



Checklist MPS Quality

Company:			
<i>Products:</i>		<i>Date:</i>	
<i>Locations:</i>		<i>Time spent:</i>	
<i>Employees:</i>			
<i>Quality system operational since:</i>		<i>Auditor:</i>	

Re-requirement	Question	Description	Implementation:		
			yes	no	Comments

	0	Is the scope of the certification clear and complete?			
	1	Do the scope descriptions in the handbook agree with those on the certificate?			
	2	Is the logo being used in accordance with the criteria?			
1		MANAGEMENT PROCESSES			
1.1		Improvement management			
	1	Have internal audits been undertaken prior to the certification audit?			
	2	Has the improvement management procedure been compiled in accordance with the criteria of the certification scheme?			
	3	Has an improvement plan been compiled according to the requirements?			
	4	Is the improvement plan being carried out in accordance with the requirements?			
	5	Is there at least one internal audit a year			
	6	Is the internal control of the improvement management process performed by someone who is not responsible for the process?			
	7	Has an evaluation taken place?			
	8	Is the quality handbook up to date and has it been approved?			

Re-requirement	Question	Description	Implementation:		
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1.2		Personnel & Organisation			
	1	Does the company have a personnel plan which includes: <i>Table / organisation chart with organisation and positions</i> <i>Tasks (including task requirements), responsibilities (esp. with respect to the processes for which Florimark sets requirements) and powers</i> <i>Replacement in the event of absence</i> <i>Meeting structure (incl. frequency)</i> <i>Performance appraisal interviews (at least once a year for employees who have contracts for an indefinite period of time)</i>			
	2	Is the personnel plan being demonstrably implemented and in accordance with the requirements?			
2		SUPPORT PROCESSES			
2.1		Document management			
	1	Has the procedure for document management been compiled correctly? <i>Purpose (must be apparent from the document)</i> <i>Process</i> <i>Retention period</i> <i>Place where retained (including most recent version)</i> <i>Code</i> <i>Person responsible</i> <i>Method to be followed in the event of changes</i>			
	2	Is the management of documents being demonstrably and correctly implemented?			
2.2		Customer satisfaction			
	1	Is there a annual plan for the performance of a customer satisfaction survey which includes: <i>Required information (at least customer satisfaction about product / service and complaints handling)</i>			

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		<i>Target group(if possible of at least the 5 most important clients/customers)</i>			
		<i>Method</i>			
		<i>Person responsible</i>			
		<i>Survey period</i>			
	2	Is the customer satisfaction survey demonstrably conducted according to the plan?			
	3	Are the findings recorded and communicated to the employees involved?			
	4.	Are the improvement actions recorded and implemented?			
2.3		Dealing with complaints			
	1	Has a written method to handle complaints been recorded which includes:			
		<i>Customers' names and addresses</i>			
		<i>Method of recording</i>			
		<i>Manner of feedback to customers and employees</i>			
		<i>Analysis (at least once a year)</i>			
		<i>Person responsible for complaints handling</i>			
	2	Are the complaints demonstrably acted upon according to the agreed method?			
	3	Are customers contacted within one working day about their complaints and are the complaints dealt with promptly?			
		Is the CKM mentioned to the person who submitted the complaint?			
	4	Are the complaints or the periodic complaints' analysis used to have the employees take improvement/corrective measures?			

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2.4		Vase/shelf life test			
	1	Has a method been developed for the implementation of the storage life test which includes:			
		<i>The products to be tested (in the event of several cultivars, a selection)</i>			
		<i>The minimum expectation value</i>			
		<i>The test conditions</i>			
		<i>The assessment criteria</i>			
		<i>Test control</i>			
		<i>Test registration</i>			
		<i>Sample size</i>			
		<i>The persons responsible (implementation/ improvement actions)</i>			
	2	Are the tests demonstrably conducted according to the plan with the minimum required frequency?			
	3	Is an independent vase/shelf life reference test conducted by a third party at least once a year in accordance with the VBN testing protocols?			
	4	Is the frequency of the tests increased in the event of any identified storage life problems?			
	5	Is the cause of the negative test results examined, recorded and used as an input for improvement measures?			
	6	Has the company indicated how the results of the tests are communicated and issued to customers?			

Re-requirement	Question	Description	Implementation:		
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3		PRIMARY PROCESSES			
3.1		Purchasing			
	1	Has a method been recorded for the purchase of critical cultivation materials which describe:			
		<i>Supplier requirements</i>			
		<i>List of critical cultivation materials (including (own cultivation material)</i>			
		<i>Conditions for product quality / traceability / delivery time</i>			
		<i>Recording the purchase data</i>			
		<i>The assessment of the received goods and their registration</i>			
		<i>The supplier assessment (at least once a year)</i>			
		<i>The person responsible</i>			
		<i>List of preferred suppliers</i>			
	2	Does purchasing demonstrably take place according to the recorded method?			
3.2		Harvesting, sorting, packaging (H/S/P)			
	1	Has a method been recorded which includes:			
		<i>All process-related work</i>			
		<i>Critical management issues</i>			
		<i>Method for order information</i>			
		<i>Product specifications (VBN /customer)</i>			
		<i>Quality control points (at least including method for specification compliance, correctness of supply information and reliability of the information /verification of the inspection / corrective measures / improvement management)</i>			
		<i>Person responsible</i>			
		<i>Registration</i>			
		<i>Storage place</i>			

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	2	Is there an annual plan for inspection and maintenance work of the harvesting, sorting and packaging equipment?			
	3	Is there a cleaning plan for all other materials that come into contact with the product?			
	4	Does the inspection and cleaning plan at least include:			
		<i>The work</i>			
		<i>Frequency</i>			
		<i>Person responsible</i>			
		<i>Registration</i>			
		<i>Storage place</i>			
	5	Is the work demonstrably carried out according to the H/S/P/ and inspection and cleaning plans?			
	6	Have the employees been informed of the method of the H/S/P and the inspection and cleaning plans?			
	7	Does the product meet the VBN or customer specifications when the H/S/P is performed?			
	8	If not, is the customer contacted?			
	9	Are the current VBN specifications available and accessible to everyone?			
	10	Are complaints about the supply information registered and reduced?			
	3.3	Storage			
	1	Has a method been compiled for the storage of products which includes:			
		<i>Storage conditions</i>			
		<i>Maximum time between harvesting and storage</i>			
		<i>Maximum storage time per product</i>			
		<i>Inspection plan for conditioned storage space</i>			
		<i>Person responsible</i>			
	2	Is the storage of the products demonstrably carried out according to plan?			

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3.4		Sales			
	1	Has a method been developed for the sales process which includes:			
		<i>Registration of sales orders according to the MPS-Quality requirements</i>			
		<i>Method for feasibility determination</i>			
		<i>Are new order agreements mutually agreed upon if agreements made cannot be met?</i>			
		<i>Method for recording changes</i>			
		<i>Determination of orders that are put down in writing</i>			
		<i>Person responsible for the various aspects of the method</i>			
	2	Does the company demonstrably work with the VBN or customer specifications in the sale of products?			
	3	Is the work demonstrably carried out according to the agreed method?			
3.5		Delivery			
	1	Has a method been recorded for delivery which includes:			
		<i>The activities to be performed in accordance with the MPS-Quality requirements</i>			
		<i>The person responsible</i>			
	2	Does the company demonstrably work according to the recorded method?			
	3	Is inspection of the parties and the supply letter conducted in accordance with the requirements?			

Re-quire-ment	Ques-tion	Description	Implementation:		
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General notes: