

Assessment Report

IMS Nederland B.V.

Assessment dates 06/12/2017 to 06/12/2017
Assessment location 3334 KC Zwijndrecht (000)
Report Author Ali Yeganeh



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Executive Summary

The organization has put effort in place to achieve certification for Kitemark in order to be able to export products to UK market. This aligns with the strategic direction of the organization in a fully extent.

Assessment objective, scope and criteria

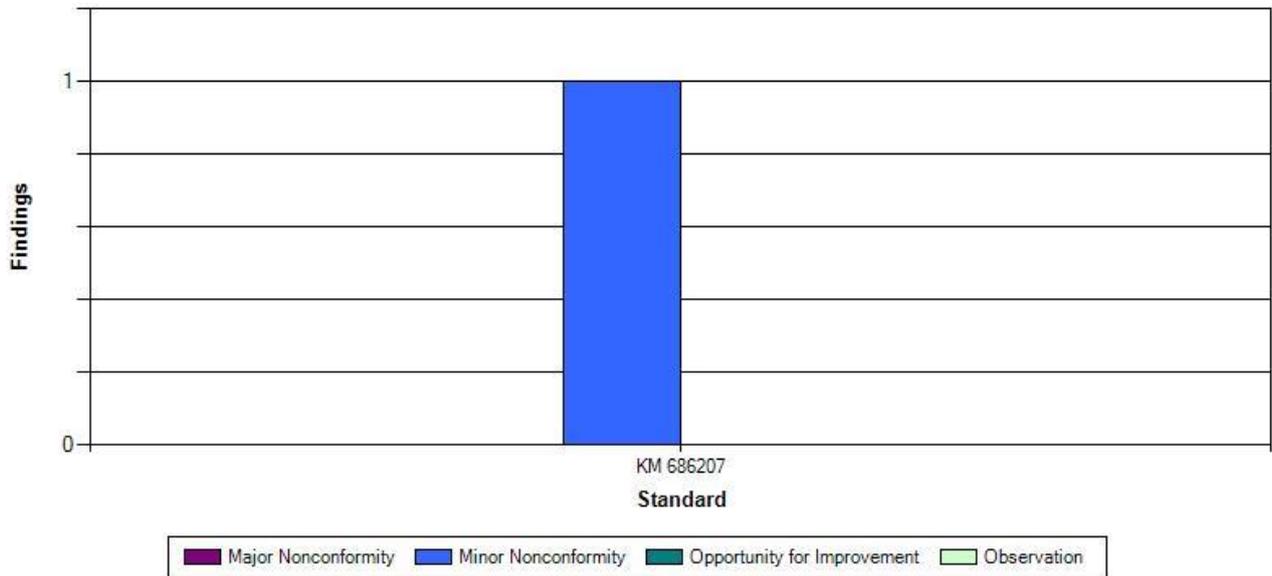
The objective of the assessment was to conduct a certification assessment to ensure the elements of the proposed scope of registration and the requirements of the management standard are effectively addressed by the organisation's management system and to confirm the forward strategic plan.

If this visit is part of a multi-location assessment, the final recommendation will be contingent of the findings from all assessments.

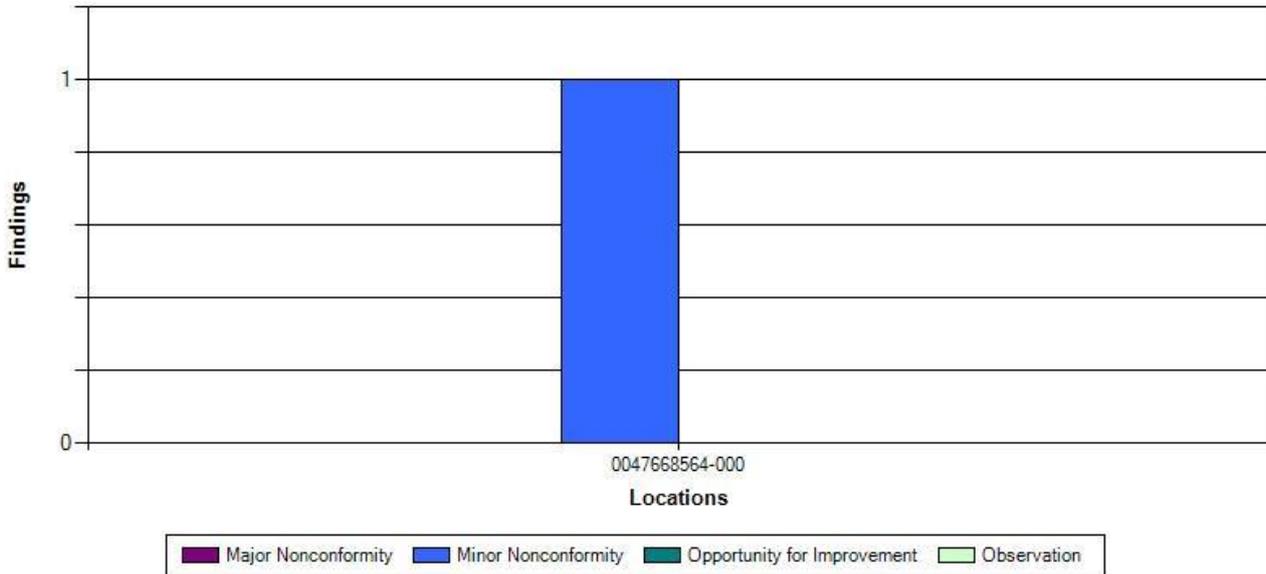
The scope of the assessment is the documented management system with relation to the requirements of PP937 and BS6180 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

