sample. The production sample is the product obtained when production has fully started. The prototype is the product resulting from trial / test runs in the pilot phase of the development of the product or the setting of the production facility.

"If prototype, when is production scheduled?"

This means that if you are still in the developmental phase, you have to give the date when full production will start.

"Has product been tested to the standard? a) Yes b) No"

If the product has been tested in any of the Ghana Standards Authority laboratories or in any other reputable laboratory, tick "Yes", else tick. "No".

"If Yes, please attach report"

Tick the circle to show that the report has been attached.

"Urgency of application a) Normal b) Urgent"

Tick "Urgent" if you want to pay extra money for express work to be done on your product together with the inspection of your facility, else tick "Normal".

4.2 INFORMATION ON BASIC SYSTEM

"1.1.1 Do you produce against order or for stock? a) Order b) Stock"

If you wait for orders before you produce, then tick "Order". If you produce and stock the products, then tick "Stock".

"1.1.2 Do you use a Works Order or Equivalent? a) Yes b) No"

Some organizations use the order details for orders given to workers to produce certain lots or batches of products for stock or for a client. If you use such a system, then tick "Yes", else tick "No".

"1.1.3 If Yes, does this identify a batch as a separate entity?"

If the Works Order is considered as a lot or batch in your company, then tick "Yes", else tick "No".

"1.1.4 Does product and/or container carry a works order identification in manufacture?------ a) Yes b) No"

If Yes, tick "Yes", else tick "No".

"1.1.5 If No. How does the system allow the product to be in cases of doubtful quality?"

Batch numbers or codes are normally used for traceability purposes. So, where no other traceability system is in place, batch numbers or codes can be used. The batch number or code should be recorded together with the date of manufacture and other relevant production or manufacturing details to facilitate traceabilility.

"1.1.6 Please give any other relevant information on basic system."

If you have any relevant information of the basic system you are operating, give it, i.e., a Single Shift System, a Two (2) Shift System or a Three (3) Shift System.

1.2 Quality Control / Inspection Staff

Please give the following on factory quality control structure of the Organization

"1.2.1 Head of Quality Assurance (Designation)"

Give the grade or title of the officer responsible in your setup, if you have any such person.

"1.2.2 Reporting to?"

Give the grade or title of the officer the Head of Quality Assurance reports to.

"1.2.3 Is there a separate Quality Control and / or Inspection Department?

a) Yes b) No"

If you have a separate well-established Quality Control and / or Inspection Department, tick "Yes", else tick "No".

1.2.4 If Yes Indicate:

"1.2.4.1 Chief Inspector (Head) if different from 1.2.1"

Give the grade or title of the officer responsible for quality assurance if different from the one mentioned in 1.2.1.

"1.2.4.2 Is inspection staff aware of the tests in the relevant standard(s)?

a) Yes b) No"

If you have inspection staff and they are aware of the tests in the relevant standard(s), then tick "Yes", else tick "No".

"1.2.5 Are store men or production operators responsible for inspection and test on:"

"1.2.5.1 Materials? a) Yes b) No"

If your store men or production operators inspect and test materials, then tick "Yes", else tick "No".

"1.2.5.2 In-process operations? a) Yes b) No"

If your store men or production operators monitor and control in-process operations, then tick "Yes", else tick "No".

"1.2.5.3 Final product? a) Yes b) No"

If your store men or production operators inspect and test final product, then tick "Yes", else tick "No".

"1.2.6 If yes to any of the above, are these inspectors monitored by Quality Control staff? a) Yes b) No"

If you have inspectors carrying out any of these activities and they are monitored by Quality Control staff, then tick "Yes", else tick "No".

"1.2.7 Are quality audit checks carried out? a) Yes b) No"

If you have quality auditors who conduct quality audit checks, then tick "Yes", else tick "No".

"If Yes, by whom?

Give the grade or title of officers carrying out quality audit checks.

