

CONSERVATORIES & WINDOWS LIMITED**FACTORY PRODUCTION CONTROL MANUAL
FOR PVCU WINDOWS & DOORS**

This Document is Controlled by : Mark Ballard Director
Robert Ballard Director

Unique Product Ref. : CCW

**Window suppliers name or reference
No.** : Modplan Ltd, Cwmtillery
Glass Ltd, Origin Frames Ltd,
Hallmark Panels Ltd, CWG
Choices Ltd, Solidor Ltd.

COMPLIANT WITH:

**WINDOWS AND DOORS – PRODUCT STANDARD,
PERFORMANCE CHARACTERISTICS - PART 1:
WINDOWS AND EXTERNAL PEDESTRIAN DOORSETS
WITHOUT RESISTANCE TO FIRE AND/OR SMOKE
LEAKAGE CHARACTERISTICS
BS EN 14351-1:2006
FACTORY PRODUCTION CONTROL**

This manual has been specifically written to comply with the minimum requirements of EN 14351-1:2006

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Any changes to procedures require a **Change Request and Document Amendment form** to be filled out, the **issue** status of the **procedure** to be raised by one and the **issue** status of the **table of contents** to be raised by one also. The section(s) changed shall be underlined to indicate latest changes. Copies of old and new procedures along with copies of old and new table of contents are to be kept in a **Document Control Section** in the **Technical File**.

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TITLE	ORGANISATION	SECTION	1	ISSUE	1
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1.1 Responsibility and Authority

All personnel who manage, perform and verify work affecting quality have their specific responsibilities and areas of authority defined. This is particularly relevant for the Director who has the freedom and authority to initiate action to prevent the occurrence of product non-conformity and who identifies and records any product quality problems. The current organisation structure has been defined in the form of a family tree showing clear lines of responsibility and is attached on the second page of this procedure.

1.2 Responsibility and Authority

The Director is ultimately responsible for the effective operation of the Quality System. The Director have been designated Management Representatives for Factory Production Control and has the defined authority, appropriate knowledge and experience of the installation of PVCU windows & doors. They are also responsible for the conduct and supervision of factory production control procedures including assessment of the qualifications of any sub-contracted testing and inspection body. It is their responsibility also to ensure that the requirements of BS EN 14351-1:2006, and British Fenestration Rating Council – Window Energy Rating Scheme are implemented and maintained.

1.3 Management Review

In order to ensure its continued suitability and effectiveness, the Factory Production Control system is reviewed at a Management Review meeting held annually. Each will be formally minuted and have the following attendees:-

Directors
Office Managers

Other members of staff may be asked to attend if required. The meeting discusses any quality-related problems and the standard agenda is attached.

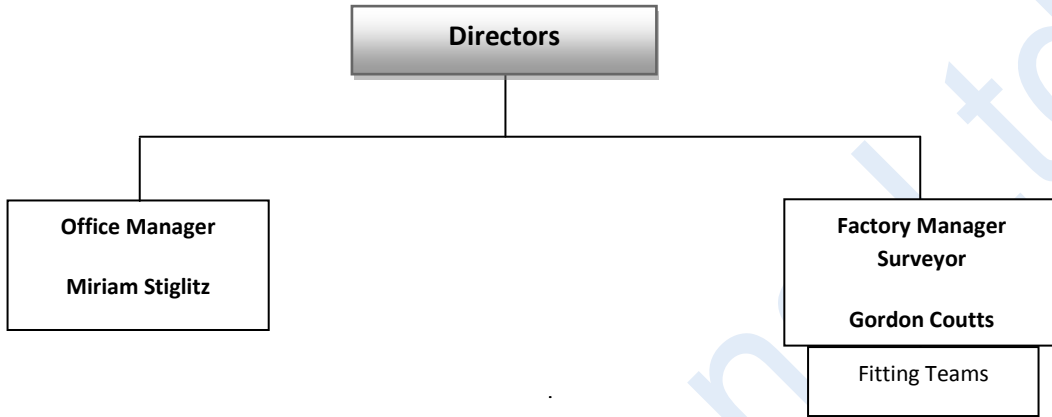
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ORGANISATION DIAGRAM



