DATE	year / month / day
SUPPLIER	vendor SAP number in VP company name street area zip code & city country phone url e-mail
AUDITORS	TBD TBD
OBJECTIVE	(A) First audit / initial review (B) Repetitive audit: second (…), third (…) (C) Special audit for reason : ___TBD
SCOPE	TBD
PRODUCT FOCUS	TBD
COPIES TO	Supplier contact persons TBD VP colleagues TBD

SUPPLIER INFORMATION

Headquarter	
Plant(s)	
Product(s)	
Quality standards	
Ownership information	
Equity share / profit & loss	
Annual Turnover	
Number of employees	
Company history	

People met during the audit	Name	Function
from supplier		
VP representatives		

Methodology for the evaluation of compliance with requirements in Questionnaire:

Rating	Meaning	Interpretation
3	Excellent	Level of process, documents, test, materials handling, etc. is according to expectations and heavily support the Quality of Vetropack's product.
2	Right	Level of process, documents, test, materials handling, etc. fulfills the basic requirements.
1	Poor	Level of process, documents, test, materials handling, etc. doesn't fulfill the basic requirements and therefore corrective actions are requested.
0	Unsatisfactory	Level of process, documents, test, materials handling, etc. does not exist or are in a way causing a serious concern about the quality system implemented. Immediate corrective actions to be realized.

Note 1: The Questionnaire is only descriptive and unlimited, being able to increase the questions based in other standards that apply like ISO 9000, GMP, etc. and / or in the basis of the auditor experience and the needs of VETROPACK Group

Note 2: In case that the space for observations and comments is not enough, additional pages may be added.

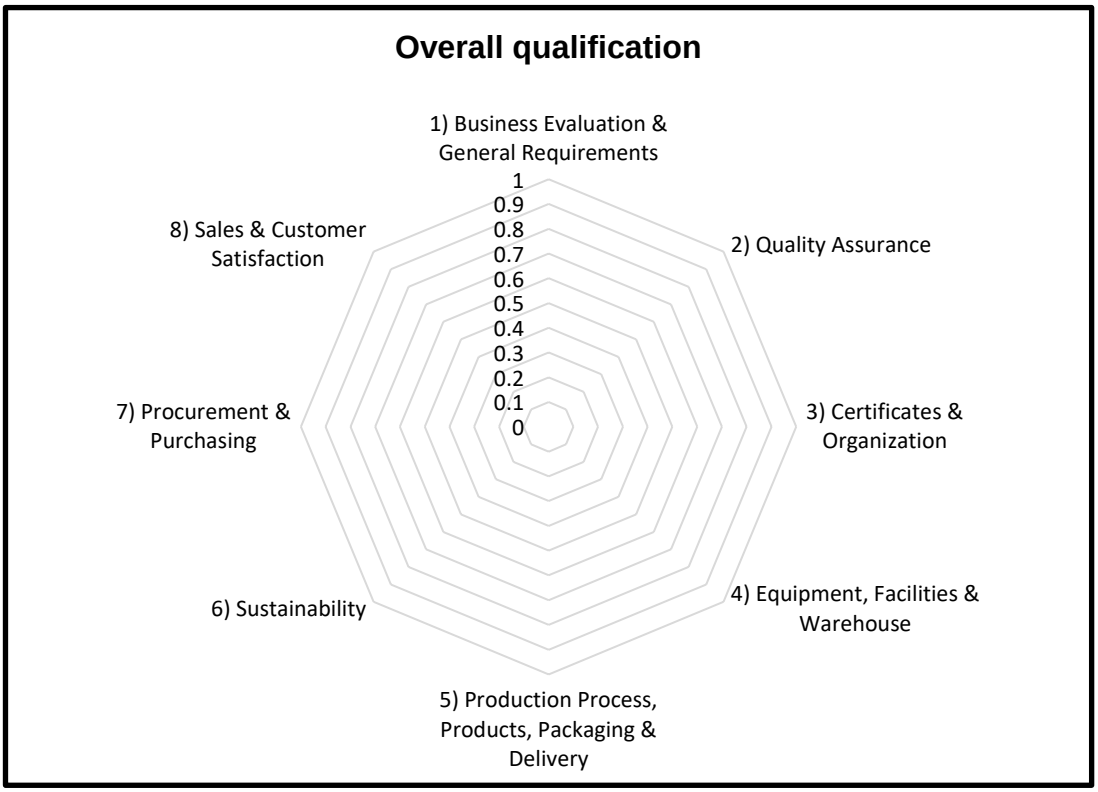
Methodology for the interpretation of the overall performance grid (see work-sheet "overall qualification") resulting from the evaluation in the Questionnaire:

Qualification	Meaning	Interpretation
> 90%	Excellent	High Level in all area, being a clear Benchmark
≤ 90%	Good	All aspects demonstrate the capabilities to sustain a high quality standard. Only recommendations and comments on small issues. No deviations found. Improvements could be done within short time
≤ 80%	Right	Main requirements are available. However VETROPACK sees a risk of the process capability of supplied goods and or processes. Based on Audit findings corrective actions need to be set up and implemented. A re-Audit might be possible, but is not mandatory. Decision will be based on demonstrated improvement progress (KPI's, Instructions, Checklists, etc.)
≤ 70%	Poor / not qualified	Basic requirements are available. However VETROPACK sees a high risk in the sustainability of supplied goods. Based on Audit findings corrective actions need to be set up and implemented before VETROPACK considers a re-Audit
≤ 60%	Unsatisfactory / not qualified	Supplier could not demonstrate minimum requirements on Vetropack requests

Overall Qualification

Scope to Audit	Points (Max)	Points Achieved
1) Business Evaluation & General Requirements	54	0
2) Quality Assurance	81	0
3) Certificates & Organization	33	0
4) Equipment, Facilities & Warehouse	42	0
5) Production Process, Products, Packaging & Delivery	30	0
6) Sustainability	24	0
7) Procurement & Purchasing	21	0
8) Sales & Customer Satisfaction	33	0
TOTAL	**318**	0

Overall Achievement	
Company Percentage:	**0%**
Total Points (i.e. 100%):	**318**



GENERAL COMMENTS

OBSERVATIONS

We categorise our observations in Critical, Major, Minor and Remarks resp. Recommendations.

1. Critical observations	
2. Major observations	
3. Minor observations	
4. Remarks / Recommendations	

1) Business Evaluation & General Requirements

No.	Questions	3	2	1	0	N/A
1	Is supplier's financial situation good and proven?					
2	Is the ownership and/or general management long in place and stable?					
3	Is supplier's market position for respective materials good and solid?					
4	Is the supplier's portfolio diversified enough to compensate market drops?					
5	Are there good and sufficient references for the materials in question available?					
6	Is the supplier willing and able to enter into a strategic partnership on long term basis?					
7	Is the supplier willing and able to define and implement measures to optimise VETROPACK's total costs?					
8	Is the supplier innovative enough to keep pace with market developments?					
9	Is the supplier strong enough to keep pace with market developments?					
10	Is the supplier investing in sustainable developments like R&D or growth on long term?					
11	Is there a clear understanding of the customers requirements and needs?					
12	Is there a dedicated Quality Management Manager?					
13	Did he attend the supplier audit meeting?					
14	Is there an internal audit program? (Sufficiently trained auditors, topics selection for internal audits, report, corrective actions).					
15	Is there a system for supervision / follow- up of corrective and preventive actions? (Reporting of progress? Effectiveness of actions?)					
16	Does top management review the Quality System in order to make sure that this is maintained in an appropriate and efficient manner? (Monthly reporting / evaluation of key figures).					
17	Are ‘procedures’ or ‘work instructions’ known to the workforce? (Ask an operator whether he is aware of the procedures relevant to his job.)					
18	Is there a comprehensive risk management policy and procedure in place to identify, evaluate and mitigate business risks ?					