"1.2.8 Please give any other information on Quality Control Staff organization

Give any other relevant information on your quality control staff, if available.

SECTION 2 MATERIAL COMPONENTS AND SERVICES

2.1 Purchase specifications and materials quality assurance

Please give:

- **"detail main material purchased."**

List the materials you use for manufacturing your product(s).

- **"specification and**

Give the specifications of the materials you use, if you have your own specifications.

- **"major suppliers involved."**

List the main suppliers of the materials you use. If you do not have specific suppliers but you buy from any vendor on the open market, state that.

- **"Quality checks / test conducted"**

Describe the quality checks / tests you carry out on the materials. Physical or visual examination of the materials can also be used for quality checks if no specific equipment or test devices are available.

"Please give quality assurance methods adopted on receipt of materials, components including actions taken on rejects."

Describe briefly what you do to ascertain whether the materials and components you receive are of the right quality.

SECTION 3 MANUFACTURE

3.1 SYSTEM

Please give details of the various steps in manufacture. (A production processes and / or supplement in chart form showing stages may be advantages.)

You can prepare a production flow chart of your manufacturing process, attach it to the form and tick the circle. If you include it as an appendix, then write the appendix number in the square.

3.2 EQUIPMENT MAINTENANCE SYSTEM

"**Describe the maintenance system in operation?"**

List the activities you carry out when doing maintenance in your facility.

SECTION 4 QUALITY CONTROL AND TESTING

4.1 QUALITY CONTROL SYSTEM

Please give details of the Quality Control System, including sampling plan followed, with particular reference to test in the relevant standard. (A Quality Control schedule or any supplement cross-referenced in 3.1 is advantageous)

You can give details of your Quality Control System showing how samples are taken for test(s), including test(s) carried out and sheets and table(s) for reporting test(s), i.e., Quality Control Sheets. Attach these to the form and tick the circle. If you include it as an appendix, then write the appendix number in the square.

4.2 LIST: TEST EQUIPMENT / INSTRUMENT, GAUGES AND TOOLS FOR QUALITY CONTROL

TEST EQUIPMENT MAKER SYSTEM FREQUENCY CALIBRATION CERT.

You provide the list of the test devices you use and their verification / calibration certificates and / or reports

SECTION 5 QUALITY RECORDS AND DOCUMENTATION

5.1 GENERAL

5.1.1 Please indicate the form of master specification in use (i.e., Drawing, product or part schedule, or a reference sample, etc.)

In relation to products for which drawings, blueprints, etc,. are required like engineering products, list what you have here.

Please do also indicate the general records available.

You can list the records you keep, e.g., on quality control, equipment maintenance and attach these to the form and tick the circle. If you include it as an appendix, then write the appendix number in the square.

5.1.1.1 Please indicate the system used to amend design or specification.

Show the system used for review and amendment of design or specification of the product.

5.2 COMPLIANCE WITH SPECIFICATION

5.2.1 Please increase the level of defectives found in the three batches of production. If tests in accordance with relevant standards have already been carried out, attach copies of summary of test results if available.

This means that you inspect your batches for defectives using a sampling plan and record the levels of defectives. If you have not found any defectives, then report it. This means that your facility is in full production and not the pilot phase.

5.2.2 Please indicate the level of claims or complaints made under warranty and/or otherwise. Give this as a percentage of total output.

If you have a batch of production and there was a claim or complaint or there were some claims or complaints, record the number of claims or complaints as against the total number of products in the batch and calculate the percentage. If you have had no claims or complaints, state that.

5.2.3 Have independent tests been made on the product against the standard?
a) Yes b) No

If independent tests have been made on the product against the standard in any of the Ghana Standards Authority laboratories or in any other reputable laboratory, then tick "Yes", else tick "No".

5.2.4 If yes, by whom?

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If this has been done, name the laboratory which carried out these tests.

Please attach copies of test reports if available.

Attach photocopies of test reports you received from the said laboratory to the completed form(s).