EN74-1 COUPLER ASSESSMENT REPORT

Supplier: _____ **Location:** _____

Supplier Category: _____ **Name:** _____

Manufacturer _____ **Location** _____

Manufacturer _____ **Location** _____

Manufacturer _____ **Location** _____

Manufacturer _____ **Location** _____

Previous Assessment Category: N/A

Meeting With: _____

_____

Assessment Date: _____ **Response Due By:** _____

Assessment Summary

Overall Assessment Score:	**0%**
Penalty Deductions:	**0%**
Overall %:	**0%**
Overall Assessment Category:	**D**

Individual Category Assessment Scores

	(A) 90%+	(B) 80-89%	(C) 70-79%	(D) 0-69%		
Quality Management Score					>	D
Product & Process Score					>	D

Assessment Summary

Assessor: _____ **Title:** _____

cc: _____ **cfi:** _____

Supplier Category 1.	**Single Product & Single Manufacturer**
Supplier Category 2.	**Single Product & Multiple Manufacturer**
Supplier Category 3.	**Multiple Product & Multiple Manufacturer**

ASSESSMENT NOTES

SUPPLIER		DATE:	

SECTION NUMBER	ASSESSOR NOTES	ACTION BY WHO

ASSESSMENT NOTES

SUPPLIER		DATE:	

SECTION NUMBER	ASSESSOR NOTES	ACTION BY

ASSESSMENT NOTES

SUPPLIER		DATE:	

SECTION NUMBER	ASSESSOR NOTES	ACTION BY

SUPPLIER		DATE:	

1.	QUALITY ASSURANCE (NASC Code of Practice - Sections B4 & B5)	Yes	No	See Notes
1.01	Is there a Quality Policy developed from Company objectives and is it appropriate to the purpose of the organisation and reviewed on a regular basis by senior management?			
1.02	Is there a UKAS accredited and internationally recognised Quality Management System at all the suppliers UK sites to the requirements of ISO 9001:2008/2015?			
1.03	If the answer to question 1.02 is No, is there an auditable Quality Management System in place designed around the requirements of an internationally recognised System?			
1.04	Is a senior employee responsible for Quality Management and do they have the authority to halt despatch of products?			
1.05	Is there a documented and demonstrable procedure for the control of documentation?			
1.06	Do you hold adequate Product & Public Liability and Employers Liability insurance?			

2.	SUPPLIERS & SUB CONTRACTORS (NASC Code of Practice - Section B4)	Yes	No	See Notes
2.01	Is there an effective vendor questionnaire available from all Coupler manufacturers?			

3.	COMPLAINTS & CUSTOMER FEEDBACK (NASC Code of Practice - Section B4)	Yes	No	See Notes
3.01	Is there a documented and demonstrable procedure for dealing with customer complaints and is complaint & feedback information used to improve processes and product quality?			
3.02	Have all outstanding quality issues been fully resolved, with documented confirmation of CAR closure and preventive actions, either implemented or planned, to prevent known or foreseeable problems?			

SUPPLIER		DATE:	

4.	PRODUCT TESTING (NASC Code of Practice - Sections B2 & B3)	Yes	No	See Notes
4.01	Is there independent test data available for all Couplers to the requirements of all applicable Standards?			

5.	RAW MATERIAL & COMPONENT CONTROL (NASC Code of Practice - Section B4)	Yes	No	See Notes
5.01	Are incoming goods verified as conforming to specification?			
5.02	Are material certificates of conformity available for all Couplers and are they correct to the relevant British and/or European specification?			
5.03	Has a sample right angle & swivel Coupler been identified by the NASC auditor and sent for independent test and analysis and have such tests confirmed compliance with the applicable Standards specification?			

6.	PROCESS (NASC Code of Practice - Section B4)	Yes	No	See Notes
6.01	Is there a procedure for the identification and control of non-conforming products?			
6.02	Is there effective traceability to the requirements of all applicable Standards?			
6.03	Are procedures in place to ensure that all equipment that is used to make direct measurements is regularly calibrated?			