Possible points to achieve: **54**
Points achieved: **0**

Remarks and comments

2) Quality Assurance part 1

No.	Questions	3	2	1	0	N/A
1	Is QA / QC independent from Production?					
2	Are all starting materials, final products and packaging materials inspected and released prior to their intended use?					
3	Are sampling procedures appropriate and readily available?					
4	Are there appropriate specifications, sampling procedures and rejection criteria / defect classifications?					
5	In case of rejected material or product, is there a procedure for corrective actions and preventive measures?					
6	If there is rejected material, is there an investigation on the root cause of the failure?					
7	Are the QA/QC Department and the inspecting persons/users sufficiently equipped to perform all required tests?					
8	Are the certificates for raw materials, which are accepted only on the basis of the suppliers certificate of analysis, submitted to periodical verification?					
9	Do you retain raw material samples for reasonable time periods?					
10	Are there written procedures for final product analysis? Do they make sure that all tests have been carried out prior to final product release and that the test results meet the product specifications?					
11	Do you validate / verify your test methods?					
12	Do you perform process validation / verification?					
13	Mix- up risk: are raw materials physically segregated, properly labeled and handled in all stages? (Evaluate risk of mix- up between products).					
14	Are samples destroyed after finalizing testing? (Not going back to finished goods).					

Possible points to achieve: **42**
Points achieved: **0**

Remarks and Comments

2) Quality Assurance, part 2:

No.	Questions	3	2	1	0	N/A
1	Is material flow (raw material and finished goods) logic, transparent with low risk of mistakes?					
2	Is there a system to handle returned products from customers?					
3	Are there written procedures to control, calibrate and maintain the measurement-inspection- and test- equipment, that is used to prove the conformity of the products?					
4	Are there procedures if calibration is done by an external company?					
5	Do you calibrate and adjust your inspection and test equipment at defined intervals using certified reference standards which can be traced back to national or international standards?					
6	Are all test and measurement instruments identified?					
7	Is the calibration status of the test equipment clearly indicated on the instrument itself? (Label, sticker…)					
8	Are there calibration records for all relevant devices?					
9	Does your Quality system require a review of your written procedures on a regular basis?					
10	Is there a change control procedure that describes how to notify the customer in case of a change to the specification or the manufacturing process?					
11	Do you document the reason(s) for a change?					
12	Is there an adequate document control procedure?					
13	Is there a system that allows efficient traceability from final product back to relevant production data in case of a complaint ?					

Possible points to achieve: **39**
Points achieved: **0**

Remarks and Comments

3) Certificates & Organization & Training:

No.	Questions	3	2	1	0	N/A
1	Is the supplier currently ISO 9001 certified and has a document-copy been provided ?					
2	Is the supplier currently ISO 14001 certified and has a document-copy been provided ?					
3	Is the supplier currently OHSAS 18001 certified and has a document-copy been provided ?					
4	Is the supplier currently ISO 22000 certified and has a document-copy been provided ?					
5	Does the supplier have any other certification with relevance to VP business and have document-copies been provided ?					
6	Does the supplier have a clear organizational structure?					
7	Is there an introductory training for the new personnel? Is this being documented?					
8	Is there an annual training schedule? How do you identify the training requirements of your personnel? Is plan realized?					
9	Are there rules as to how personnel is to be led?					
10	Is there an effective system in place to evaluate personnel?					
11	Is training provided for temporary personnel?					

Possible points to achieve: **33**
Points achieved: **0**

Remarks and Comments

4) Equipment, Facilities & Warehouse:

No.	Questions	3	2	1	0	N/A
1	Does the amount of equipment guarantee uninterrupted production ?					
2	Is the equipment stored safely (protected from risk of fire and/or theft) ?					
3	Is there appropriate zoning concept for all areas?					
4	Access restrictions established and supervised?					
5	Are the facilities up to par with safety standards?					
6	Are the facilities clean and in good order?					
7	Is there a cleaning program established?					
8	Are there written procedures for operation, cleaning and maintenance of the equipment?					
9	Is there a logbook for all equipment?					
10	Are the hazardous materials used safe?					
11	Are the hazardous materials used stored safely?					
12	Are there inspection procedures concerning control by official bodies (for lifting devices, pressure vessels, fire extinguishers)?					
13	Is there a physical segregation of released/rejected and quarantined products?					
14	Are there written procedures for the handling, storage, packaging and delivery of final products?					