NCR Summary

Which standard(s) BSI recorded findings against



Where BSI recorded findings



Definitions:

Nonconformity
Non-fulfilment of a requirement.

Major nonconformity
Nonconformity that affects the capability of the management system to achieve the intended results.
Nonconformities could be classified as major in the following circumstances:
- If there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements;
- A number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.

Minor nonconformity
Nonconformity that does not affect the capability of the management system to achieve the intended results.

Opportunity for improvement
It is a statement of fact made by an assessor during an assessment, and substantiated by objective evidence, referring to a weakness or potential deficiency in a management system which if not improved may lead to nonconformity in the future. We may provide generic information about industrial best practices but no specific solution shall be provided as a part of an opportunity for improvement.

Assessment Participants

Name	Position	Opening Meeting	Closing Meeting	Interviewed (processes)
Bert Wijbenga	Advisor SB-Railing	X	X	X
Rick Wigleven	Quality and Finance manager			X
Ronald Van den Berg	Warehouse manager			X

Assessment Findings

The assessment was conducted on behalf of BSI by

Name	Position
Ali Yeganeh	Team leader

Assessment conclusion and recommendation

The audit objectives have been achieved and the certificate scope remains appropriate. The audit team concludes based on the results of this audit that the organization does fulfil the standards and audit criteria identified within the audit report and it is deemed that the management system continues to achieve its intended outcomes.

RECOMMENDED - Corrective Action Plan Required ('Minor' findings only): The audited organization may be recommended for certification / continued certification, based upon the acceptance of a satisfactory corrective action plan for all 'Minor' findings as shown in this report. Effective implementation of corrective actions will be reviewed during the next surveillance audit.

Please submit a plan to BSI detailing the nonconformity, the cause, correction and your proposed corrective action, with responsibilities and timescales allocated. The plan is to be submitted no later than 20/12/2017 by e-mail or fax to the correspondence address below, referencing the report number, or through the BSI Assurance Portal if this is enabled for your account.

Use of certification documents, mark / logo or report

The Kitemark logo is not applied awaiting registration.

Findings

The scope: Glass balcony panels, type SB-O2 and SB-A2
0.5, 1, 2 and 3 kN/m

The following models are manufactured. However the current application is asked for the SB-O and SB-A models.

	SB-OS	SB-O	SB-A	A1S
0,5	X			
1	X	X	X	X
2		X	X	
3		x	X	

Quality management system:

A ISO9001:2015 valid certificate is issued by DNV. No remarks were made during the last visit.

Internal audits:

The internal audits are performed by use of Produktauditbericht. A number have been sighted. The quality is from good level.

CSTB has performed a test per May 2017 where by the durability requirements. The models SB-O 0,5 S and SBO1S SBO 1 and A1 are tested. The results were satisfactory.
SKG-IKOB in Netherlands 15/2/2017 conform NEN-EN 1991-1-1 + C1/Nb type SB-O 0,5 tested 0,5 Kn/m. The conclusion made that the test fulfilled the requirements of the Construction decree.

Assessment Schedule Clause	Content	Comments
4	Materials & Components methods of design and construction (See also clauses 810 and 14)	The bill of material per model is advisable. An incoming inspection is performed at the warehouse on the basis of CMR and accompanied transport relevant information. A additional check is done during the internal audits sample based. See the NCR. A table with structural checks as a part of quality plan should be considered. The quality of used aluminium was not clearly stated in any documentation or quality plan.
5	Preliminary considerations	No remarks made.

6	Design Criteria	No remarks.
6	Design Criteria (Including testing to Table 2 Minimum UDL /point loads and deflection to 6.4.1)	The design has been tested by a number of institution e.g. CSTB. The requirements of the table have been met.
8	Glass	This requirements could not be checked as IMS does not deliver Glass.
10	Metals	See NCR. The conformation showed from the supplier that Alloy EN AW 6060 (EN 573-3) was used. Check the requirements from BS EN 1999 in relation herewith and document this as a part of your quality plan.
14	Installation	This requirements could not be checked as IMS does not deliver Glass.

Observation:

The installation instruction does not give any clear guidance with regard to the use of suitable anchors. Consider to dictate the mandatory size and quality to be used for installation.

