SUPPLIER QUALIFICATION PROGRAM

Measured Results - Improved Performance

Supplier Qualification Program Assessment Report

AKYUZ PLASTIK SAN. VE TIC. A.S.




Report No: F_IAR_142074_SQP
Audit Date: 30-Apr-2020
Istanbul,Turkey

77

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Supplier Qualification Program Assessment Report

Report No	F_IAR_142074_SQP
Audit Date	Apr 30, 2020
Assessment Stage	Initial
Company Full Name	AKYUZ PLASTIK SAN. VE TIC. A.S.
Audit Location	OMERLI MAH. ATATURK SAN. BOLG. IHSANGAZI SOK. NO:48 HADIMKOY/ISTANBUL
City	ISTANBUL
Country	Turkey
Telephone No	0090 212 612 9400
Fax No	0090 212 577 6092
Auditor(s) Name	SEVINC YILDIRIM,GAMZE TOKGOZ

Facility Performance Rating

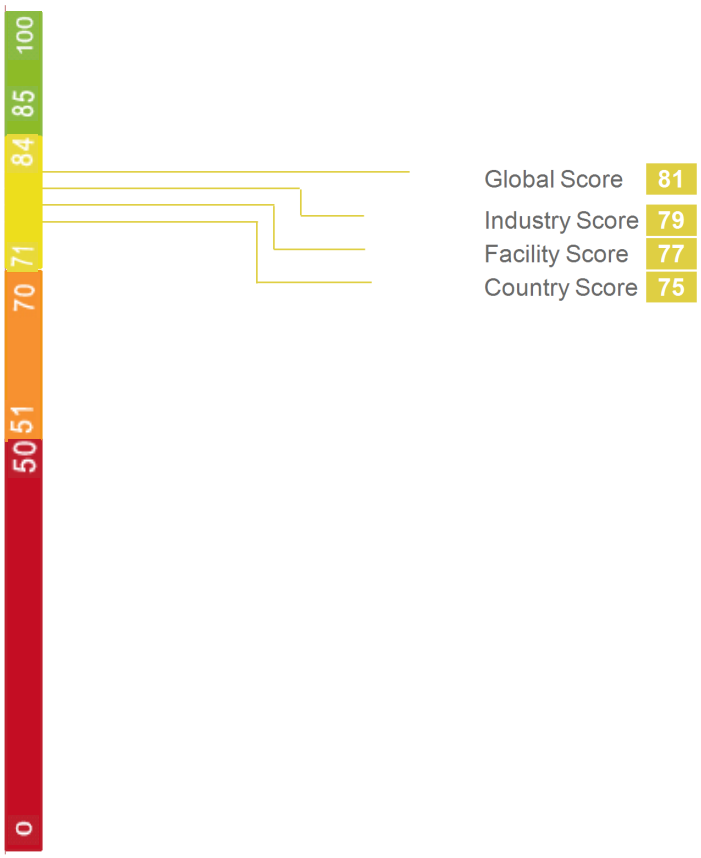
Participating Facilities : 7947

High Performance
Meet Expectations.
Facility demonstrates readiness to assume responsibilities for managing and monitoring compliance activities.

Medium Performance
Further Improvement Needed.
Moderate concern in facility's readiness to assume responsibilities for managing and monitoring compliance activities.

Low Performance
Significant Action Required.
Significant concern in facility's readiness to assume responsibilities for managing and monitoring compliance activities.

Very Low Performance
Urgent Action Required.
Severe concern in facility's readiness to assume responsibilities for managing and monitoring compliance activities.



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Facility Profile

Facility Name	AKYUZ PLASTIK SAN. VE TIC. A.S.
Facility Legal Name	AKYUZ PLASTIK SAN. VE TIC. A.S.
Contact Name,Title	HILMI AYDIN, Purchasing Manager
Industry	Hardlines
Products Manufactured	Storage boxes, kitchen wares, bathroom collection
Production Processes	Injection, Assembling, QC, Packing
Total Number of Machines	28 injection machine
Main Machine Types	Injection machines
Year facility began operations	1.01.1989
Number of buildings the facility operates in	1
Range of total number of employees at the facility	36
Number of shifts and operating hours	3 shifts; 07:30-15:30 15:30-23.30 23:30-07:30
Person responsible for overall product safety and quality issues, Title:	HILMI AYDIN, Purchasing Manager

Facility Overview

Intertek conducted this audit with 2 auditors for 1 day. The facility's operation was assessed against the SQP program. Opening and closing meeting held with Purchasing Manager and Quality Control Responsible.
AKYUZ PLASTIK SAN. VE TIC. A.S. was established in 1989. The total area is 4500 sqm. The company is located 40 min. from Istanbul Airport, Istanbul.
The company manufactures Storage boxes, kitchen wares, bathroom collection. The production capacity is 750.000 pcs/month. Injection, Assembling, QC, Packing are the main production processes. The facility consisted of one building for production and does not use any-subcontractor. The facility is 1-storey building and 1 mezzanine floor warehouse.
The organization has a documented quality management system. The facility set up the quality procedures and related work instructions and issued to different departments. The facility monitors each step of production processes. During the factory audit, the operation was smooth, and the operators have trained adequately. The plant kept clean and in good conditions. Sanitary operation and cleaning facilities are good. The facility has adequate lighting and ventilation in all areas of production. The equipment is adequate for the process.
Although the company has some nonconformities, it is open to development. The product risk assessment does not address user types, product use. The process risk assessment does not address the manufacturing parameters, calibration of equipment, policies on foreign body contamination, identify the accept / reject limits defined for each control point. The facility does not conduct an internal audit for Quality Management System. Some of the raw materials, packaging materials, semi-finished products, part-used materials, finished products, re-work, and non-conforming materials are not clearly identified. Some finished products do not have a full traceability from raw materials source to the customer, and from the customer to the raw material source. The effectiveness of the traceability system is not regularly tested. There is no documented product recall and withdrawal procedure. There is no written agreements with the suppliers require support in case of product withdrawal/recall. There is no written guidance/a list to identify the type of issue/event that would constitute a significant incident or emergency situation to the customer or consumer. There is no documented business continuity plan. There is no documented cleaning procedure. Incoming materials and components and final products do not have SVHC test reports. Sharp tools are not attached to the benches/workstations or big objects that can easily attach people's attention. The effectiveness of trainings are not evaluated.
The facility is certified to ISO 9001:2015 and ISO 22000:2005.