Possible points to achieve: **42**
Points achieved: **0**

Remarks and Comments

5) Production Process, Products, Packaging & Delivery:

No.	Questions	3	2	1	0	N/A
1	Are there written manufacturing procedures and records?					
2	Have these processes been distributed to employees?					
3	Are there clear and codified instructions for technological processes?					
4	Are there clear and codified setting parameters for production?					
5	Is your process monitored and controlled? (control charts, trend charts, 100 % inspection, etc.)					
6	Do you perform appropriate sampling during the running process? (Who does the sampling: QC or production or automatic?)					
7	Do you have a change control log-book (all kinds of changes, especially process changes)?					
8	Is packaging appropriate for the intended kind of transport and distance?					
9	Is there a procedure describing the terms and conditions of final product dispatch and transportation? (Including 'final release').					
10	Is there a protocol for the identification/ verification of the transport or container before shipment?					

Possible points to achieve: **30**
Points achieved: **0**

Remarks and Comments

6) Sustainability:

No.	Questions	3	2	1	0	N/A
1	Did the supplier sign off on VP's Code of Conduct and inform his staff on all aspects of required integrity, reliability and transparency (+ human rights) ?					
2	Does the supplier focus on use of renewable and/or recycled raw materials and packaging ?					
3	Does the supplier consider ecologically friendly logistics ?					
4	Can the supplier give proof of orientation towards energy efficiency and climatic neutrality ?					
5	Does the supplier monitor average hours, safety training and accident severity rates ?					
6	Does the suppplier have an own code of conduct (a) for employees, (b) for suppliers ?					
7	Does the supplier actively contribute to tangible life cycle enhancement of his finished products ?					
8	Did the supplier realise particular measures to improve environmentally friendly production ?					

Possible points to achieve: **24**
Points achieved: **0**

Remarks and Comments

7) Procurement & Purchasing :

No.	Questions	3	2	1	0	N/A
1	Do you have a clear procurement policy ?					
2	Do you have a supplier evaluation and qualifying procedure ?					
3	Do you have suppplier partnership agreements to facilitate and enhance collaboration on various aspects (quality, cost optimisation, development etc.) ?					
4	Do you have measures in place to avoid single sourcing constraints ?					
5	Do you have defined processes in place in order to handle complaints with your suppliers in an effective way?					
6	Do you have a supplier complaint system in place and is it monitored regularly?					
7	Do you have a clear and business aligned IT system in place to support and enable the purchasing process ?					

Possible points to achieve: **21**
Points achieved: **0**

Remarks and Comments

8) Sales & Customer Satisfaction :

