REPORT

SYSTEM AUDIT
ISO 9001:2008

SABO BOXTEL BV

STAARTEN 9
5280 PK, BOXTEL
NETHERLANDS

AUDIT DATE
FROM: 15-APR-2015 TO 16-APR-2015

REF NO. 500280

UL DQS INC.
1130 W. Lake Cook Rd, Suite 340, Buffalo Grove, IL 60089, USA

1 Certification recommendation

Thank you for your trustful cooperation during our recent audit of your organization. This report details the audit results including strengths, opportunities, and weaknesses. These results were presented to your management at the closing meeting of the audit. You can use these results to improve the effectiveness of your management system. We look forward to continuing our partnership towards sustainable business success.

In reference to ISO 9001:2008, the audit team recommends to UL DQS:

☒ Issuance of the certificate

☐ Issuance of the certificate as soon as implementation of corrective actions has been demonstrated

☐ Maintenance of the certificate

☐ Maintenance of the certificate as soon as implementation of corrective actions has been demonstrated

☐ Not applicable, due to extraordinary type of report

Please remember to notify UL DQS about any significant change to your management system at your earliest convenience. Together we will then coordinate appropriate measures to maintain your current certification.

2 The Management System

2.1 Evaluation

UL DQS Assessments apply the Plan – Do – Check – Act, or the PDCA cycle approach. It can be applied to individual processes, a system or a managed organization.

Plan:	Activities are planned objectives, processes and resources
Do:	The plan is implemented.
Check:	Results are compared with objectives and expectations.
Act:	Necessary improvements and change are defined and planned (see Step 1. “Plan“).

In summary we have evaluated your management system as follows:

2.2 PLAN: The management system and objectives

Management system is well developed, clear structure, well digitalized and accessible for all employees.
Processes are clearly defined and visible throughout the quality system.
External consultant is insourced as QM, he is the coordinator of the system but it is well implemented in the whole organization.
Set of templates have been developed to capture quality data and to have a good view on non-quality costs.
Quality policy is clear and communicated in the organization. In the management review objectives have been determined for the different departments. Follow up is quarterly.
During the implementation project a lot of new procedures, forms and instructions have been created and implemented. The organization is clearly better organized then before and now has the tools to strive more towards management by objectives.
On personnel level we see clear job descriptions for every position and a very well documented 360° employee evaluation system. Also a lot of effort is put in on transferring knowledge to the employees on the production process.

2.3 DO: Processes in operation

Processes are well defined and the interaction is managed within the ERP system MKG.
From quote to invoice can be done in one flow with MKG. Very well implemented ERP system.
Internal communication is done directly as it is a small company. On Monday and Thursday there is a planning meeting to discuss the running orders. External communication is handled by the CEO and the planner.
Sales

Quotes are calculated by the CEO in MKG and sent to the customer in pdf. Quotes are clear and validity date is mentioned. When the customer agrees to the quote, the planner checks the quote and after checking with the production manager the customer receives an order confirmation with the confirmed delivery date.

Planning/purchase

Planner is in charge of order management. He checks the incoming orders against the quotes,checks the stock for finished products and raw materials and will order the necessary material when needed. Suppliers are defined in MKG and have had a supplier evaluation.

Production file is prepared based on the drawings and demands received from the customer. Each production step is defined and in the correct sequence, orders have barcodes for follow up in production.

Production

Based on the planning production manager will distribute the jobs to the different work locations. The operators receive the production file including the drawing and the necessary measuring reports. Scrap is documented as well as the time spent on the orders.

Operators have their own measuring equipment which can be calibrated or used as a indicative tool.

Production manager does spot checks in production and assists were needed.

Logistics

Shipping is handled based on the requirements of the customer, either pick up or shipping to customer. MKG is the basis for checking the finished orders and to arrange pick up.

Incoming goods are checked and received in MKG. All incoming goods receive identification.

Maintenance

Inventory of the machinery available including the maintenance plan per workstation.

Mix of internal tasks and maintenance contracts with de supplier De Ridder.

Defects are logged in the machine action list and resolved quickly.

Calibration

Trescal vision acquired as management software of all the measuring equipment. Calibration performed in April on all of the equipment. Full follow up and traceability in the software. Each equipment is individually marked with the next calibration date.

Verification of auditing on all shifts: NA

2.4 CHECK: Results and analysis

First management review is performed on the 25th of March, next one planned in May. Objectives have been defined and are monitored on a quarterly basis. Very well documented management review with strong focus on involvement from the different responsible persons.

Customer satisfaction has been graded based on internal parameters against the top 20 customers. Positive result. Report per customer available based on 5 criteria.
A customer satisfaction survey is planned for September, questionnaire is in draft version and will have similar criteria.

Internal audits were planned and performed according to planning. Reports based on process turtle model. 3 non-conformities marked, which have a visible follow up. External consultant is performing the internal audits.

2.5 ACT: Improvements

Continuous improvement is integrated in the VAK-process, already several examples present. During the interviews a few improvements came up that were not yet registered as a corrective action. This is an opportunity for improvement.
All employees have knowledge of the VAK-procedure and understand the context of continual improvement.

Customer complaints were logged and well documented. No open complaints.

2.6 Additional strengths and improvement potential

Listing of strengths, as presented in the closing meeting
- Well structured format for the mangement review which gives a good involvment from the involved responsible people.

- 360° evaluation of the employees with suffucient focus on their personal development

- Insourcing of an experienced professional to increase the technical knowledge of the operators in the hardning.

- Management of measuring equipment in Trescal Vision, big investment.

- Thourough control of the incoming invoices.

Listing of improvement potential, as presented in the closing meeting
1.For new unknown customers it might be good to set a orderlimit in the beginning.