SUPPLIER SITE PROFILE

Supplier: _____ **Date:** _____

Site: _____ **Site Contact:** _____

Supplier Address: _____

_____

_____

_____

Postal Code: _____ **Country:** _____

Telephone No: _____ **Fax No:** _____

E-Mail: _____ **Website:** _____

Nearest: **Airport:** _____

Rail Station: _____

QA Contact Name: _____ **Position:** _____

Mobile No: _____ **E-Mail:** _____

Size of Site(sq Mtr) (Enclosed/Open): _____ / _____

Business Type: **Private Owned** ☐ **Public Ltd** ☐ **State Owned** ☐

Year Site Business Commenced: _____ **Annual Turnover: £** _____

Current Annual Volume (Units Sold): _____ **Number of Days Worked per Week:** _____

Number of Shifts Worked: _____ **Hours per Shift:** _____

Number of Site Employees (Production/Office): _____ / _____

Other Information:

NB. THE INFORMATION PROVIDED AND CONTAINED IN THIS DOCUMENT IS CONFIDENTIAL TO THE NATIONAL ACCESS & SCAFFOLDING CONFEDERATION.

THE AUDIT IS ON A SAMPLE BASIS AND THEREFORE NONCONFORMITIES MAY EXIST WHICH HAVE NOT BEEN IDENTIFIED.

SUPPLIER RESPONSE

RESPONSE DUE BY: 21/01/1900

Please note that if a satisfactory response is not received by the above date, the site may be downgraded by one category e.g. A to B, B to C, C to D.

SUPPLIER:		ASSESSMENT DATE:	

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

SUPPLIER ASSESSMENT

SUPPLIER RESPONSE

SUPPLIER:		ASSESSMENT DATE:	

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

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Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

SUPPLIER ASSESSMENT

SUPPLIER RESPONSE

SUPPLIER:		ASSESSMENT DATE:	

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

Auditor Comment	
Supplier Response	Action Date

EN74-1 Coupler Assessment: Photographic Evidence

Assessor Notes & Images	Assessor Notes & Images
	insert photograph here
insert text here	insert text here
Assessor Notes & Images	**Assessor Notes & Images**
	insert photograph here
insert text here	insert text here
Assessor Notes & Images	**Assessor Notes & Images**
	insert photograph here
insert text here	insert text here

EN74-1 Coupler Assessment: Photographic Evidence

Assessor Notes & Images	Assessor Notes & Images
	insert photograph here
insert text here	insert text here
Assessor Notes & Images	**Assessor Notes & Images**
	insert photograph here
insert text here	insert text here
Assessor Notes & Images	**Assessor Notes & Images**
	insert photograph here
insert text here	insert text here

EN74-1 Coupler Assessment - Guidance Notes

1.01 Is there a Quality Policy developed from Company objectives and is it appropriate to the purpose of the organisation and reviewed on a regular basis by senior management?

- A quality policy developed from company objectives to provide the framework & limits for decision making on quality related activities. The policy should reflect preventative activities & management commitment & involvement.
- A documented quality policy that exists to channel actions & decisions along a path that will fulfil the organisations mission & purpose. The quality policy should:
  - Be appropriate to the purpose of the organisation.
  - Include a commitment to comply with requirements & continually improve the effectiveness of the QMS.
  - Provide a framework for establishing & reviewing quality objectives.
  - Be communicated & understood within the organisation.
  - Be formally reviewed on a regular basis for continuing suitability by senior management.
  - Evidence of documented review within the last 2 years.

1.02 Is there a UKAS accredited and internationally recognised Quality Management System at all the suppliers UK sites to the requirements of ISO 9001:2008/2015?

- A UKAS accredited and internationally recognised QMS which provides a details as a minimum of:-
  - The scope of the Quality Management System.
  - Documented procedures to the requirements of ISO 9001:2008/2015.
  - Reference to all other QMS documents i.e. work instruction / visual aids / forms etc.
  - Evidence of documented review within the last 2 years.
- Copy of certification to be retained for NASC records.

1.03 If the answer to question 1.02 is No, is there an auditable Quality Management System in place designed around the requirements of an internationally recognised System?

- An auditable QMS which is designed to the requirements of an internationally recognised System. The QMS must have: -
  - Documented procedures. (product based procedures only required).
  - Reference to all other QMS documents i.e. work instruction / visual aids / forms etc.
  - Evidence of documented review within the last 2 years.

1.04 Is a senior employee responsible for quality management and do they have the authority to halt despatch of products?

- That a member of management has been appointed who has the responsibility & authority that includes: -
  - All processes needed for the quality management system are established implemented & maintained.
  - Reports directly to top management on the performance of the QMS & any need for improvement.
  - Ensures the promotion & awareness of customer requirements throughout the organisation.
  - Has the authority to halt production or dispatch of products.

