Audit report

Audit report relating to a windows and doors product according to European standard(s) EN 14351-1

Report number	89225053-01
Report date	22 October 2024
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Client	Viewmax Windows and Doors Co., Ltd No.297, Hua Xin Road, Yang Gu County, Liao Cheng City, Shandong Province 252300 P.R.China
Number of pages	13
Type of audit	Initial audit
Audit date(s)	26 August 2024 ~ 27 August 2024
Head office/primary location	No.297, Hua Xin Road, Yang Gu County, Liao Cheng City, Shandong Province, 252300 P.R.China
Audited location	No.297, Hua Xin Road, Yang Gu County, Liao Cheng City, Shandong Province, 252300 P.R.China

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Table of contents:

1 Summary and conclusion

1.1 Purpose of the audit

The audit has been performed in order to establish whether or not the production process meets the requirements of the applicable European product standard(s) as mentioned in the title of this report.

1.2 General impression

This report records the result of an audit performed regarding CE marking of windows and doors products. The requirements are defined in Regulation (EU) 305/2011 (the Construction Products Regulation-CPR), the windows and doors products mandate and the applicable technical specification, i.e. the EN standard(s).

The audit has been performed at the manufacturing site and includes the assessment of relevant manufacturer's documentation, production processes and organisational requirements.

The audit was performed at:
Viewmax Windows and Doors Co., Ltd
No.297, Hua Xin Road, Yang Gu County, Liao Cheng City, Shandong Province, 252300 P.R.China

The audited company shows a good level of control over the production processes, organization, equipment and personnel, including health and safety measures.

The company has shown to have a very open and clear control system implemented and running.

1.3 Summary of findings

The Lead Auditor has studied and judged the management system on the basis of coherence and conformity with the product standard(s).

During the audit, the audit team noted the following findings:

Number of Non-conformities (N)	: 2
Number of Remarks (R)	: 2
Number of Observations (O)	: 0

1.4 Conclusion

On the basis of the results of this audit, several findings have been found that need corrective actions. These should be documented and responded to TÜV Rheinland, TÜV Rheinland can then make the final conclusion towards compliance with the product standard(s).

The recommendation of the Lead Auditor is checked by the certification manager who then advises the general manager of TÜV Rheinland Nederland B.V. concerning the establishment of a formal decision regarding the issuance or non-issuance of the certificate and the audit frequency.

1.5 Deviations

Identification or brief description of possible deviations from, additions to or exclusions from the agreed scope and procedures, if applicable.

No deviations from, additions to or exclusions from the agreed scope and procedures.

2 Data regarding applicant and manufacturer

2.1 Applicant and application

Data regarding the organization

Name	Viewmax Windows and Doors Co., Ltd
Address	No.297, Hua Xin Road, Yang Gu County,
Postal code + City	Liao Cheng City, Shandong Province,
Country	252300 P.R.China
Application (date of certification contract)	March 06, 2024

2.2 Manufacturer

Data regarding the manufacturer

Name	Viewmax Windows and Doors Co., Ltd
Address	No.297, Hua Xin Road, Yang Gu County,
Postal code + City	Liao Cheng City, Shandong Province,
Country	252300 P.R.China

2.3 Scope of certification

The scope of the certification audit was:

Windows and doors products according to EN 14351-1

produced at
Viewmax Windows and Doors Co., Ltd
No.297, Hua Xin Road, Yang Gu County, Liao Cheng City, Shandong Province, 252300 P.R.China

Exact compositions and possibilities are defined in the product descriptions of Viewmax Windows and Doors Co., Ltd.

2.4 Changes in the organization

C: Not applicable since this was the first visit.
C: The organizational structure of the audited company was shown including the names of the key persons.
All persons with certain responsibilities or working in one of the product families are mentioned in the organization chart. The organization and personal scheme was shown.

2.5 Type of audit

Type of audit	Initial audit
Audit data	26 August 2024 ~ 27 August 2024
Visited location(s)	No.297, Hua Xin Road, Yang Gu County, Liao Cheng City, Shandong Province, 252300 P.R.China

2.6 The audit team

The audit team consisted of	
(Lead-) auditor	Alex Gu

2.7 Participants from the organization

The names of the participants representing the organization are included in the audit programme in the following table:

Name	Position	Department / location
Ms. Wang Yinjie	Quality Manager	No.297, Hua Xin Road, Yang Gu County, Liao Cheng City, Shandong Province, 252300 P.R.China
Mr. Liu Qiang	Coordinator	

During the entire visitation to the organization, the person responsible for the management system and his/her team were present and available for support and assistance of the audit team. During the audit, the auditor was not in any way hindered from doing the work.

