

				SELF ASSESSMENT				
SECTOR	AREA	ASSESSMENT QUESTIONS	✓	NOTES FOR THE SUPPLIER	YES	NO	ASSESS. of conformity and improvability	NOTES
Organisation of Quality and Service	Organisation of the supplier (A e B)	Is there a company organigram? Verify whether this knowledge is passed on to personnel.		<i>Attach the organigram when sending the self-assessment form</i>				
		Does a matrix exist to assess professional equivalence?		<i>have the model ready for the SQE audit session</i>				
	Organisation of supplier's Quality structure (A e B)	Is a Quality Manager clearly indicated (even temporarily)?		<i>Write the name under "notes"</i>				
		Is there a customer reference person for quality and technical support for the customer?		<i>Write the name under "notes"</i>				
		Are roles and responsibilities clearly defined within the Quality department?						
		Is any internal auditing planned (for quality organisational system and production process)?						
		have been established quality indicators(KPI)? Are there correspondent target?						
	Service Organisation (binding)	Is there any evidence of improvement planning (following auditing or Quality meetings)?		<i>Have an example ready for the SQE audit session</i>				
		Are the non-conformity certificates received by customers stored (or intended to be stored)?						
		Do any non-conformity issues signalled by customers give rise to problem solving activities?						
Documentation	Technical Documentation (A e B)	Check the RoHS Declaration of Conformity (in case of negative KO audit results)		<i>Prepare the RoHS Declaration of Conformity. If the commodity is into the Rohs list you have to provide the tests carried out to obtain the certification.</i>				
		Has the company met its obligations regarding pre-registration or registration of substances produced/imported or to free with purpose during the utilization of the goods produced? (REACH normative) (in case of negative KO audit results)						
		Do any specifications exist? Have they been approved by the supplier (has the agreement been drafted)? (in case of negative KO audit results)		<i>Have the approved specifications ready</i>				
		Is there any approval from R&D dept.? Has the item been correctly approved (if obtained using several figures/moulds, approval must be granted for each of the figures/moulds)? (in case of negative KO audit results)		<i>Have a copy ready of R&amp;D dept. Approval. Do you know the application of the part produced into the Indesit Company final product?</i>				
		If requested by Indesit Company, has the PPM contract been signed and approved? (in case of negative KO audit results)		<i>Have a copy ready of the PPM contract</i>				
		Does the documentation ensure uniformity and consistency with the customer's design specifications?						
		Has the most recent modification been integrated into the design?						

<b>Document</b>		Management of the technical specification: in case of product /process changing are the test repeated?						
	<b>Technical Documentation</b>	Has any DFMEA activity been carried out?	<i>Have a copy ready of d-fmea activity</i>					
		Are the key characteristics of the product suitably highlighted in the supplier's internal drawings?						
	<b>Process Documentation (A)</b>	Is there a flow chart of the production process?	<i>Attach a copy of the flow chart to the self assessment form</i>					
		Does it indicate all phases of the process?						
		Does it indicate the check points?						
		Is there a layout map of the production plant?						
	<b>Quality documentation (A)</b>	Does a Control Plan with the following information exist: controls to be performed, characteristics to be checked, quantity and frequency, control instrument, person in charge of controlling, control instructions/specifications and documented records, if any?	<i>Attach a copy of the control plan to the self assessment form</i>					
		Does it cover all phases of the process?						
		Is it updated following an analysis of the production process and after customer feedback?						
	<b>Quality documentation</b>	In the event of a C <sub>pk</sub> value below the level established and/or agreed with the customer, are the appropriate controls carried out (e.g. controls at 100%) and relative corrective measures taken?						