Minor (1) nonconformities arising from this assessment.

Ref. no	1568697-201712-N1
Area/Process	
Clause	Kitemark general
Scope	KM 686207
Certificate Standard	
Category	Minor
Justification for the NCR category	.

Statement of non conformance:	A quality plan demonstrating all relevant monitoring of the requirements of BS6180 is not available.
Clause requirements	The quality plan must be maintained ensuring that all steps in delivery process have been executed according the standard.
Objective evidence	A number of work instructions such as incoming and outgoing goods are available as a part of the quality system, however a structural set up is demonstrable in a way that the demands from the standard applicable for components used are sorted out and accordingly checked. The quality of aluminium alloy used against the clause 10 could not be demonstrated upon request.
Cause	
Correction / containment	
Corrective action	

Our next steps

Next Visit Plan

Date	Auditor	Time	Area/Process	Clause
	A.Yeganeh	9.00	Start and intro	
		9.15	Quality management system Internal audit Complaints	
		11.00	Design control	
		12.15	Lunch	
		13.00	Warehouse	
		15.00	Report	

Next visit objectives, scope and criteria

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organization within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Your next steps

NCR close out process

There were no outstanding nonconformities to review from previous assessments.

A minor nonconformity requiring attention was identified. This, along with other findings, is contained within subsequent sections of the report.

A minor nonconformity relates to a single identified lapse, which in itself would not indicate a breakdown in the management system's ability to effectively control the processes for which it was intended. It is necessary to investigate the underlying cause of any issue to determine corrective action. The proposed action will be reviewed for effective implementation at the next assessment.

Please refer to Assessment Conclusion and Recommendation section for the required submission and the defined timeline.

How to contact customer service

'Just for Customers' is the website that we are pleased to offer our clients following successful registration, designed to support you in maximising the benefits of your BSI registration - please go to www.bsigroup.com/j4c to register. When registering for the first time you will need your client reference number and your certificate number (47668564/KM 686207).

Should you wish to speak with BSI in relation to your registration, please contact our Customer Engagement and Planning:

BSI Group The Netherlands BV
Thomas R. Malthusstraat 3C
PO Box 74103
1070 BC Amsterdam
Nederland
Tel: +31 (20) 3460780 Fax: +31 (20) 3460781
E-mail (for corrective action plans): msbeneluxreport@bsigroup.com

Appendix: Your certification structure & on-going assessment programme

Scope of Certification

KM 686207 ()

Protective Barrier Systems constructed from metal and glass

Certificate Scheme: BS 6180:2011

BSI Protocol number: PP937

Scheme manager: Ian Chamberlain

Assessed location(s)

The audit has been performed at Central Office, Permanent Locations.

3334 KC Zwijndrecht / KM 686207 ()

Location reference	0047668564-000
Address	IMS Nederland B.V. Gildenweg 21 3334 KC Zwijndrecht The Netherlands
Visit type	Stage 2 Audit
Assessment reference	8871704
Assessment dates	06/12/2017
Deviation from Audit Plan	No
No. of Full Time Equivalent Employees	40
Total No. of Effective Employees at the site	40
Scope of activities at the site	Main Certificate Scope applies.
Assessment duration	1 day(s)

Changes in the organization since last assessment

There is no significant change of the organization structure and key personnel involved in the audited management system.

No change in relation to the audited organization's activities, products or services covered by the scope of certification was identified.

There was no change to the reference or normative documents which is related to the scope of certification.

Product Certification

Scheme product certification protocol(s) and issue status:

PP937

Quality Management System (Quality plan) reference and issue status

ISO Quality management system.

Production of certified product since last assessment to Production of certified product or services since last assessment.

Models	Qty	Certification marks used	Seen in production/operation.
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Test(s) witnessed on assessment (attach data sheet(s) if available):

No

Certified product test data review.

Do test results compare satisfactorily with the latest type/audit test data?

N/a

There have been no changes to the certified products that the Certification (Scheme) Manager needs to be aware of.

Comments:

Notes

This report and related documents are prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report. If you wish to distribute copies of this report external to your organisation, then all pages must be included.

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This audit was conducted on-site through document reviews, interviews and observation of activities. The audit method used was based on sampling the organization's activities and it was aimed to evaluate the fulfilment of the audited requirements of the relevant management system standard or other normative document and confirm the conformity and effectiveness of the management system and its continued relevance and applicability for the scope of certification.

As this audit was based on a sample of the organization's activities, the findings reported do not imply to include all issues within the system.

Regulatory compliance

BSI conditions of contract for this visit require that BSI be informed of all relevant regulatory non-compliance or incidents that require notification to any regulatory authority. Acceptance of this report by the client signifies that all such issues have been disclosed as part of the assessment process and agreement that any such non-compliance or incidents occurring after this visit will be notified to the BSI client manager as soon as practical after the event.