

1. General information about the company

1.1 Company address

Name: _____

Street: _____

Postcode: _____ City: _____

Country: _____ Email: _____

Tel. number: _____ Fax number: _____

1.2 Product range

1	
2	
3	
4	
5	

1.3 Producer / Distributor

Please fill in, if you are producer or distributor for the products, named in 1.2.

1	
2	
3	
4	
5	

1.4 Contact

	Name	Tel. number:
	Email address	Fax. number:
Sale		
Quality		
Production		
Complaint		

1.5 Number of employees

In total	
Production	
Sale	
Quality control	

1.6 Site

Number of sites: _____

Adresse of sites:

	Postcode/City	Contact	Tel. number:	Sale
Site 1				
Site 2				
Site 3				

1.7 Communication

Which ways of communicating are possible in your company?

Data format

- file format
- written form

Data transmission

- by post
- by CD
- via email
- through the net
- by telephone
- other _____

2. Quality system

Is your company certified? Yes No

According to which standard? _____
 (Please enclose a copy)

Is BRCGS, GFSI or similar certification available, if so which certification? _____
 (Please enclose a copy)

Do you carry out internal audits? Yes No

Do you have an internal training plan? Yes No

3. Order Processing		
No. 1	Do you send confirmations of order?	
4. Production planning		
No. 1	How do you prioritize your product planning? Which information is considered for the planning?	
No. 2	How do you guarantee the security of supply for your costumers?	
No. 3	Do you have enough storage capacity to stockpile a safety stock?	
5. Production testing		
No. 1	How do you ensure, that only verified and released commodities are used in the production?	
No. 2	Are samples of raw material supply stored? How long?	

No. 3	Which in-process controls do you carry out? Are the tests documented in test instructions?	
No. 4	How does the final release of goods take place? Please describe your release procedure.	
No. 5	Are samples of finished products stored? If yes, how long?	
No. 6	How do you rule out a risk of contamination?	
No. 7	Do general plans of cleaning and maintenance exist?	

6. Documentation of conducted tests		
No. 1	In which form are the results of tests documented and for how long are those results kept?	
No. 2	How do you guarantee, that costumers who demand an assurance report belonging to their supply, will receive those on time with each supply?	
7. Way of proceeding in case of deviation		
No. 1	How do you handle goods that do not correspond to the specifications?	
No. 2	By conducting which measures will defective products be excluded from the delivery?	
8. Packaging, dispatch and delivery		
No. 1	Do you have internal packaging constructions, what do they look like?	
No. 2	Do you take costumer claims concerning the packaging into consideration?	

No. 3	Do you examine haulage companies with regard to their suitability for the transport of your products?		
No. 4	How do you take customer claims into consideration, when choosing the haulage companies?		
No. 5	Is it guaranteed, that environmental conditions which may impact the quality of the stored products can be supervised and influenced if necessary (temperature, humidity, air exchange rate)?		
No. 6	How do you guarantee that there is no possibility of mix-up and contamination of products stored in silos?		
No. 7	On basis of which documents, does the identification and consignment sale of a customer supply take place?		
No. 8	How do you guarantee that all necessary documents (delivery note, consignment note, tool certification) will be handed over to the haulage company with the delivery?		

9. Complaint service(costumers)		
No. 1	How do you proceed with goods, sent back by the costumer?	
No. 2	Do you create an 8D-report for every complaint? Does an error analysis take place?	
10. Remedial and preventative measure		
No. 1	Do you have a determined process to begin corrective actions?	
No. 2	How do you establish preventative measures and how do you put them into practice?	
No. 3	Does a determined process exist, so that your costumers will be informed previous in case of perceptible quality issues?	
No. 4	How do you guarantee that in case of modifications of the manufacturing process, relocations or change of raw material all necessary information will be told the costumer (Change Control)?	

11. Riskmanagement		
No. 1	Did you implement a riskmanagement system in your company?	
No 2	Which Riskmanagement tool do you use (specification of the standard if applicable)?	
No. 3	Do you manage risk assessment according to HACCP hazards and risk assessment system in your company?	

Date: _____ Signature: _____