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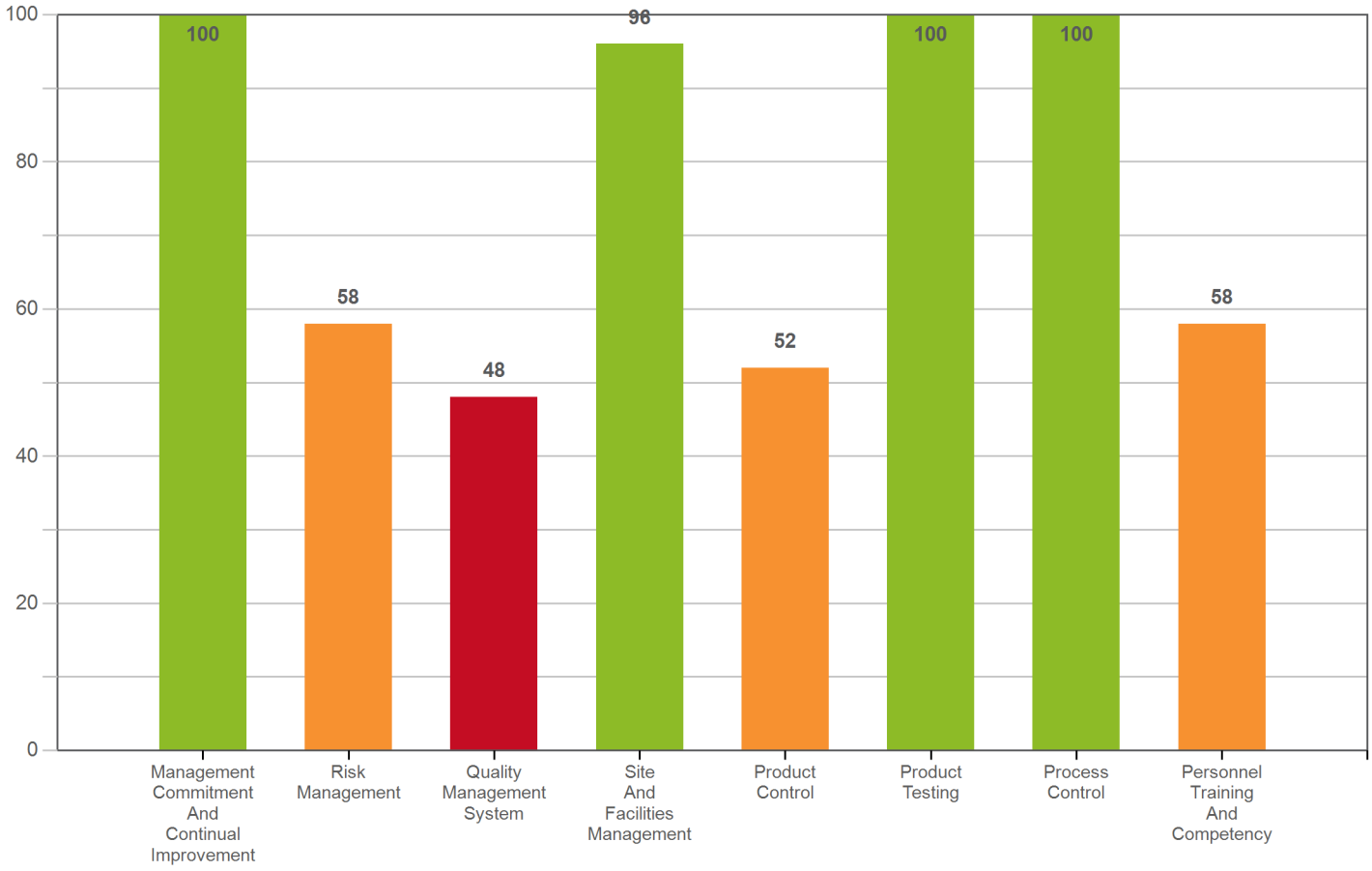
I. Facility Performance Summary



Performance Summary	Overall Compliance(%)	Non Compliance (%)					
		Major		Moderate		Minor	
		# of Questions	%	# of Questions	%	# of Questions	%
Facility Summary	77%	2	9.3%	13	11.3%	7	2.2%

Very Low Performance(0 - 50) | Low Performance(51 -70) | Medium Performance (71 - 84) | High Performance (85 – 100)

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II. Key Section Performance Analysis

