

## **GUIDANCE DOCUMENT FOR APPLICANTS – ALL SCHEMES**

(To be read in conjunction with GENDO1 – Terms & Conditions and appropriate scheme document)

### **General**

IFC Certification must be able to establish that the products that are being manufactured by applicant companies for registration in any of its scheme are identified and manufactured in such a way as to provide the necessary confidence that we require.

Not only does IFC Certification require applicants to demonstrate that the manufacturing processes are well controlled but that the systems used to control the other relevant processes are equally robust. The way to demonstrate this is to have in place what is termed a Factory Production Control system (FPC), which incorporates control of the systems and processes required for:

- Enquiries
- Quotations
- Orders
- Purchasing
- Production
- Storage
- Delivery
- Sales & Marketing

IFC Certification will need to assess successfully each applicant's processes as part of the application and will provide a suitably qualified assessor to assess these aspects of the company's activities.

### **Notes**

The following information should be used as guidance and must be read in conjunction with the scheme documentation.

1. The assessor will review any previous non-conformances raised and the corrective actions associated with their successful completion. If the applicant is subject to other third party audits – ISO9000 series, product certification or Technical Approval the assessor may ask to see the scope, and copies of any assessment reports or non-conformances raised.
2. The applicant must have the following:
  - A list of the documents used to control the FPC or ISO9000 system, documents must be controlled within the system and have, as a minimum, the following items: unique identity, page number, date

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and be authorised for use by a senior member of the management team.

- Control mechanism for the updating and removal of all altered or obsolete documents from the system.
- Documents for the following processes:
  - The handling of enquiries, quotations & orders
  - Review of orders received
  - Production of products
  
  - Handling, storage & despatch
  - Control of equipment calibration
  - Purchase of raw materials and components
  - Complaint handling
  - Control of non-conforming products or systems
  - Inspection and measurement
  - Use and representation of the Certification work in sales & marketing material
  
- Retention of records – customer orders, raw material or components supplies, manufacturing, customer complaints (including resolution) and quality systems.

3. All applicants must demonstrate that they fully control the production of the products being assessed for registration into the scheme. The assessor will need to see on-going manufacture/production and evidence of control procedures of these products and will assess products against the manufacturing criteria used by applicant and in addition any requirements included in the relevant scheme document. All personnel/operatives must be appropriately trained and have training records to demonstrate their ability to operate machinery and processes before being involved in the production of the products.

Other areas that will be assessed are:

- Adequacy of controls & checking of raw material inputs
- Adequacy of the in-process checking
- Final checking/inspection
- Marking of the products and packaging

4. All equipment used either in the production/manufacture of products or in the checking of those products must be appropriately calibrated against a National or International Standard. The assessor will need to see that the equipment is registered into the system and that each piece of equipment is suitably marked with its status are subject to a maintenance regime.

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5. The applicant must have suitable systems, equipment and facilities to store, package and transport products within the manufacturing facility and awaiting despatch. These systems etc must provide identification of goods and their stages of manufacture, protect the products from; cross contamination from other materials in production, damage caused during storage and transportation, as well as allowing good stock control. The assessor will also review how products are transported to the client and what information accompanies the products.

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