Authorised signatories for purchasing are highlighted in **bold**

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TITLE	ORGANISATION	SECTION	1	ISSUE	1
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QUALITY SYSTEM REVIEW MEETING STANDARD AGENDA

1. Minutes of previous meeting
2. Matters arising from minutes
3. Non-conforming items during period
4. Corrective Actions
5. Documentation changes
6. Supplier performance / new suppliers
7. Customer complaints
8. Training requirements
9. Review of stated quality policy and objectives
10. Employee suggestions
11. Any other business

**The manufacturer will ensure that these items are reviewed regularly as part
of the FPC**

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TITLE	QUALITY SYSTEM	SECTION	2
	<i>Purpose, Scope & 2.1 General</i>		<i>Issue 1</i>

2.1 General

This quality system has been designed to ensure that the windows and doors manufactured conform to the requirements of BS EN 14351-1:2006 Clause 7.3. The specific requirements laid down in the standard are addressed in the following paragraphs and relate to:

Quality aims, organisational structure, responsibilities and powers of Management with regard to product conformity.

Provision of sufficient and competent personnel to establish, document and maintain an FPC system to ensure that products conform to the declared performance characteristics

Appointment of personnel for inspection and product control testing.

Provisions for defining, keeping and using records of the results of inspections / tests.

Calibration of test equipment necessary for factory production control.

Documentation and procedures necessary to review and verify incoming orders.

Documentation and procedures necessary for purchasing components to specified criteria.

Certificates of conformity from suppliers.

The test reports in accordance with all other relevant parts or sections of this standard.

The provisions to be taken for control of non-conforming product that fail the specified criteria.

Provisions for ensuring there is sufficient information to provide traceability of product to ensure the link between product, manufacturer and production.

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TITLE	QUALITY SYSTEM	SECTION	2
2.2 Personnel & 2.3 Documentation		Issue 1	

2.2. Personnel

The Directors and office manager are the designated Management Representatives for **Conservatories and Windows Limited**

Other personnel can be appointed to carry out the specific tests required by the standard. It is the responsibility of the Directors to ensure that they are suitably trained to do so and that this is recorded in their training records.

2.3 Documentation

The aim of this quality system is to ensure that the requirements of BS EN 14351-1:2006 are both described and implemented through the use of documentation and procedures, and by employing an organisation structure capable of carrying out the test and control procedures to ensure product conformity.

2.3.1 Order Review

Company receives enquiries via telephone and email.
 Quotation given either verbally via email, or post.
 Survey work to be carried out using window and conservatory software.
 Review Survey against original quotation prior to order.

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TITLE	QUALITY SYSTEM	SECTION	2
	2.3.2 Purchasing		Issue 1

2.3.2 Purchasing

All purchase orders for PVC U frames, glass units and PVC U infill panels will be referenced by the customers surname.

PVC U Frames are ordered via the first degree window software or fax.

Glass units are ordered via fax or email.

PVC U infill panels are ordered for specific customers or taken from stock via email or fax.

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TITLE	QUALITY SYSTEM	SECTION	2
	2.3.3 Raw materials and components		Issue 1

2.3.3 Raw Materials and Components

Purchasing Specification from Frame Fabricator and IG Unit supplier.