Key Section Name	Section Compliance		Non Compliance (%)						# of Total Questions
			Major		Moderate		Minor		
	# of Questions	%	# of Questions	%	# of Questions	%	# of Questions	%	
Management Commitment and Continual Improvement	21	100%	0	0.0%	0	0.0%	0	0.0%	21
Risk Management	22	58%	0	0.0%	6	35.6%	2	6.3%	30
Quality Management System	70	48%	1	23.9%	5	23.9%	3	4.3%	79
Site and Facilities Management	48	96%	0	0.0%	0	0.0%	1	3.5%	49
Product Control	38	52%	1	38.2%	1	7.6%	1	2.3%	41
Product Testing	11	100%	0	0.0%	0	0.0%	0	0.0%	11
Process Control	67	100%	0	0.0%	0	0.0%	0	0.0%	67
Personnel Training and Competency	7	58%	0	0.0%	1	41.7%	0	0.0%	8
Overall Total	**284**	77%	**2**	**9.3%**	**13**	**11.3%**	**7**	**2.2%**	**306**

Very Low Performance(0 - 50) | Low Performance(51 -70) | Medium Performance (71 - 84) | High Performance (85 – 100)

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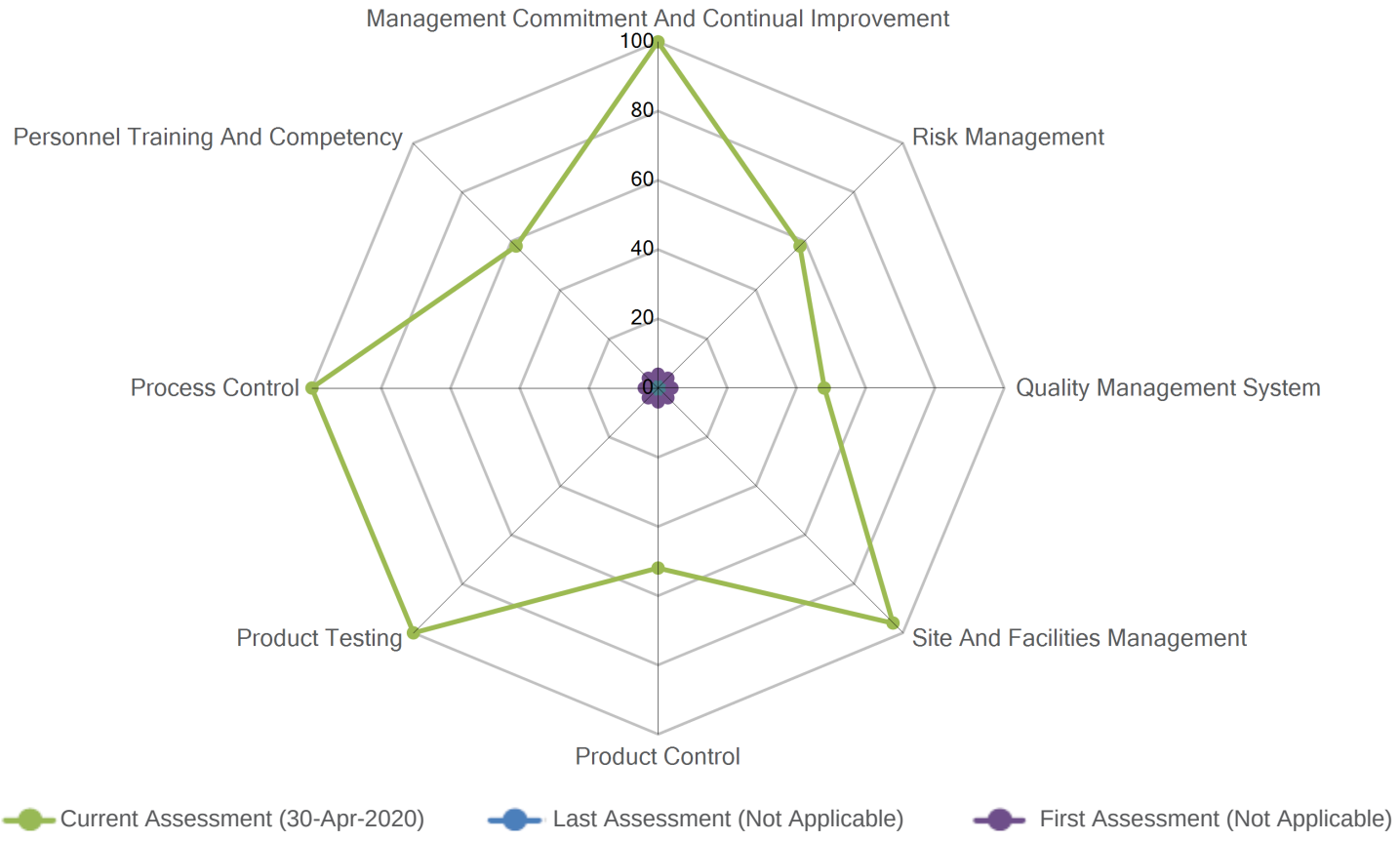
III. Performance Trend Analysis



Section Name	Current	Last	First	Change (Current-Last)	Change (Current-First)
Management Commitment And Continual Improvement	100	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Risk Management	58	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Quality Management System	48	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Site And Facilities Management	96	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Product Control	52	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Product Testing	100	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Process Control	100	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Personnel Training And Competency	58	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Overall Score	**77**	**Not Applicable**	**Not Applicable**	**Not Applicable**	**Not Applicable**

