

## **Supplier audits**

### **Objectives:**

- audits performed by the clients are an important part of the suppliers evaluation process, that is performed in order to monitor and measure their performance, as well as to prevent and reduce the associated risks
- whether there are audits for evaluating the performance of the management systems, audits focused on the quality and safety of the products or audits to evaluate the fulfillment of the requirements regarding environment, safety, security, social and ethical aspects, all of them will lead to ensuring the client's thrust in the capability of their suppliers to deliver products or services, in the required quantities and at the required quality and safety levels, in conformity with the applicable regulations
- some of the key aspects followed during supplier audits:
  - are there defined and respected the products technical specifications (e.g. as part of the contract)?
  - are there prepared and implemented control plans and control measures over the processes, in all the steps where the client has defined essential characteristics?
  - does the supplier ask and obtain the client's approval for changes over the processes, that could affect product safety and / or quality?
  - does the supplier apply adequate cleaning and disinfection measures, in order to avoid product contamination?
  - does the supplier monitor the resource consumption (water, electric power, gas), to the extent that they affect the product quality?
  - does the supplier align to the applicable legal requirements, regarding environment, safety, security and social accountability?
- periodic audits of the suppliers ensure verification of implementation and effectiveness for all the corrective actions that were established during previous audits, thus offering the client the guarantee for continuous improvement of suppliers performance

### **Covered areas:**

- general requirements for quality management systems (ISO 9001)
- medical devices (ISO 13485)
- wood chain of custody (FSC-STD-40-004)
- social responsibility (SA 8000, BSCI)
- requirements regarding quality and safety of household and personal care products (ISO 22716, IFS HPC)

### **Other info:**

- the duration of these audits varies, depending on the size of the audited company, as well as on the processes complexity; usually the duration is 1 day (8 hours) for each audited location
- the frequency of supplier audits is decided by the client and depends on many factors, such as: the impact of the supplied products over the client's activity, the certifications owned by the supplier, the results obtained in previous supplier audits etc.; generally it is recommended to perform an annual audit for each supplier