

® TECHNICKÝ A ZKUŠEBNÍ ÚSTAV STAVEBNÍ PRAHA, s.p. Technical and Test Institute for Construction Prague, SOE

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Notified Body 1020 Branch Office 0100 - Prague

SURVEILLANCE REPORT

In compliance with Regulation (EU) 305/2011 of the European Parliament and of the Council of 9 March 2011 (the Construction Products Regulation or CPR), Annex V, Art. 1.3 (system 2+)

No. 010-044706

Trade name:

Flexible sheets for waterproofing Reinforced bitumen sheets for roof waterproofing EN 13707:2004+A2:2009

Bitumen damp proof sheets including bitumen basement tanking sheets EN 13969:2004/A1:2006

type: listed in cl. 1.2

Manufacturer:

BALCIOĞLU GRUP STANDART IZOLASYON ve YAPI MATERY ALLERI San. ve Tic. A.S.

INo:

910 - Silivri

Address:

Fevzipaşa Mah. Kınalı Kavşağı Cad. No:123 ve No: 123/1

Silivri, ISTANBUL, TURKEY

Plant:

BALCIOĞLU GRUP STANDART IZOLASYON ve YAPI

MATERYALLERI San.Tic.A.Ş.

Address:

Fevzipaşa Mah. Kınalı Kavşağı Cad. No:123 ve No: 123/1

Silivri, ISTANBUL, TURKEY

Order:

Z010140127

Certificate number: 1020-CPR-010033141 dated on 07.11.2018

Number of pages including cover page: 4

Number of annexes: 1

Responsible person for content of this report:

Martin Minx Chief assessor

Responsible person for correctness of this report

Stamp of the Notified Body 1020

Prague, 24.09.2021

Deputy Manager of the Notified Body

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1 General

1.1 Information about the manufacturer

Name: BALCIOĞLU GRUP STANDART IZOLASYON ve YAPI

MATERYALLERI San. Tic. A.Ş.

Address: Fevzipaşa Mah. Kınalı Kavşağı Cad. No:123 ve No: 123/1 Silivri,

ISTANBUL, TURKEY

Plant: Fevzipaşa Mah. Kınalı Kavşağı Cad. No:123 ve No: 123/1 Silivri,

ÍSTANBUL, TURKEY

1.2 Information about the product

Reinforced bitumen sheets for roof waterproofing

(EN 13707:2004+A2:2009) and

Bitumen damp proof sheets including bitumen basement tanking sheets

(EN 13969:2004/A1:2006) products

PENGUEN SC 2000 PANDA SC 2000 PENGUEN SC 3000 PANDA SC 3000 PENGUEN SP 2500 PANDA SP 3000 PENGUEN SP 3000 PANDA SP 4000 PENGUEN SP 4000 PANDA SP 4000 VIA PENGUEN SF 40 AR PANDA SF 40 AR PENGUEN SP 40 AR PANDA SP 40 AR PENGUEN SP 50 AR PANDA SP 50 AR PENGUEN SC 3000 AF SIMSELF P 3000 PENGUEN SP 3000 AF SIMSELF P 40 AR PENGUEN SP 4000 AF SIMSELF BANT

FOK SC 2000 SIMGUARD

FOK SC 3000 POWER VIA SPC 4000 FOK SP 3000 POWER VIA SPP 4000

FOK SP 4000 UNO SC 2000
FOK SF 40 AR UNO SC 3000
FOK SP 40 AR UNO SP 3000
FOK SP 50 AR UNO SP 4000
USTAM C 20 UNO SP 2000
USTAM C 30 UNO SP 2500

USTAM C 30 UNO SP 2500
USTAM P 30 UNO SP 35 AR-GREEN
USTAM P 40 UNO SP 35 AR-RED
USTAM PAR 35 UNO SP 2500 AF

PRINCO C 20 SIM QUICK SHINGLE PRINCO C 30 SIMPROOF-D PRINCO P 30 SIMPROOF-Y

PRINCO P 40 PRINCO PAR 35

1.3 Technical specifications relating to the product (as amended)

- EN 13969:2004/A1:2006 Flexible sheets for waterproofing Bitumen damp proof sheets including bitumen basement tanking sheets - Definitions and characteristics
- EN 13707:2004+A2:2009 Flexible sheets for waterproofing Reinforced bitumen sheets for roof waterproofing - Definitions and characteristics

1.4 List of other documentation used during the surveillance

- Audit checklist of 09.09.2021
- Description of the products
- Manufacturer's documentation production control

1.5 Information about previous surveillance

The previous surveillance was carried out on 16.10.2020 by the Notified Body 1020 with positive result - surveillance report No. 010-043490 of 02.11.2020.

2 Course of the surveillance

2.1 Date of performance:

The surveillance audit of the factory production control was performed on 09.09.2021 by auditor (see cl. 2.2) in the presence of representatives of manufacturer Arda KÜTÜKÇÜ and Serkan ŞENOL. Data of assessment are listed in the checklist which is archived by Notified Body.