▲ Advancers ▬ Constant ▼ Decliner

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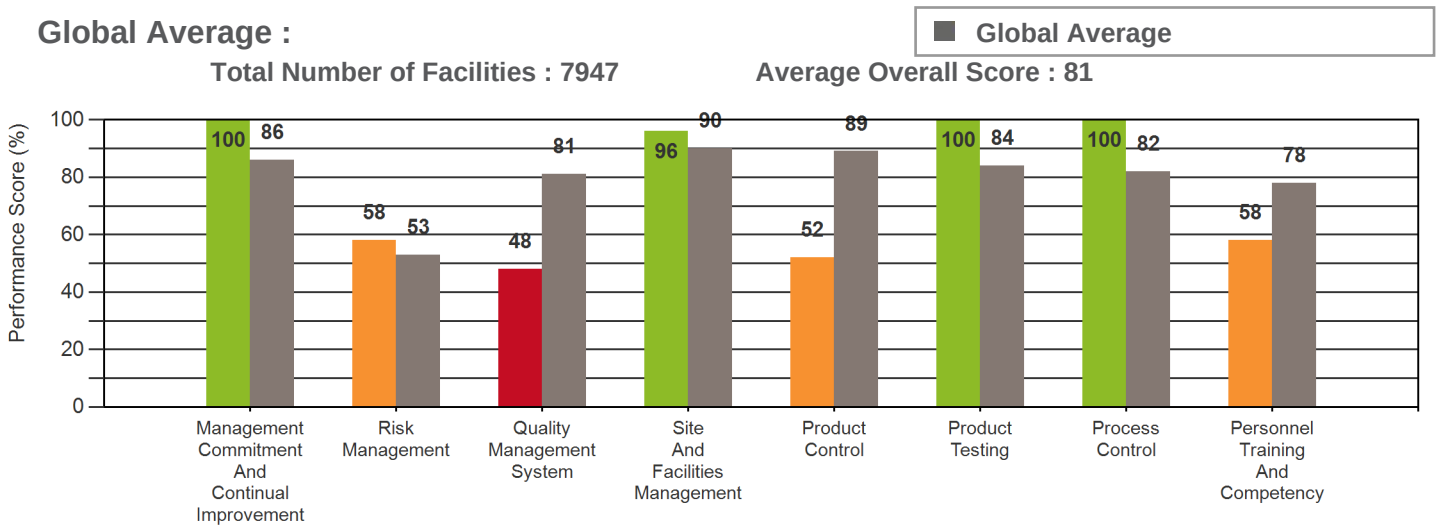
IV. Comparison Benchmark

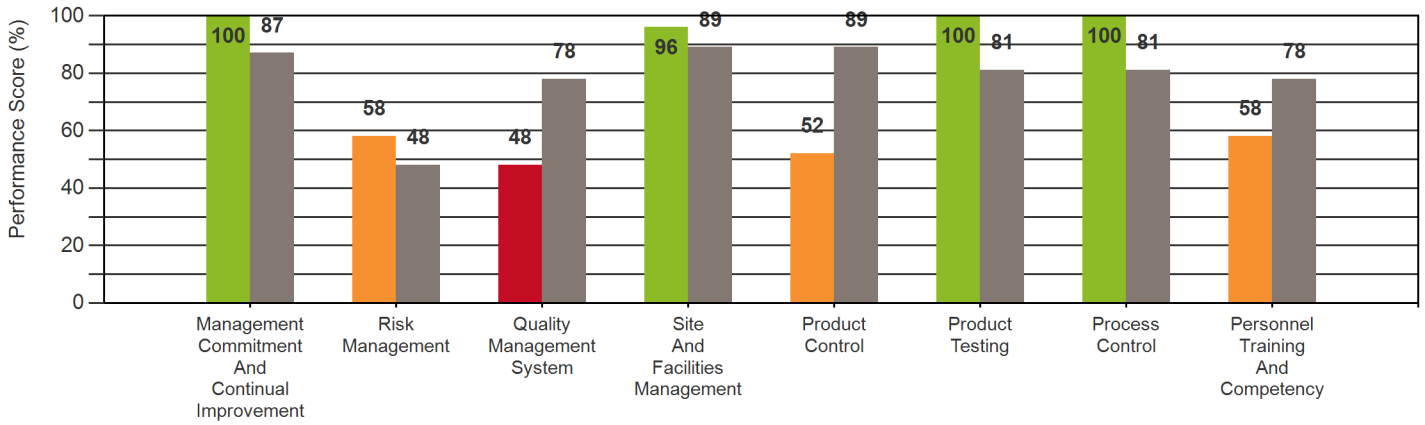
Global Average :

Total Number of Facilities : 7947 Average Overall Score : 81



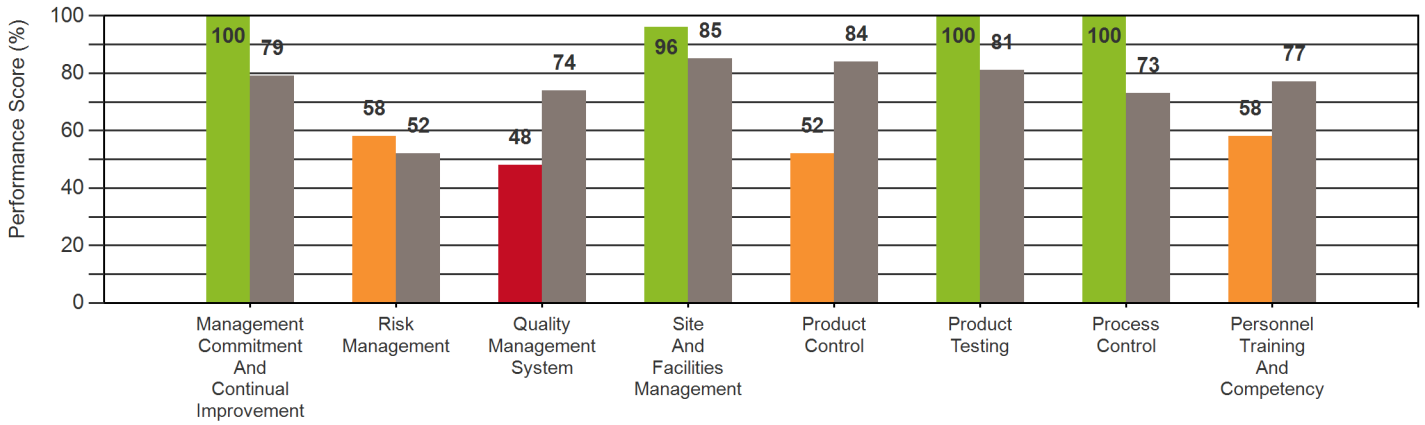
Hardlines Industry Average :