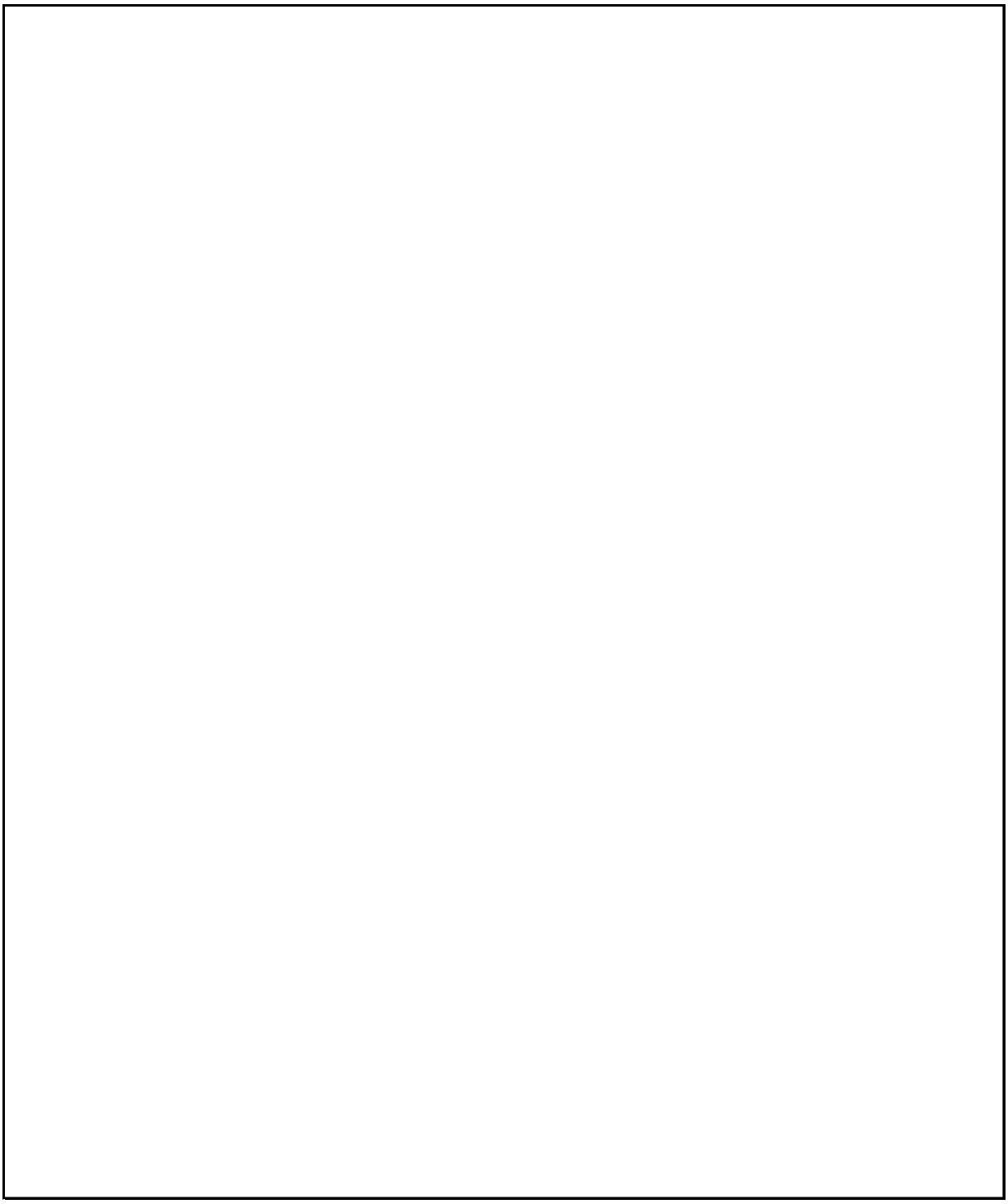
No.	Questions	3	2	1	0	N/A
1	Is the supplier's Sales and Customer service organised well?					
2	Are customer-specific payment conditions and delivery terms automatically retrievable in the system ?					
3	Does the supplier have a high share of customers with frame agreements ?					
4	Is there an early warning system in place regarding concerns/problems with goods produced for and shipped to Vetropack?					
5	Is there a customer complaint system in place and an organization behind which handles the complaints with the right priority?					
6	Is there a standard system/procedure to collect customer feedback? Is it reviewed regularly and used to review improvement plans?					
7	Does the customer have access to all production areas?					
8	Is there a customer oriented after-sales service in place?					
9	Does the supplier have a key account system ?					
10	Is the sales staff subject to little fluctuations ?					
11	Does the supplier offer online-ordering and/or EDI ?					

Possible points to achieve: **33**
Points achieved: **0**

Remarks and Comments

Final Remarks and Comments:

Annexes:



Sign-Off

Year/month/day, supplier location	

Supplier representatives' names	

…… **Signatures**

Year/month/day, VP location	

VP representatives' names	

…… **Signatures**