2.8 Documentation

The following reference documentation was used:

- NB-CPD-AG-03-004r2-checklists for ITT and FPC
- NB-CPR-AG-03-002r3-Guidance on AVCP under CPR
- ITT report No. 89224835-01/02/03 and 89224568-01/02
- Quality control manual No. VM-SC-2020

- Standards
    - EN 14351-1 [1]

Quality manual of Viewmax Windows and Doors Co., Ltd, for the production of windows and doors products according to the following documents:

Organization scheme
Quality procedures
Standard forms
FPC with Production reports
Calibration/Equipment documentation system
Equipment maintenance system
Management review plan and report
Internal audit plan and report
Personal training plan and record
NC products records

3 Results

3.1 Findings
Appendices 1 and 2 contain a summary of the standard-related findings of the audit team. The findings are classified as follows.

C = Conformity: complying with the requirement
N = Non-conformity: not complying with the requirement
R = Remark: improvement and/or corrections are needed. If no improvement/corrections are implemented, then this will lead to Non-conformities
O = Observation: an opportunity for improvement

The information used in the audit findings is based upon observed facts. This was confirmed by the Lead Auditor during the final meeting.

Established findings:

Non-Conformities:
N1: Equipment ID of some QC inspection machines are not shown.
N2: One hardness meter is not calibrated on time.

Remarks:
R1: CE mark template is not shown.
R2: DoP template is not shown.

3.2 Verification of findings from the previous inspection(s)
During the verification of the findings from the previous audit, the following issues were identified:
- None (Initial audit, not applicable since no previous audit was done).

3.3 Observations
While studying the documentation and during review of the conducted implementation investigation, the audit team didn’t note some points for improvement. If there are some, they should be considered as comments from specialists and are not assigned an explicit rating nor are they advisory in nature.
O1: n.a.

3.4 Audit in Production
This chapter contains relevant observations recorded during the audit.

3.4.1 Introduction
C: The audit in production was based on the bottom up principle, following the process flow from incoming materials to the finished product.
Specific questions related to the technical files have been asked and verified as specified in the NB-CPD-AG-03-004r2-checklists for ITT and FPC, NB-CPR-AG-03-002r3-Guidance on AVCP under CPR
Audit checklists and the checklists for the relevant standards. The results can be found below.

3.4.2 Incoming materials
C: The reception of raw materials has been seen including storage and marking. All deliveries are checked on delivery against order forms for description, quantities, dimensions and various other checks as per factory production control. Test reports from the suppliers are available.
From all the incoming materials the delivery papers with information, are forwarded to the QC department where this information is registered.

Shown: Incoming materials in-out records on computer during July 2024.
Shown: Incoming materials inspection records during July 2024 on form VM-JL-8.6-ZJ-03 and VM-JL-8.6-ZJ-08.

3.4.3 Process control

C: The cutting process is well controlled. All products are visually checked and every shift dimensions are taken and recorded.
The cutting process is demonstrated to the auditor.
The dimensions after cutting are measured with calibrated tape rulers. The tape rulers are self-calibrated, self-calibration records are checked.

Shown: Cutting checking records is random selected and checked by the auditor.

C: Machining process is done according to the FPC. This has been demonstrated to the auditor and recorded.

Shown: quality checking records is random selected and checked by the auditor.

C: The installation process of frames is controlled via standard programs per type of product and the actual thickness.

Shown: quality checking records is random selected and checked by the auditor.

C: Fabrication process is done according to PFC. This has been demonstrated to the auditor and recorded.

Shown: quality checking records is random selected and checked by the auditor.

3.4.4 Control of finished products/Evaluation of conformity of the product families

C: QC inspection for finished products are conducted on every window.

Shown: Finished products inspection records during July 2024.
Shown: Products delivery records during July 2024.
Shown: Finished products inspection SOP on form VM-GL-ZJ-05-2022, VM-GL-ZJ-06-2022 and VM-GL-ZJ-08-2022

3.4.5 Marking and labelling

R: Template of CE Marking is not shown. Other labeling is checked and recorded on forms during packaging.
C: Green labels are used for acceptable units and red labels are used for rejected units.

