Verizon NEBS^{TM} Compliance: Checklist for Initial FOC ITL and Supplier Lab Audit

Verizon Technical Purchasing Requirements

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CHANGE CONTROL RECORD:

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1	*3/30/2007*	Reissue	Document reissued and updated into new format.
* New, Add, Delete, Change, Reissue			

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1.0 PURPOSE

The purpose of this Verizon Technical Purchasing Requirement document is to provide Checklist for Initial FOC ITL and Supplier Lab Audit

2.0 SCOPE

FOC ITLs and Suppliers Labs

3.0 REFERENCES

PFOC Memo #15 Rev # 3	Declaration of Readiness by PFOC ITL to proceed with an Audit (Applicable to both: Supplier Lab Locations and ITL Lab Locations)

4.0 ACRONYMS

FOC	Fiber Optic Components
ITL	Independent Testing Laboratory

5.0 INITIAL FOC ITL OR SUPPLIER LAB AUDIT CHECKLIST

Checklist listed below and ISO 17025 standard are used as the audit criteria and guidelines for conducting the quality aspect of the initial audit. Only ITL's are required to be ISO 17025 registered, supplier labs should be in compliance with applicable sections of the document but are not required to be registered.

Initial Audit	Topics (ITL & Vendor)	Compliant (Y/N)	Comment
	Management Requirements		
I	Who is the single point of contact for the VNC ITL PFOC program?		
I	Is the test lab independent from the production dept?		
I	Provide an organizational chart		
I	Describe the roles and responsibilities of the Quality Assurance Mgr.		
I	Describe the roles and responsibilities of the Technical Mgr.		
I	Is there an appeals process in place? Used when results are contested.		
	Quality System		
I	Who is the Quality Assurance Manager?		
I	Does the QAM have access to senior mgmt to resolve conflicts?		
I	Is there a documented quality manual?		
I	What accreditations do the lab hold?		
I	Does the QAM state that Verizon requires all the test data be stored for 10 years?		
	Document Control		
I	Are policies and work instructions documented?		
I	Are policies and work instructions communicated?		
I	Are policies and work instructions implemented?		
I	Are policies and work instructions uniquely identified?		
I	Are policies and work instructions controlled?		
I	Are policies and work instructions accessible to employees?		
I	Are test plans controlled?		
I	Are reference standards controlled?		

Initial Audit	Topics (ITL & Vendor)	Compliant (Y/N)	Comment
I	Is there a policy and procedure that states "latest references shall be used"		
I	Are data collection sheets controlled?		
I	Are there any safeguards in the data collection system to prevent data tempering?		
	Non-Conformances		
I	Is there a Non-Conformance policy?		
I	Is there a Root Cause Action (RCA) registry?		
I	Is the RCA system automated or mechanized?		
I	Is there a Total Recall policy?		
I	Does the policy state that VNC must be informed?		
I	Is the RCA system monitored and reviewed by mgmt?		
	Contracts		
I	Is there a documented process for contract review		
I	Does the process address lab capabilities?		
I	Does the process address test appropriateness?		
I	Does the process address sub-contracted work?		
I	Does the process address contract deviations?		
I	Does the process address deliverables?		
	Audits		
I	Are regularly scheduled internal audits conducted?		
I	Provide proof of this?		

Initial Audit	Topics (ITL & Vendor)	Compliant (Y/N)	Comment
I	Obtain Records of CAR's and corrective actions		
I	Does the lab conduct quality audits of sub-contractor's facilities?		
I	Provide proof of a sub-contractor audit?		
I	Supplier audit minimum of every three years: assembly and test verified		
I	Is product under evaluation made in more than one location?		
I	Which GR is being addressed by this audit?		
I	Location of this audit		
I	Is the lab ISO-17025 accredited? Provide copy of the certificate.		
I	What other accreditations lab has? Provide copy of the certificates.		
	Technical Requirements		
I	Who are the Technical mgrs.?		
I	Is there a separate Program mgr.?		
I	Do you have access to reference standards documents?		
I	Is Gel Block used? Are Mandrills and /or terminators used?		
I	Are CLETOP cleaners used? Is > 99% alcohol used?		
I	Verify always latest reference standards are used?		
	Personnel		
I	Do you have job descriptions for each employee?		
I	Do you match the qualification of each employee with the job?		
I	How does the mgmt evaluate an employee's competence?		
I	Are training records for each employee on file? In Binders, with certificates		
I	How many employees are qualified to work on the ITL program?		

Initial Audit	Topics (ITL & Vendor)	Compliant (Y/N)	Comment
I	How many employees are qualified to work as a witness on the ITL-TCWP program? Provide training records.		
I	In-House Courses - trainer qualifications; formal curriculum, trainer is trained		
	Infrastructure		
I	Do other organizations control ownership of the lab's real estate?		
I	Is the lab secure?		
I	Describe the facility construction		
I	What measures are utilized to minimize data contamination?		
	Equipment		
I	Is maintenance and test equipment calibrated?		
I	Is maintenance and test equipment secured?		
I	Is maintenance and test equipment used by trained operators?		
I	Is maintenance and test safeguarded during handling?		
I	Is maintenance and test safeguarded during storage?		
I	Is maintenance and test safeguarded during transport?		
I	Does a preventive maintenance program exist for no-cal test equipment?		
I	Is custom (shop) specialty rigs/test gear made with precision/durability?		
I	Is there any test equipment/tests that must be used/performed offsite?		
I	Are there any rented equipment used for testing?		
	Calibration		
I	Is calibration insourced, selfsourced or outsourced?		

Initial Audit	Topics (ITL & Vendor)	Compliant (Y/N)	Comment
I	Is calibration traceable to NIST or equivalent?		
I	Are reference standards used to conduct intermediary checks?		
I	Are non-standard methods used to calibrate instruments?		
I	Is "as found" data provided after calibration?		
I	Provide an example of a calibration certification		
I	Is equipment that does not require calibration identified with a no-cal sticker		
I	Are copies of calibration certificates in lab area?		
I	What method is used to calibrate a system (e.g., setups with switches) that uses several test equipment		
I	What method is used to calibrate the rented equipment?		
	Deliverables		
I	How is test data transferred between the test lab and the ITL?		
I	Are ITL data sheets used by the test lab during data collection?		
I	Are there data collection packages for each GR - Used at supplier's lab?		
I	Is Test Plan Verizon approved for both in-house testing and at supplier's lab?		
I	Is test plan complete - all tests commented on? Is correlation ok with GR?		
I	Does test plan includes all the FOC memos?		
I	What method is used to ensure latest FOC memos are used when and where applicable?		
I	Does test plan includes requirement for supplying calibration data for the systems?		
I	Does test report follow test plan? Is all equipment used listed?		