Total Number of Facilities : 2106 Average Overall Score : 79



Turkey Average :

Total Number of Facilities : 48 Average Overall Score : 75



Very Low Performance(0 - 50) | Low Performance(51 -70) | Medium Performance (71 - 84) | High Performance (85 – 100)

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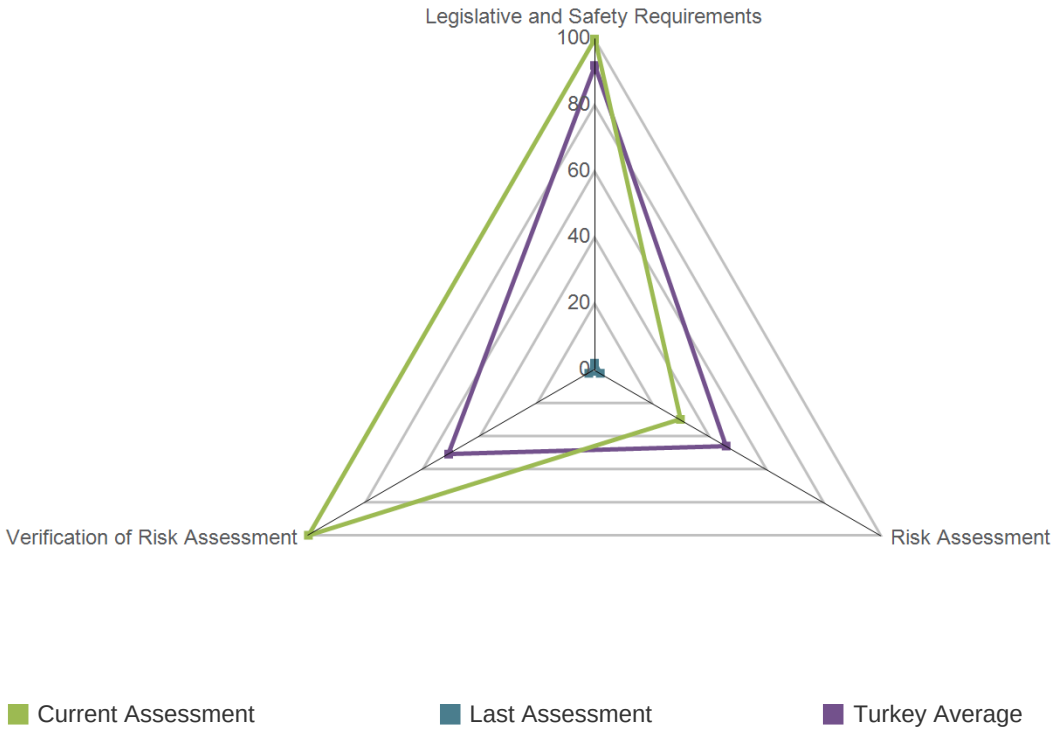
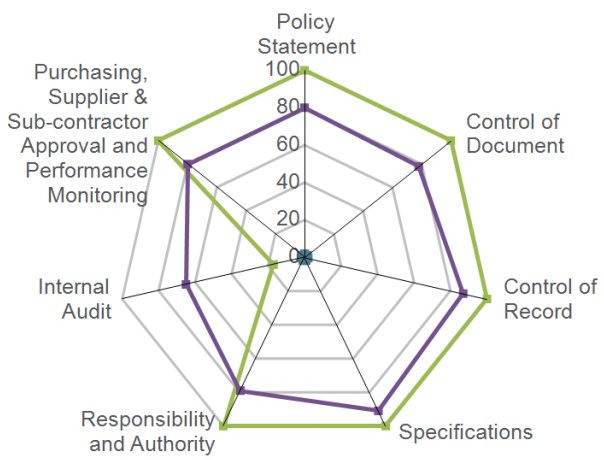
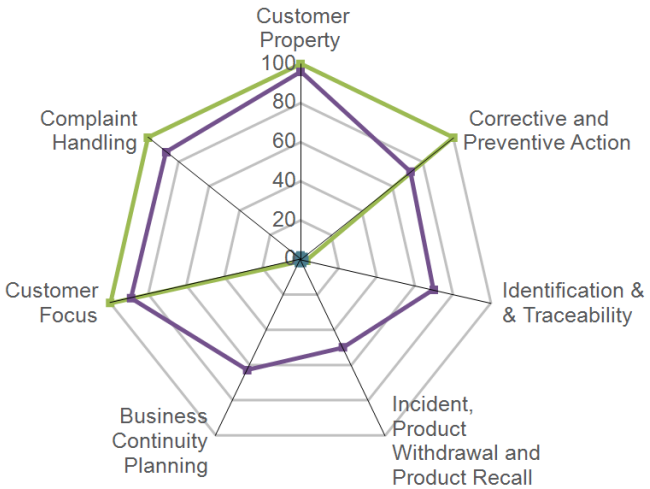
V. Sub Section Comparison Benchmark: Risk Management