Component	Requirement
Profile System (PVC-U)	EN 12608 Compliant for white profile and BS 7722 for foiled profiles. Reinforcing to BS EN 10237:2004 coating designation Z275.
Profile System (Aluminium)	Treated alloy 6060 or 6063 in tempers T4, T5 or T6 conforming to EN 755-9:2001
Timber	Verified FSC, CATG, CITES & PEFC where applicable
Fasteners	EN 1670:2007 (Class 3) BPF Publication 363/1 - Corrosion resistance in excess of 240 hours or 500 hours for fasteners used with stainless steel hardware.
All Other Hardware Components	EN 1670:2007 (Class 3)
Glass (for single Glazing)	EN 572 or EN 12150 or EN 14449 compliant
Insulating Glass Units	IGU's which are EN 1279:5 Compliant on the basis of pass result in Initial Type Testing to EN 1279:2/3 together with a part 6 compliant Factory Production Control system.
Safety Glass	Toughened glass : Compliant with EN 12150 on the basis of Initial Type Testing to EN12150 and EN 12600, together with an EN12150 compliant Factory Production Control system. Laminated glass : Compliant with EN 14449 on the basis of Initial Type Testing to EN14449 and EN 12600, together with an EN14449 compliant Factory Production Control system.
Doors	EN 14351 compliant.

Insulating Glass Units are the responsibility of the installer to confirm compliance.

All other components will be covered by the Window or Door Fabricator.

This information needs to be kept safely in a technical file.

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TITLE	QUALITY SYSTEM	SECTION	2
2.3.4 & 2.5 Inspection and Evaluation		Issue 1	

2.3.4 Inspection and Evaluation – Incoming Product

Inspection and evaluation of incoming goods:

With regard to material control of components, specific inspections are adhered to ensuring that the delivered components are in a satisfactory condition without any outward signs of damage.

Non-conforming (*Faulty or Failing windows or Units*) product and the provisions for dealing with product that fail specified criteria are detailed in **Section 2.6**.

2.5 Finished Product Testing and Evaluation – Dispatched Product

2.5.1 & 2 Finished Product Inspections:

Prior to dispatch and installation: If any product is found to be faulty the Director will assess whether corrective work can be undertaken to rectify the fault. If the fault cannot be rectified then the product will be quarantined / rejected and the supplier informed with a request for collection and replacement. A record of this should be retained for the records. (This satisfies the need to keep records of Non-compliance and Corrective Actions as defined in 2.5.3 and 2.5.4)

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TITLE	QUALITY SYSTEM	SECTION	2
2.4. Equipment – Calibration		Issue 1	

2.4 Test Equipment - Calibration

All measurements will be carried out using a class (II) tape measure. Regular checking for signs of damage to the tapes will be made and replaced where necessary.

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TITLE	QUALITY SYSTEM	SECTION	2
2.5.3	Control of Non-Conforming Items	Issue 1	

2.5.3 Control of Non-Conforming (Faulty) Items

Where any windows or components fail any inspection the **Directors** will be informed. The item(s) will be dealt with as in 2.5.2 above.

Components – Frames, Sealed Units or Doors

If there is a failure then the relevant supplier will be notified by the **Director**. A record will be kept. The supplier will be given the opportunity to either inspect the product on site or arrange for the faulty product to be collected and replacements despatched accordingly.

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TITLE	QUALITY SYSTEM	SECTION	2
	2.5.4 Corrective Action	Issue 1	

2.5.4 Corrective Action

The Directors of the company will determine whether a non conforming item can be utilised or need to be replaced by the supplier and the supplier informed accordingly by fax or email.

2.6 Customer Complaints and Traceability

All customer complaints received by any representative of the company, whether verbal or written will be dealt with by the representative involved and any additional action required will be dealt with accordingly and in line with 2.5.4

All records of Orders, Complaints and Installations will be kept for ten years to facilitate good traceability and compliance with the Construction Products Regulation.

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TITLE	<i>LABELLING, MARKING, HANDLING, STORAGE, PACKAGING & DELIVERY</i>	SECTION	3	ISSUE	1
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3 Labelling and Marking

Conservatories and Windows Limited shall provide sufficient information to ensure the traceability of their product and shall also provide information on its compliance with BS EN 14351-1:2006 – CE Marking (and UK Building Regulations). This information shall either be contained on a product label or declaration of performance. These documents are to be made publically available via hard copy or by electronic means.

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TITLE	TRAINING OF PERSONNEL	SECTION	4	ISSUE	1
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4 Training

It is the overall responsibility of the **Directors** to ensure that all personnel are adequately trained to carry out their functions. Details should be recorded in a record for each person.

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