<b>Checks and tests on supplies</b>	<b>Acceptance of goods: goods entry management (A e B)</b>	Are there any clear and defined instructions regarding management and checking of incoming goods (including those from subcontractors)?					
		Is there a list of suppliers without a free-pass status? is it updated?	<i>Have the list ready for the SQE audit session</i>				
		Are such instructions and list updated following non-conformity reports?					
		Is the AVL - Approved Vendor List - (if requested) defined and is it available?					
	<b>Acceptance of goods: Management of controls at acceptance (A)</b>	Do plans for sampling incoming goods exist and are they implemented?					
		Do such plans include controls to be performed, characteristics to be checked, quantity and frequency, control instruments, person in charge of controlling, any control instructions/specifications and documented records?					
		Is there a procedure that manages rejected materials during checks on incoming goods, and is it implemented?					
		Are they compatible with the important/critical factors of the final product?					
		Is there any procedure to add or remove suppliers in free-pass status, and is it implemented?					
	<b>Management of suppliers (A e B)</b>	Is there a procedure for managing suppliers? (scouting, approval, management of supply quality)					
		Is there a vendor list and a vendor ranking?					
		Is there a monitoring plan regarding suppliers?					
	<b>Management of goods upon</b>	Is management of modified materials/components (index change) able to prevent any mixing with materials/components not modified?					
		Does any operative procedure/instruction exist for the FIFO method in the goods entry warehouse? Is there any procedure regarding perishable goods, if any?					

	<b>warehouse entry</b>	In case of a non-conformity affecting the process as a result of the supplier, is it possible to trace the batch of components in the warehouse (batch/sub-supplier/production date)?						
		Is the warehouse layout suitable for the quantity and diversity of goods handled? Is there a well defined area within the goods entry warehouse (with restricted access) for any non-conforming goods?						

<b>Management of measurement equipment</b>	<b>Management of measurement equipment (A e B)</b>	Is there any method/procedure for managing measurement and testing equipment that ensures correct identification and application of the calibration by qualified personnel (both internal and external), and traceability of the measurement chain? If so, is this method implemented?						
	<b>Equipment (binding)</b>	Is the specific control and testing equipment (measurement laboratory) available, and is it appropriate?						
		Are the reference samples suitable, available and correctly preserved?						

<b>Management of machinery and equipment</b>	<b>Equipment/capability (A)</b>	Regarding the key/critical features indicated in the control plan, does previously used machinery have appropriate capability (Cm and CmK) for the critical portions and factors on the report?						
		Is the consistency of the Cm/CmK values monitored over time?						
		Are there any manuals/catalogues for each piece of equipment/mould/means of production?						
	<b>Equipment - process parameters</b>	For each production machine and/or work station, are there any critical/binding process parameters identified through destructive testing and regarding the product characteristics? are these tests repeated regularly?						
	<b>Equipment - maintenance service (A e B)</b>	Are records kept of when extraordinary maintenance is carried out?						
		Is routine maintenance organised by a single system that manages the time and manner of maintenance operations ? Is there any evidence that maintenance operations are carried out within the set time limits?						
	<b>Equipment - life cycle of the equipment (binding)</b>	Has the life expectation of the work equipment (e.g. plastic/die-casting/sheet metal, etc.) been identified?						
		Is the number of operations performed by the mould known with absolute certainty (e.g. from the transport documents)? Does such number exceed the life cycle of the equipment?						
		Is the actual production into the life expectation of the work equipment?						
	<b>Equipment capability</b>	Is quality ensured during peak periods of production? Are there any particular plans during peak production periods following customer requests (recruiting, work cycles, general structure of the factory)?	state the maximum production capability for the parts audited					
Is there any plan for unexpected machinery/equipment malfunction?								