VI. Sub Section Comparison Benchmark: Quality Management System





Current Assessment Last Assessment Turkey Average

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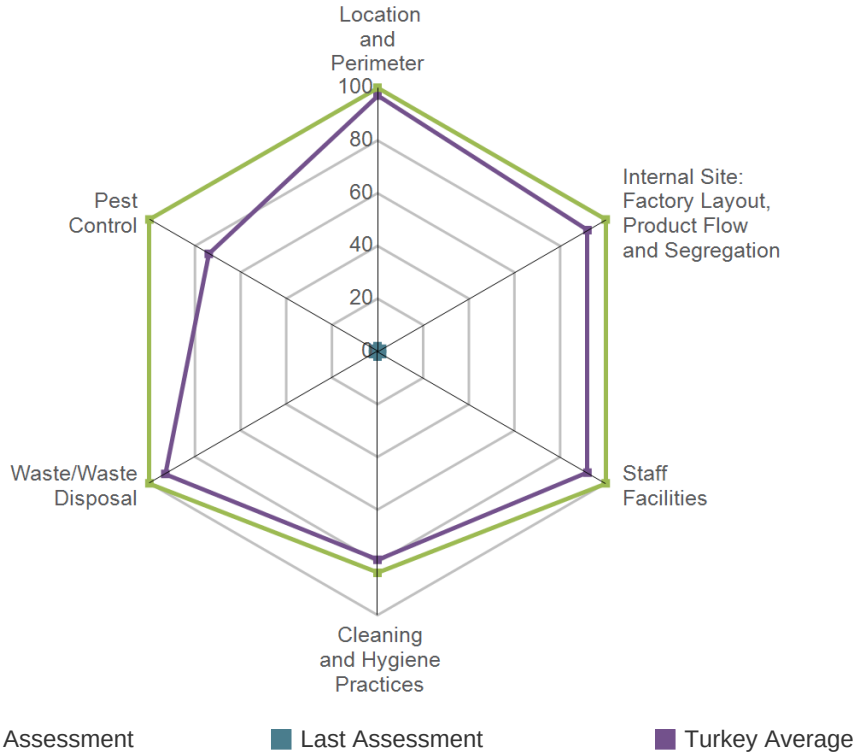
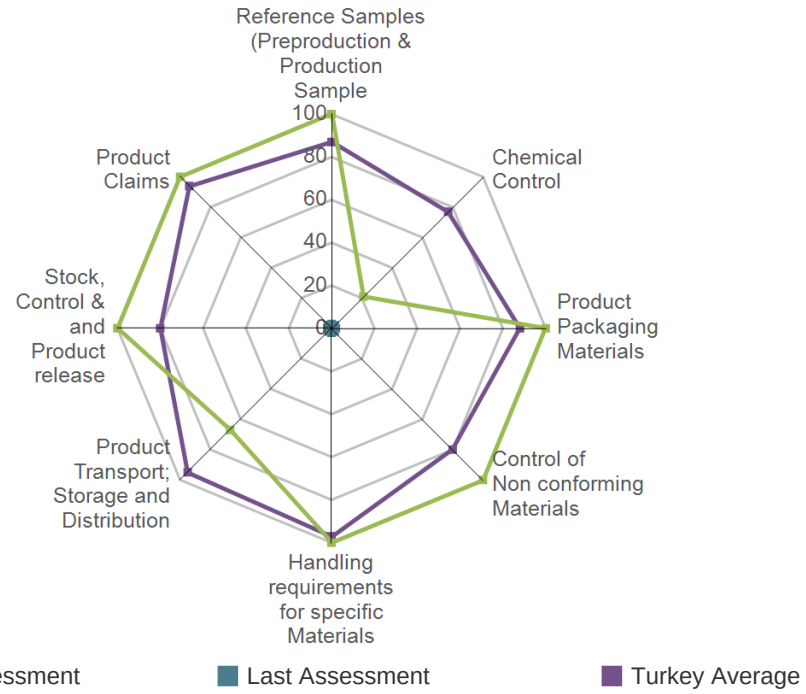
VII. Sub Section Comparison Benchmark: Site and Facilities Management



VIII. Sub Section Comparison Benchmark: Product Control



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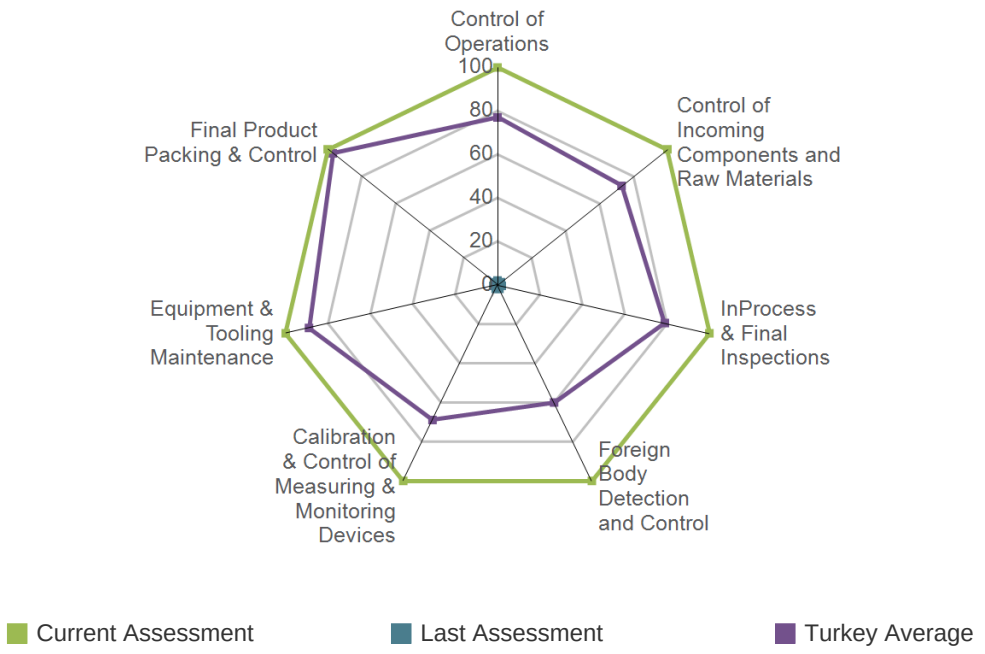
IX. Sub Section Comparison Benchmark: Process Control



