

Quality control for production environments

Please note: This is a Vero Insurance sample template only.

Company/Division:	
Performed by:	
Location	
Date:	

Any 'No' response should be explained. Note specific problem, location and improvement action to be taken.

Risk: Faulty workmanship, no product quality controls or recall procedures.						
		Yes	No	N/A	Comments	Completed (date)
	Regulatory and legislative obligations in relation to the product manufactured are being met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Required/recommended Australian Standards (or alike) are being met and we frequently confirm this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Consistently safe and suitable products are being made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Senior management support and endorse our Quality Management System and we provide adequate resourcing to ensure product quality is maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	For all exports, we consistently confirm export country requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Customer satisfaction is continually assessed / monitored, and the product is improved as necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Quality checks are undertaken frequently on raw materials and packaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Raw materials and packaging are sourced from reputable providers that continually meet with quality requirements expected within our industry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Certificates of Analysis for all raw materials supplied are provided and reviewed to ensure that all meet with our requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Contracts are in place with suppliers that specify quality requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	A formalized supplier quality program is in place and randomly tests are conducted on supplied raw materials to ensure compliance to our specifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Control measures are in place to ensure the quality of product. Product is monitored and tested throughout production for all relevant parameters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	A means of ensuring product is within specification during production and rectifying any issues and disposing or reworking of out of specification is provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Laboratory testing of end product is conducted to ensure it is within specification. Our test methods are current and in line with Australian Standards where	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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	applicable. We confirm our laboratory results using a NATA registered facility on a regular basis					
	A formalised process for isolating product that is out of specification and either disposing or reworking it (industry and product dependent) is provided and we have defect classifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	There are systems for ensuring product does not become contaminated during processing by people, equipment or the surrounding environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	There is a preventative maintenance program in place for all production equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	The product is manufactured in an appropriate and well-maintained facility and good housekeeping principles are provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	All staff are adequately trained in quality specific tasks in line with their role and responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	All inline and end product quality assessments and tests are documented, with trends monitored and actioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	A continual improvement system operates at the facility in relation to quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	The facility operates to a known quality management system such as ISO 9001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Internal and external audits of the quality management system are conducted, and non-conformances actioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Standard operating procedures are documented for all production and quality tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	For new products a product development process is documented and followed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	A formalised customer complaint system operates at the facility. All complaints are investigated, actioned and trends monitored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	All equipment is suitable for the task and well maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Equipment is calibrated as required. A schedule of calibration tasks is maintained, and all calibration records are retained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Traceability						
	All components used to produce each batch of product are fully traceable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	End product contains unique identification and is fully traceable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Full product identification and traceability is provided so that products can be effectively recalled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Trial recalls are conducted frequently to test our systems both forward and backwards. We continually test and make improvements to our systems and processes to improve how quickly we can retrieve product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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	There is a product recall manual and crisis management team	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	All relevant regulatory agencies are informed in a product recall	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	There are specific media liaison personnel and staff are aware of who is permitted to communicate with the media on behalf of the organisation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

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