<b>Manufacturing process</b>	<b>Process FMEA</b>	Has any preliminary analysis been carried out on equipment and manufacturing/control activities (for example P-FMEA type techniques, correlation matrix, R&R, etc.) aimed at adjusting the process, identifying and preventing possible defects and their causes?							
	<b>Manufacturing : set-up</b>	Is a set-up phase carried out (approval of first part)?							
		Is it carried out again after every work cycle/operator change or after changes in the modification index or material?							
	<b>Manufacturing : work cycles (A)</b>	Are there any work cycle documents/instructions (or equivalent document) for each work station containing detailed indications of the operations to be performed, and are they implemented?							
		Are the operators aware of the operations outlined in the documentation, and do they perform them?							
	<b>Manufacturing : identification and FIFO</b>	Are products, components, semi-finished goods and raw materials correctly identified in the production process (e.g. drawing, serial number, modification index, batch, cast, etc.) and identified in terms of control status and traceability, if any?							
		In the event of intermediate buffers, is FIFO always applied?							
	<b>Manufacturing : robustness (binding)</b>	Is the process robust and does it ensure the necessary repeatability in all its phases (including the subcontractor phase, if any)?							
	<b>Manufacturing : environment</b>	Do the environmental conditions of each work station (lighting, ergonomics, work cycle duration) ensure that operations are performed correctly?							
		And the control phase (if present)?							
	<b>Manufacturing : best practice and continuous</b>	Does the type of process comply with best practice rules relevant to the same goods class?							
		Is there any evidence (backed by documentation) of process improvement over time?							
	<b>Manufacturing : electronics</b>	Are the EPA areas (Electrostatic Protected Area) arranged in accordance to IPC 610 A specifications? Are they checked regularly?							
		Is the ionic contamination of the cards periodically checked, as the Indesit specifications require?							
<b>Control: Control cycles / Instructions (A e B)</b>	Do any control cycle documents/instructions (or equivalent document) exist for each key work station?								
	Are they complete? Do they contain details on the controls to be performed, their frequency and quantity? Instruments to be used? Are any records kept of the controls performed?								
	Are such cycles/instructions in line with the real activity of operators?								
	Are such cycles/instructions updated on the basis of previous non-conformity reports? (check an example ...)								
<b>Control: measurement equipment in the process</b>	Is the measurement equipment at the work stations suitable for the characteristics to be controlled and their use?								
	Is such equipment stored in the correct manner?								
	Is it identified?								
<b>Control: records</b>	Are control results for binding/critical characteristics generated in internal processes recorded and filed?								
	Is there any evidence of further controls generated from derivative processes? (e.g. Cp/Cpk < 1.33 generated 100% controls)								
<b>Control: traceability within the</b>	In the event of a negative result after testing a product/process, is there any procedure allowing for re-checking to resume from the last positive control?								

<b>within the process</b>	Is traceability within the production process possible?						
<b>Control: assessment using features</b>	Are reference samples used to evaluate features and existing attributes (e.g. sample pieces, photographic documentation, photometric plates, etc.)?						
<b>Control: automatic equipment</b>	Is the functioning of control equipment used in automatic/semi-automatic lines for processing/control/assembly (e.g. in-process controls, etc.) regularly checked using appropriate master devices available in the workplace (e.g. trap pieces, etc.)?						
<b>Control: N.C. management (A e B)</b>	Are rejected and non-conforming material adequately handled in order to avoid it accidentally re-entering the process (e.g. red containers, enclosed areas, etc.)? Are there any indicators for rejected material? Assess their value						

<p><b>CONTROLS</b> on semi-finished goods collected during significant phases of the process must be carried out during the course of the visit, and they must be assessed according to the following binding characteristics: Do the results of the control meet specifications?</p> <p>(If the measured characteristic is no longer subject to controls/tests during the successive phases of the process, a negative result of the control determines a negative result for the entire assessment)</p>	Attach recorded data
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<b>Finished product</b>	<b>Physical identification (A e B)</b>	Is the finished product correctly identified as required by the customer (e.g. product identification tag, Product Identification Sheet, test certificate, quality and conformity certificate, etc.)?					
		is the data matrix system (bar code) - if required - well managed and maintained?					
		(Data Matrix) Is there any back-up equipment?					
		Is the AQP sign applied?					
		Are products delivered according to FIFO logic?					
	<b>Management of finished goods warehouse</b>	Is the warehouse layout suitable for the qauntity and diversity of finished goods handled?					
	<b>Checking finished goods</b>	Are any regular Quality audit/checking procedures carried out on finished products using appropriate controls based on relevant characteristics?					
		Are audit results recorded?					
		Is the control cycle document (or equivalent document) available and updated and does is contain all the necessary information; does is comply with customer requests?					
		Are the controls carried-out recorded?					
	<b>Management of non-conforming products (A e B)</b>	Are there any procedures/instructions concerning management of non-conforming goods that are in the warehouse with the finished products?					
		Are such products handled correctly to avoid accidental shipping? (red zones, etc.)					
		Do non-conformity aspects concerning finished products give rise to problem solving activities?					
		Is performance monitored using specific indicators?					