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X.Key Strengths and Challenges

Facility Strengths	Rating	Global Freq. of Compliance%
Head and facial hair is fully contained where there are product contamination risks.	Moderate	46%
There is documented testing procedure/programme established for each product or a group of similar products.	Moderate	58%
The company protects the light-bulbs and strip lights including those on electric fly-killer units when they constitute a risk to the products.	Minor	59%
Personnel, who have a direct effect on the product safety, quality or legality, are trained on risk assessment procedures or outcomes as necessary for their activity.	Moderate	60%

Facility Challenges	Rating	Global Freq. of Compliance%
Where the product transported is susceptible to weather damage, vehicles are not loaded and unloaded in covered areas/bays to prevent the risk of contamination and damage.	Minor	99%
The company does not test its final products or the tests do not demonstrate that Hazardous Substances or SVHC are below the threshold value relating to the product safety regulations of the country in which the products are sold.	Major	95%
The company does not conduct internal audits at planned intervals.	Moderate	92%
No cleaning procedure is established for the building, utilities, plant and equipment.	Minor	92%
The company does not have a procedure outlining methods and responsibilities for notifying their customers and other relevant parties where circumstances arise that require product to be withdrawan or recalled from distribution.	Moderate	91%
No written guidance is available regarding the type of issue/event that would constitute a significant incident or emergency situation to the customer or consumer in terms of product safety, legality and quality.	Moderate	89%
The process risk assessment does not address policies on foreign body contamination.	Moderate	85%
Incoming materials and components do not have test reports or certificates of compliance to demonstrate presence of hazardous substances / Substances of Very High Concern (SVHC) are below the threshold value for the country of sale.	Moderate	82%
The company does not have a system to identify and trace raw materials through to finished goods, and vice versa.	Major	78%
The effectiveness of trainings are not evaluated.	Moderate	77%

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Top 10 Challenges For Hardlines Industry

Rating	Challenges	Facility Performance
Moderate	Head and facial hair is not fully contained where there are product contamination risks.	C
Moderate	Management review does not include risk management.	C
Moderate	Testing procedure/programme does not include test sampling plan.	C
Moderate	The process risk assessment does not identify the accept / reject limits defined for each control point.	NC
Moderate	The product risk assessment does not address user types.	NC
Major	The company does not have a system to identify and trace raw materials through to finished goods, and vice versa.	NC
Moderate	Sharp tools are not permanently attached to benches.	C
Major	The company did not implement risk management systems based on a systematic risk assessment system to assure product safety legality and quality.	C
Moderate	The product risk assessment does not determine the possible Hazard/Risk identification.	C
Moderate	The process risk assessment does not address the manufacturing parameters.	NC

Top 10 Challenges For Turkey

Rating	Challenges	Facility Performance
Major	The company did not implement risk management systems based on a systematic risk assessment system to assure product safety legality and quality.	C
Moderate	The company does not establish a product risk assessment for each product or a group of similar products.	NC
Moderate	The company does not have a procedure outlining methods and responsibilities for notifying their customers and other relevant parties where circumstances arise that require product to be withdrawan or recalled from distribution.	NC
Moderate	Management review does not include risk management.	C
Moderate	Sharp tools are not permanently attached to benches.	C
Moderate	No written guidance is available regarding the type of issue/event that would constitute a significant incident or emergency situation to the customer or consumer in terms of product safety, legality and quality.	NC
Moderate	The company does not conduct process risk assessment of hazards potentially introduced during the production, packaging or storage processes for its products.	NC
Moderate	Verification of risk assessment is not carried out prior to production.	C
Moderate	Technical dossier or package does not include risk assessment.	C
Moderate	The company does not conduct internal audits at planned intervals.	NC

C	Compliance	**NC**	Non Compliance

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XI. Opportunities for Improvement

Performance Rating

58%

Section: Risk Management

SubSection: Risk Assessment

Current (30-Apr-2020)	Last (NA)	ID	Findings	Global Freq. of Compliance %
Minor	N/A	24.00	The company establish a product risk assessment but it does not completely cover the necessary elements. *The company establish a product risk assessment but it does not completely cover the necessary elements such as user types and product use.*	26%
Moderate	N/A	26.01	• The product risk assessment does not address user types. *The product risk assessment does not address user types (e.g., new born, young children, vulnerable people i.e., elderly, disabilities)*	72%
Moderate	N/A	26.02	• The product risk assessment does not address product use. *The product risk assessment does not address product use (e.g., behaviour, durability, user awareness, information and advice)*	75%
Minor	N/A	28.00	The company conduct process risk assessment of hazards potentially introduced during the production, packaging or storage processes but it does not completely cover the necessary elements. *The company conducts process risk assessment of hazards potentially introduced during the production, packaging or storage processes but it does not completely cover the necessary elements such as manufacturing parameters, calibration of equipment, foreign body contamination.*	22%
Moderate	N/A	29.01	• The process risk assessment does not address the manufacturing parameters. *The process risk assessment does not include manufacturing parameters such as pressure, time, temperature*	71%
Moderate	N/A	29.04	• The process risk assessment does not address calibration of equipment. *The process risk assessment does not include calibration of equipment*	73%
Moderate	N/A	29.05	• The process risk assessment does not address policies on foreign body contamination. *The process risk assessment does not include foreign body contamination (e.g. needles, metal, glass and brittle plastics)*	85%
Moderate	N/A	30.03	• The process risk assessment does not identify the accept / reject limits defined for each control point. *Accept / reject limits are not defined in risk assessment for each control point*	73%