1.05 Is there a demonstrable procedure for the control of documentation?

- Any document that is used or generated by the process is controlled. There should be a documented procedure in place defining the controls needed to control documents that include: -
  - How documents are approved prior to use.
  - Document review & update as necessary.
  - Ensuring changes & revision levels of documents are identified.
  - Ensuring relevant versions of applicable documents are available at the point of use.
  - Evidence that documents are legible & readily identifiable.
  - Prevention & unintended use of obsolete documents, applying suitable identification to them if they are retained for any purpose.

1.06 Do you have adequate product & public liability and employers liability insurance?

- Does the Company have adequate product & public liability and employers liability insurance?
- Minimum insurance values of £5m & £10m respectively with evidence required of values currently in place.
- Copy of certificate to be retained for NASC records.

2.01 Is there an effective vendor questionnaire available from all Coupler manufacturers?

- Documented procedures for planning & implementing the assessment of suppliers.
- Records of supplier assessment & list of approved suppliers.
- Methods to score or grade supplier assessment results in order to provide a basis for supplier improvement.
- Basis for supplier selection and deselection.
- Records of timely corrective actions resulting from deficiencies identified during the assessment of suppliers.
- Processes to evaluate & select suppliers on the basis of their ability to meet sub-contract requirements. e.g. Vendor Questionnaire / Rating etc., independent product certification. ISO Registration etc., with evidence of documented review within the last 2 years.
- Evidence that any alternative supplier proposed is accredited.

3.01 Is there a documented and demonstrable procedure for dealing with customer complaints and is complaint & feedback information used to improve processes and product quality?

- A process for the registering complaints in order to account for them & monitor progress.
- The process for investigating the nature & cause of complaints & taking appropriate action to resolve the complaint & trigger improvements that will prevent re-occurrence of the complaint.
- Included in the above a documented procedure for the recall of products in the event of a major issue.
- This procedure shall detail that measures are in place to manage and control the process e.g. advertising templates, dedicated telephone lines, method of product collection etc.

3.02 Have any outstanding quality issues been fully resolved, with documented confirmation of CAR closure and preventive actions, either implemented or planned, to prevent known or foreseeable problems?

- A documented procedure for reviewing non-conformities (including product customer complaints), determining the causes of non-conformities & evaluating the need to ensure non-conformities do not re occur.
- Processes that monitor customer complaint trends, overall number of complaints & the distribution of complaints by type, customer, location & nature of complaint.
- Records to show that customer complaint information has been used effectively to improve product & processes.

4.01 Is there independent test data available for all Couplers to the requirements of all applicable Standards?

- Annual testing to be confined to swivel Couplers & right angle Couplers for all suppliers (manufacturers).
- Couplers to requirements of EN 74-1:2005 for slipping force test and failure force (maximum load) test only.
- All annual testing & analysis must be carried out by a recognised UKAS registered external body or TUV and be fully verifiable.
- Full test data to EN 74-1:2005 by a recognised UKAS registered external body must also be available for all existing Couplers.
- If a new component supplier is utilised then an NASC audit will also be carried out within 6 months of any such change. In addition, appropriate testing & analysis to applicable Standards will also be required which will be verified at the next scheduled NASC audit, which for Couplers must include full testing to the requirements of EN 74-1:2005 by a recognised UKAS registered external body.
- All testing must be by each NASC member Company unless the supplier/manufacturer is an NASC member in their own right.
- Failure to comply with the above will result in a penalty deduction of 31% giving an overall audit rating of “D”.

5.01 Are incoming goods verified as conforming to specification?

- Documented procedures for receiving inspection & testing activities in order to verify that specified requirements are met. Procedures should include methods for refusing a shipment & identification & segregation of non-conforming product.
- Documents defining which products require receiving inspection or testing, methods to be used, including jigs where appropriate.
- Records that provide evidence that the product has been inspected. These records must show if the product has passed or failed inspection according to defined inspection criteria.
- Evidence that goods receiving inspection results are reported to purchasing, & results are used to monitor & improve sub contractor performance.
- Appropriate inspection facilities & equipment to conduct goods inwards inspections, including provision of training for all personnel performing activities affecting quality.
- Any Sampling plans & Switching procedures should be based on the requirements of the recognised sampling plans e.g. BS 6001, ISO 2859.
- As a minimum, Couplers should be checked for fit / function with records of this activity available.
- Failure to comply with the above will result in a penalty deduction of 11%, downgrading the overall score by one category.

5.02 Are material certificates of conformity available for all Couplers and are they correct to the relevant British and/or European specification?