3.4.6 Calibration & maintenance

C: The calibration of measuring equipment has been checked. All equipment that needs to be calibrated has a unique reference number and is stored in an order. This system contains calibration dates, calibration frequencies, names, descriptions, the reference number, and calibration certificates.
All new equipment is communicated with the quality management where it will be booked in the order and marked with a unique reference number before it will be used. Some calibration reports are random checked.

Shown: Equipment list 2024 with series number, type and calibration frequency for the monitoring and measuring devices.
Shown: Calibration report of tape measure (5m), no. NHJL2404KS09-012.
Shown: Calibration report of physical performance test machine of doors and windows (CWWS-3030), no. NHJL2404KS09-005.
Shown: Calibration report of temp.&R.H. meter (htc-1), no. JH20240327083003.

N: Equipment ID of some QC inspection machines are not shown.

N: One hardness meter is not calibrated on time.

C: Maintenance of production equipment is performed at defined intervals according planning and when additionally necessary.

Shown: Equipment & machinery list including maintenance plan for 2024 on form VM-JL-7.1.3-SC-02
Shown: Equipment & machinery maintenance records on VM-JL-6.3-SC-03
Shown: Equipment / machinery daily check list

3.4.7 Personnel

C: The training and qualification of personnel has been discussed.
The training plan is shown. New workers are trained 'on the job', but also special courses on tempering and laminating, safety and quality are organized for (new) personnel.

Shown: Training plan of 2024 on form VM-JL-7.1.2-RL-01
Shown: Training records on form VI-JL-ZJ-12
Shown: Evaluation records including exam scores after training

3.4.8 Non-conforming products

C: The treatment of non-conforming materials and (intermediate-) products has been discussed on site.
The non-conforming products are removed from the production lines and placed on a frame in a separate area that is clearly marked.

Shown: NC reports during May - July.
Shown: Control of Non-conforming items procedure on document VM-GL-ZJ-04-2022.

3.4.9 Management involvement

C: A complete management overview and minutes with data related with production, product quality, rejects, issues, safety, improvements and other information has been shown.
C: Specific items are discussed in frequent meetings. There are held several meetings in different assemblies. Examples of meetings are: Daily production meeting (Changes in raw materials, maintenance, calibration, training Plans, quality and production issues), monthly department meeting (changes, complaints, feedback) and others.

C: Management review was performed by Viewmax Windows and Doors Co., Ltd, on August 07, 2024.
C: Internal audit was performed by Viewmax Windows and Doors Co., Ltd, from June 05, 2024 to June 06, 2024. The internal audit is organized each year and is performed by internal auditors.

Shown: Management review plan 2024 on document VM-JL-9.3-RL-01.
Shown: Management review meeting record on document VM-JL-9.3-RL-03.
Shown: Management review meeting report on document VM-JL-9.3-RL-02.
Shown: Internal audit plan on document VM-JL-9.2-RL-01.
Shown: Internal audit check list on document VM-JL-9.2-RL-02.
Shown: Internal audit NC reports.

4 References

1. European standard EN 14351-1:2006+A2:2016 (E).
   Windows and doors – Product standard,
   performance characteristics – Part 1: Windows and external pedestrian doorsets,
   European Committee of Standardization, September 2016.

5 Signatures

Lead auditor	Signature
Alex Gu Auditor	Alex Gu
Peer review	Signature
Mr. M.A.A.M. Schets Senior Expert	15-11-2024 X Ondertekend door: Marc Schets

Appendix 1, Audit program

Manufacturer	**Viewmax Windows and Doors Co., Ltd**	**Auditor Assistant**	**Mr. Alex Gu**
Location	No.297, Hua Xin Road, Yang Gu County, Liao Cheng City, Shandong Province, 252300 P.R.China	Product(s)	Doors and windows products
Date	26 August 2024 ~ 27 August 2024	Standard(s)	EN 14351-1

start **Introduction**
Confidentiality of visitors
- Definition of the program
- People involved
- Products and standards involved
- Standards applicable (scope)
- Documentation used and explanation

h **Organisational structure (including responsible persons)**
General Layout of production inspection (orientation in production)
Definition of raw materials

h **Inspection in production (in regard to the F.P.C. tables)**
- Incoming materials (acceptance and release)
- Process controls
- Controls of finished products
- Marking and labelling
  * During the production inspection traceability and treatment of non-conforming product in production will be handled.