2.The system of the "VAK"-forms is implemented but still young, some more discipline is needed to register all Non-conformities and improvements to be able to do good trending.(e.g. supplier issues)

3.You should also consider stock adjustments as non-conformities, would be an improvement to register the changes.

4.Stock on article 235-5636 in MKG had one less than in the warehouse.

5.Stay alert for versioning of customer drawings, diffrences need to be brought to the attention of the customer; it is good that you mention the correct one in the order confirmation.

6.Keep up discipline for identifying pieces in prodcution. Better to print out more labels if there ar more pallets.

7.In the maintenance follow up document there is a collumn for marking the yearly maintenance, this however is not done yet.

2.7 DQS Best

- Below is a detailed evaluation of the maturity of your management system on a scale of 1 to 10.

		Assessed criteria	Result	1	2	3	4	5	6	7	8	9	10
Plan	1	Management by objectives and planning											
	2	Management system and processes											
	3	Organisation and resources											
	4	Human resource management											
Do	5	Operational processes											
	6	Communication with customers											
	7	Design, development and purchasing											
Check	8	Measurement and analysis of results											
	9	Evaluation of results											
Act	10	Corrective action											
	11	Continuous improvement											
		Average result:											

This detailed analysis was not applied, because the organisation did not yet participate in DQS Best.

Upon request, the next audit can include this analysis, including important DQS Best information.

3 Audit results

ISO 9001:2008

Current scope of registration:	Processing and production of metal and plastic parts, induction hardening and heat treatment of metal parts
The top level Management System manual and related management system documentation were reviewed and found to conform to all applicable standard requirements for documentation.	Current revision of manual: 03/11/2013 ☒ Yes ☐ No Remarks:
The management system is effective and fulfils the requirements:	☒ Yes ☐ Only partly – see corrective action plans ☐ No – see corrective action plans
Number of findings:	Major nonconformities: 0 Minor nonconformities: 0
On site verification of nonconformities needed via follow-up / special audits:	☐ Yes ☒ No

4 Order and audit process data

4.1 Order data

Name of the company:	SABO BOXTEL BV
Main address:	Staarten 9 5280 PK, Boxtel Netherlands
Ref. No.:	500280
Date of audit:	15-Apr-2015 to 16-Apr-2015
Total number of person-days (PD):	1,5
Date of system analysis: (if applicable)	03-Feb-2015 to 03-Feb-2015
SIC / IAF / EA / NACE Code: (Primary)	17
Exclusions, if applicable	☐ None ☒-7.3 Design & development *(please specify)*
Number of employees currently covered by registration at main site:	12

4.2 Management and contact persons

Top Manager at site:	Johan Van Beek
Telephone:	+31 411 673 031
E-mail:	johan@saboboxtel.nl
Management Representative:	Johan Van Beek
Telephone:	+31 411 673 031
E-mail:	johan@saboboxtel.nl
Audit Team Leader:	Stefan Mathuvis
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E-mail:	stefan@dqsbelgium.be
Customer Service of UL DQS:	Annemie Valkeneers
Telephone:	+32 474 59 29 50
E-mail:	annemie@dqsbelgium.be

4.3 Audit data

Audited sites and sampling basis

Site: Sabo Boxtel bv Ref. No.: 500280 Shifts: NA

Main business/processes at location, please specify:Management/Sales/planning/production

	Actual	Number interviewed	In %
Executive managers	1	1	100
Other employees	11	6	55
Total	12	7	58

Remote Locations and Additional Sites:

No additional sites or remote locations are currently covered by this certification.

Date Agenda sent to Client: 03-feb-2015

Audit sequence: ☒ The Audit Plan was maintained

☐ The Audit Plan was altered as follows:

Closing meeting:
A closing meeting was performed with the organization's management. Audit results were presented, explained and, where necessary, discussed. Findings and corrective action plans were agreed upon with the respective managers, as necessary.

5 Next steps

5.1 Activities of the customer

Corrective actions:

☒ Corrective actions not necessary

☐ Corrective actions will be implemented and reviewed for effectiveness as agreed by

Opportunities for Improvement:

Identified improvement potential will be evaluated internally and incorporated into the continual improvement process if deemed beneficial.

Nonconformities, identified during an audit, shall be closed with evidence of effectiveness within defined time lines. Otherwise, certificates may be put on hold or be withdrawn.

5.2 Activities of UL DQS

Type of next audit:

☒ Surveillance audit

☐ Recertification audit

☐ Special audit

Next audit data:
(non-binding estimate of person days)

Planned date for next audit: 02/16
(week or month, if appropriate)

For 1 person-day(s)

By 1 auditor(s)

Main emphasis will be on the following subjects:

continuous improvement - planning tool

Customer requests:

☐ Information on

☐ Quotation for

☐ Telephone call from Customer Service Representative

5.3 Identified need for change

Basic data changed?

☐ Yes ☒ No

6 Additional documents

☐ Findings with corrective action plan
(the customer at the end of the audit supplied by the Auditor) Number:

For internal use only:

☒ Basic data Number:

☐ Basic data –standards [if appropriate] Number:

☐ Auditor notes / Audit record

☐ Further specific documents for standards
[if appropriate for Medical, Automotive...]

☒ List(s) of participants - closing meeting

☒ Reviewed draft certificate(s) [if appropriate] Number:

☐ Others

Report prepared on 17/04/2015

Lead Auditor Stefan Mathuvis
Standard ISO 9001:2008

For integrated audits

Auditor
Standard

29 April 2015

Hans Jahn

Date

Technical review on behalf of UL DQS

Confidentiality

The contents of this report and all information received in association with the audit of the subject company will be maintained in the strictest confidence by the members of the audit team and by UL DQS, in accordance with prior agreements.

Distribution

UL DQS
SABO BOXTEL BV