- Confirm availability of certificates of conformity for all Couplers to the requirements of EN 74-1:2005.
- Confirm compliance to the relevant British and/or European specification. The appropriate British and/or European specification and/or Standard must be clearly identified on the material certification.
- Failure to comply with the above will result in a penalty deduction of 11%, downgrading the overall score by one category.

5.03 Has a sample right angle & swivel Coupler been identified by the NASC auditor and sent for independent test and analysis and have such tests confirmed compliance with the applicable Standards specification?

- Samples of right angle & swivel Couplers (forged and/or pressed steel) will be selected from one supplier (manufacturer) by the NASC auditor and sent for independent test & analysis to confirm compliance with the applicable Standards. ISO Standards utilised will be EN 74-1:2005 with clauses tested against at the discretion of the Testing Authority in conjunction with the NASC but as a minimum forr slipping force test, failure force (maximum load) test and cruciform bending stiffness test.
- Samples will be taken at random, (quantity at auditors discretion) at a location of the auditors choice and will be identified with details of the supplier, product, date & auditors signature. Photographic evidence will also be attached to the audit report.
- Sample selection and independent testing will be for each individual NASC member Company.
- Failure of independent test will result in a penalty deduction of 31%, giving an audit rating of “D”. A further two samples will immediately be selected by the NASC auditor for independent re-test and if these pass test a positive score will be given and the audit result / grade amended accordingly.
  If either of the two further samples selected fail independent re-test, then upon receipt of written notification of test failure, the NASC member Company must provide a proposed written corrective action plan within 14 working days and a completed written corrective action plan within 28 days. This should include supporting test data.
  At this point, or when new stock is available that has been subject to the corrective action taken, a further three samples will be selected by the NASC auditor. Then, and only if satisfactory independent test results are achieved, will a positive score be given and the audit result / grade be amended

6.01 Is there a procedure for the identification & control of non-conforming products?

- Documented procedures to ensure that product which does not conform to specified requirements is prevented from unintended use or delivery.
- Procedures for identification, documentation, evaluation, segregation & disposal of non-conforming product & for notification to the functions concerned.
- Recording of non-conformities & any actions taken including concessions & identifying opportunities for prevention of further non-conformities.
- Evidence that non-conforming material is conspicuously identified & positively controlled.
- Must include section on the procedure or process to recall any non-conforming product if not already detailed in complaints procedure.

6.02 Is there effective traceability to the requirements of all applicable Standards?

- Assurance that all Couplers supplied will be marked in accordance with the requirements of EN 74-1:2005.
- Failure to comply with the above will result in a penalty deduction of 31% giving an overall audit rating of “D”.

6.03 Are procedures in place to ensure that all equipment that is used to make direct measurements is regularly calibrated?

- Documented procedures to control, calibrate & maintain inspection, measuring & test equipment.
- An established calibration system for inspection, measuring & test equipment.
- Evidence that all equipment used to make direct measurements are part of a calibration system & are identified as in calibration via a suitable label or unique number that is traceable to the calibration record.
- Calibration recall systems that identify when measuring equipment requires re-calibration.
- Evidence that inspection, measuring & test equipment, including jigs, is calibrated against certified equipment, which is traceable to national standards.
- Where an alternative process is in place for control of direct measurement, this will only be acceptable if the process has been approved by an internationally recognised & accredited body.

Audit Notes:-

Note 1:- All member Company's Couplers are to be included as part of the audit process.

Note 2:- If an internationally recognised and externally accredited Quality Management System is in place, but product is received direct to satellite sites from the supplier/manufacturer, then records must fully satisfy the auditor that all activities that take place at all of these satellite locations are fully verifiable, through an independent authority, for **all** relevant audit questions. If not, additional sites will be visited, location at the auditors discretion, at the frequency detailed below.

Note 3:- If an internationally recognised and externally accredited Quality Management System **is not** in place, but product is received direct to satellite sites from the supplier/manufacturer, then additional sites will be visited, location at the auditors discretion. Frequency will be 2 sites as a minimum and up to a maximum of 10% of all relevant total Company sites.

Note 4:- At the auditor's discretion a positive mark may be given, potentially overriding the specific content of the guidance notes, if it is deemed that the information provided satisfies the headline question adequately. This must be detailed in the audit report assessor notes.

Note 5:- Audit frequencies are as follows:-

Grade A - Every 2 years (Compliant with NASC Code of Practice audit)
Grade B - Annually (Compliant with NASC Code of Practice audit)
Grade C - Annually (Compliant with NASC Code of Practice audit)
Grade D - Every 6 months (Non Compliant with NASC Code of Practice audit)