h **Registrations of raw materials and controls performed**
- Glass components
- Other components (e.g. profiles, sealant…)

h **Calibration of measuring equipment and maintenance**

h **Personnel**
- Training and education
- Responsibilities and authorities

h **Non-conforming products (prevention of being used or placed on the market)**
- Before and during production
- Finished products
- Reclamations

h **Management involvement**
- Internal audits (initiation of actions, corrective or preventive)
- Management review (effectiveness of the quality system)

Finish **Summary of the observations**

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Appendix 2, Audit planning and registration of Conformity / Non-conformity

Company: Viewmax Windows and Doors Co., Ltd **Department(s):** No.297, Hua Xin Road, Yang Gu County, Liao Cheng City, Shandong Province, 252300 P.R.China **Date:** 26 August 2024 ~ 27 August 2024 **CE requirements for windows and doors products** **Type of products: several**		QMS documentation	Management	Q- Manager	Personnel	Windows & doors products	Records	Conform (C) or (NC)	Remarks (R)
A	**QUALITY MANAGEMENT SYSTEM**	**X**	**X**	**X**				**C**	
A 1	Factory Production Control Requirements	**X**	**X**	**X**				**C**	
A 1.1	General	**X**	**X**					**C**	
A 1.2.1	Responsibility and authority	**X**		**X**				**C**	
A 1.2.2	Management Representative for FPC	**X**	**X**					**C**	
A 1.2.3	Management review	**X**						**C**	
A 1.3	Control system	**X**	**X**	**X**				**C**	
A 1.3.2	**Personnel**	**X**	**X**	**X**				**C**	
A 1.3.3	**Documentation**	**X**		**X**		**X**		**c**	
a)	Organisational structure, responsibilities	**X**		**X**		**X**		**C**	
b)	Procedures for incoming materials	**X**		**X**		**X**		**C**	
c)	The manufacturing, production control and actions	**X**		**X**		**X**		**C**	
d)	Inspections before, during and after production	**X**		**X**		**X**		**C**	
e)	Records of inspections, tests and assessments	**X**		**X**		**X**		**C**	
f)	Records of NC's and actions taken	**X**		**X**				**C**	
g)	Archive	**X**						**C**	
A 1.3.4	Test equipment and calibration	**X**						**N**	
A 1.3.5	Inspection and testing, including frequencies	**X**		**X**		**X**		**C**	
A 2	**Marking**	**X**		**X**		**X**		**C**	**R**
A 3	**Inspection and testing tables of production**	**X**		**X**		**X**		**C**	
A 3.1	Handling NC incoming material					**X**		**C**	
	Handling NC finished products	**X**						**C**	
	Records of NC's (and claims)			**X**		**X**		**C**	
A 3.2	**Proxy testing**					**X**		**C**	
T A.1	**Inspection tables (see manufacturers doc)**	**X**						**C**	
	Topics, methods, requirements, frequencies, records							**C**	
G.1	Identification and Traceability	**X**		**X**				**C**	
G.2	Internal Audit	**X**						**C**	

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Company: Viewmax Windows and Doors Co., Ltd **Department(s):** No.297, Hua Xin Road, Yang Gu County, Liao Cheng City, Shandong Province, 252300 P.R.China **Date:** 26 August 2024 ~ 27 August 2024 **CE requirements for windows and doors products** **Type of products: several**		QMS documentation	Management	Q- Manager	Personnel	Windows & doors products	Records	Conform (C) or (NC)	Remarks (R)
G.3	Corrective Action	**X**						**C**	
G.4	Preventive Action	**X**						**C**	
P	Post processing (when relevant)							**C**	
S	Specific procedures / information								
S.1	Site specific procedures			**X**				**C**	
S.2	Work instructions	**X**						**C**	
S.3	External material control								
S.4	Consistency General and Site specific documentation	**X**						**C**	
S.5	External product control						**X**	**C**	
S.6	…								
S.7	…								
		X	**X**	**X**				**C**	
	Availability of ITT results	**X**	**X**	**X**				**C**	
	Performed by…								
	Performed by…								
	Performed by…								
1	**SCOPE OF AUDIT CLEAR AND ACCURATE**	**X**						**C**	

X = planned or intended
O = carried out

C = Conformity
N = Non-conformity
R = Remark (improvement/corrections needed)
O = Observation (opportunity for improvement)

End of this report.