48%

Section: Quality Management System

SubSection: Internal Audit

Current (30-Apr-2020)	Last (NA)	ID	Findings	Global Freq. of Compliance %
Moderate	N/A	63.00	The company does not conduct internal audits at planned intervals. *Internal audit has not been performed yet. The internal audit is planned for June 2020.*	92%

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SubSection: Identification & Traceability

Current (30-Apr-2020)	Last (NA)	ID	Findings	Global Freq. of Compliance %
Moderate	N/A	85.00	The company does not establish a system to clearly identify the lots/batches of materials during all stages of receipt, production, storage and dispatch. *Majority of the raw materials, packaging materials, semi-finished products, part-used materials, finished products, re-work, and non-conforming materials are not clearly identified.*	47%
Moderate	N/A	90.00	Finished products (including re-work) do not have a full traceability from raw materials source to the customer, or vice versa. *The facility's own-brand products do have full traceability from raw materials source to the customer, and from the customer to the raw material source. However, for customer branded products the facility uses lot numbers that are required by the customer. There is no any other traceability number on these products. On the audit day, the Auditor could not perform traceability for customer brand products.*	67%
Minor	N/A	91.00	The effectiveness of the traceability system regularly are not tested, at least annually. *The effectiveness of the traceability system is not regularly tested.*	57%
Major	N/A	92.00	The company does not have a system to identify and trace raw materials through to finished goods, and vice versa. *The facility does not have a traceability system.*	78%

SubSection: Incident, Product Withdrawal and Product Recall

Current (30-Apr-2020)	Last (NA)	ID	Findings	Global Freq. of Compliance %
Moderate	N/A	93.00	The company does not have a procedure outlining methods and responsibilities for notifying their customers and other relevant parties where circumstances arise that require product to be withdrawan or recalled from distribution. *There is no documented product recall and withdrawal procedure.*	91%
Minor	N/A	94.00	The company does not have a written agreements/consensus in place with relevant parties in the supply chain regarding the product withdrawal/recall. *There is no written agreements or e-mail communication with the suppliers/sub-contractors (including the logistic contractors) require support in case of product withdrawal/recall.*	65%
Moderate	N/A	95.00	No written guidance is available regarding the type of issue/event that would constitute a significant incident or emergency situation to the customer or consumer in terms of product safety, legality and quality. *There is no written guidance/a list to identify the type of issue/event (e.g., hazardous substances in the shipped products exceed the legal limit, or suspected contamination in the shipped products) that would constitute a significant incident or emergency situation to the customer or consumer*	89%

SubSection: Business Continuity Planning

Current (30-Apr-2020)	Last (NA)	ID	Findings	Global Freq. of Compliance %
Minor	N/A	100.00	The company does not have a business continuity plan in the event of major incidents/threats such as disruption to key services (e.g. water, power, staff availability, key equipment failures and customer/field returns), flood, fire, natural disaster, malicious contamination or sabotage. *There is no documented business continuity plan*	75%

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96% Section: Site and Facilities Management

SubSection: Cleaning and Hygiene Practices

Current (30-Apr-2020)	Last (NA)	ID	Findings	Global Freq. of Compliance %
Minor	N/A	147.00	No cleaning procedure is established for the building, utilities, plant and equipment. *There is no documented cleaning procedure*	92%

52% Section: Product Control

SubSection: Chemical Control

Current (30-Apr-2020)	Last (NA)	ID	Findings	Global Freq. of Compliance %
Moderate	N/A	202.00	Incoming materials and components do not have test reports or certificates of compliance to demonstrate presence of hazardous substances / Substances of Very High Concern (SVHC) are below the threshold value for the country of sale. *Incoming materials and components do not have test reports or certificates of compliance to demonstrate the presence of hazardous substances / Substances of Very High Concern (SVHC) are below the threshold value for the country of sale.*	82%
Major	N/A	203.00	The company does not test its final products or the tests do not demonstrate that Hazardous Substances or SVHC are below the threshold value relating to the product safety regulations of the country in which the products are sold. *Test reports of final products do not demonstrate they are free of hazardous substances or SVHC are below the threshold value of the country in which the product will be sold.*	95%

SubSection: Product Transport; Storage and Distribution

Current (30-Apr-2020)	Last (NA)	ID	Findings	Global Freq. of Compliance %
Minor	N/A	230.00	Where the product transported is susceptible to weather damage, vehicles are not loaded and unloaded in covered areas/bays to prevent the risk of contamination and damage. *Loading/unloading area is not covered.*	99%

58% Section: Personnel Training and Competency

SubSection: Personnel Training and Competency

Current (30-Apr-2020)	Last (NA)	ID	Findings	Global Freq. of Compliance %
Moderate	N/A	723.00	The effectiveness of trainings are not evaluated. *The effectiveness of trainings are not evaluated.*	77%

Recommendation for Improvement Plan Timeline

Finding Rating	Improvement Timeline
Major	Take action within **0 ~ 1 month** to make necessary improvements
Moderate	Take action within **0 ~ 3 months** to make necessary improvements
Minor	Take action within **0 ~ 6 months** to make necessary improvements

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