	<b>Reliability</b>	Are products tested for reliability?					
		Is testing conducted on features considered important/binding by the customer?					
	<b>Products safety</b>	Is there a responsible allowed to speak with the costumers about products safety concerns?					

<b>safety and care for the environment</b>	<b>Ethics</b>	Is the supplier aware of Indesit Company's ethical code? Has he signed it?	Have a copy ready of the signed ethical code				
		Are basic human rights respected?	About the sector "Ethics, safety and care for the environment" Indesit Company, during th Audit, could request a furhter verification and certification through a third party. If requested by Indesit Company, this certification is necessary to obtain a posit resul on the Audit.				
		Are Trade Union rights respected (taking local legislation into account)?					
		Isn't there any forced labour? Isn't there labour carried out in conditions of slavery?					
		Does exist a system that manages the local laws and regulation (applied to the activities of the Company)?					
		Aren't there any children younger than 15 years of age among the work force, or children whose age falls within the compulsory schooling age?					
	<b>safety in the workplace</b>	Is there a safety system that manages the problems about health, safety, workplace hygiene? (i.e OSHA 8000 or other according to the local regulation in force)					
		Has it been defined an organization with defined roles and responsibilities in terms of health and safety? (according to the local regulation in force)					
		Are there any risks concerning worker's health and safety while carrying out working activities? Have possible risk factors been assessed and have any measures been taken in order to prevent or reduce risks to a minimum.					
		Is there any programme for improving or continuously monitoring risky conditions? Are workers aware of risks and have they been adequately trained and instructed on risk prevention measures and correct behaviour during emergencies?					
		are roles concerning matters of safety in the workplace clearly defined? Are there any professional experts regarding management of safety in the workplace (taking local legislation into account) such as medical personnel, fire-prevention personnel, first-aid personnel, etc. ?					
		Does the machinery that is used comply with local legislation on safety and health?					
		Is the machinery equipped with suitable protection features to ensure operator safety? Has the machinery been modified in any way? Is the machinery in full working order, is it intact and free of elements that may lead to confusion or cause possible malfunctions that may harm the operator?					
		Is there an evacuation plan indicating clear exit routes, designated meeting sites and safety/rescue equipment? Is the safety and rescue equipment suitable and in full working order and periodically checked and maintained?					
		Are all fume/vapour/particle emissions captured in the immediate vicinity of the production site and ejected to the outside (or are any air recirculation and cleaning systems implemented)? (e.g. welders)					
Is the work environment safe and are there any risks for worker's health and safety (buildings, W.C., canteen, changing rooms)?							

<b>Ethics, si</b>		Only for UE Companies: is the activity into what the normative 96/82/CE considers "relevant fire hazard"? Are all the expedients put to use to prevent the blazes (connected to the dangerous substances) ? Do these expedients restrain the consequences for human and enviroment health? is there the notification? is there the document of blaze prevention? is there the security report (according to the indacation in the enclosed 1)					
	<b>Environment</b>	Is there an organization with defined roles and responsibility in terms of enviroment preservation?					
		The activities of the Company are subject to enviroment authorization? In case of, are there the authorizations?					
		Are the energy sources an the raw material utilized with rationality and efficiency according the best technologies available?					
		Does exist a management and control system that guarantees the pertaining and presence of the authorisation and their validity?					
		Is there a responsible allowed to speak with the costumers about enviroment protection?					
		Does exist a management program of the enviroment emergency connected to the production? Is it evaluated the effictiveness through periodic test/ simulation?					
		Is the company ISO 14001 or EMAS certified?					
		Is waste material adequately handled? Is waste production limited to an indispensable minimum? Has the possibility of re-introducing rejected production material into the production cycle been evaluated? Is separation of waste and recovery of material implemented, rather than sending waste to the scrapyard? Are there any documents certifying that waste material has been analysed for its hazardness? Do waste disposal procedures comply with current legislation?					
		Are all emissions (air, liquid, sound) authorised by competent bodies in terms of local legislation?					
Is there any system for management and control of environmental aspects/impact? Is there any programme for reducing the environmental impact?							