2.2 Surveillance was performed by:

chief assessor: Martin Minx auditor: Gulden METE

2.3 Method and range of surveillance

The continuous surveillance containing assessment and evaluation of factory production control in scope specified in the technical specification was carried out. The effectiveness of the FPC was assessed with regard to its ability to ensure the declared performances of the product.

2.4 Results of the surveillance of factory production control

Results of surveillance are given in record of FPC audit, which was handed over to the manufacturer. Non-conformities were not identified during the surveillance.

3 Evaluation of surveillance results

3.1 Evaluation of the surveillance of factory production control

Technical specification of the BALCIOĞLU GRUP STANDART IZOLASYON ve YAPI MATERYALLERI San.Tic.A.Ş. contains the description of factory production control (FPC) in the production place mentioned in cl. 1.1.

The assessment of the factory production control was carried out according to the standards EN 13969:2004/A1:2006; EN 13707:2004+A2:2009.

During the surveillance audit no non-conformities were found.

The FPC is in accordance with the technical specifications.

3.2 Evaluation of the observance of conditions of the certificate validity

 Since last surveillance there are no changes in circumstances under which the certificate 1020-CPR-010033141 was issued.

4 Conclusion

- Factory production control as implemented by manufacturer according to the technical documentation complies with the technical specification and ensures that the declared performance of the products is actually achieved
- Findings and conclusions referred to this report are valid providing that none of facts, the FPC assessment was performed within, will be changed.
- All products listed in cl. 1.2 correspond with the product data sheets sent by the manufacturer.

5 Annexes

Annex No. 1 - Checklist of 09.09.2021



TECHNICKÝ A ZKUŠEBNÍ ÚSTAV STAVEBNÍ PRAHA, s.p. Technical and Test Institute for Construction Prague, SOE

Akreditovaná zkušební laboratoř, Autorizovaná osoba, Notifikovaná osoba, Oznámený subjekt, Subjekt pro technické posuzování, Certifikační orgán, Inspekční orgán / Accredited Testing Laboratory, Authorised Body, Notified Body, Technical Assessment Body, Certification Body, Inspection Body, Prosecká 811/76a, 190 00 Praha 9, Česká republika

CHECKLIST of factory production control

	_					
	astic and	amp proof sheets I rubber basement				
BALCIOĞLI ve YAPI MA A.Ş.	DĞLU STANDART İZOLASYON I MATERYALLERİ SAN. TİC.			te of FPC		09,09,2021
- evziPaşa l	Mahalles	hallesi Kınalı Kavşağı		ef assesso	r (CH.A.):	
			Ass			Gülden METE
waterproofing EN 13956:20 Definitions and EN 13967:20	- Definition 12 Flexible characte 12 Flexible	ns and characteristics e sheets for waterproof ristics e sheets for waterproofi	ing - Plas	stic and rubl	per sheets t	for roof waterproofing -
o assess confo	rmity of FF				the FPC to	ensure that the products meet the
			-			
ime	NB	Activity	Place o	f audit		Audit participants
chedule						
:00 – 8:15	CH. A.	Opening of meeting	manufa	cturer's offic	ce	representative of manufacturer
	CH. A. CH. A.	Opening of meeting Assessment of FPC Closing of meeting	plant, la	cturer's office aboratory, stacturer's office	orehouse	representative of manufacturer relevant responsible staff representative of manufacturer
	BALCIOĞL' ve YAPI MA A.Ş. Rebranding KİMYASALI FevziPaşa I Caddesi No STANBUL EN 13969:200 vaterproofing EN 13956:200 vaterproofing EN 13956:200 pefinitions and EN 13967:200 ubber basement o assess confo elevant require lant, laboratory equirements of	Rebranding Manuf A.Ş. Rebranding Manuf Aİ.Ş. Rebranding Manuf Aİ.Ş. RevziPaşa Mahalles Caddesi No : 123 ve STANBUL / TÜRKİ EN 13969:2004/A1:200 vasement tanking sheets EN 13707:2004+A2:20 vaterproofing - Definition EN 13956:2012 Flexible Definitions and characte EN 13967:2012 Flexible ubber basement tanking o assess conformity of Freelevant requirements lant, laboratory, storehou equirements of CPR, tech	BALCIOĞLU STANDART İZOLASYON VE YAPI MATERYALLERİ SAN. TİC. A.Ş. Rebranding Manufacturer: SİKA YAPI KİMYASALLARI A.Ş. FevziPaşa Mahallesi Kınalı Kavşağı Caddesi No: 123 ve No:123/1 Silivri / STANBUL / TÜRKİYE (TURKEY) EN 13969:2004/A1:2006 - Flexible sheets for wasement tanking sheets - Definitions and characteristics EN 13707:2004+A2:2009 - Flexible sheets for vaterproofing - Definitions and characteristics EN 13956:2012 Flexible sheets for waterproofing befinitions and characteristics EN 13967:2012 Flexible sheets for waterproofing befinitions and characteristics and characteristics in the same of the same	BALCIOĞLU STANDART İZOLASYON VE YAPI MATERYALLERİ SAN. TİC. A.Ş. Rebranding Manufacturer: SİKA YAPI KİMYASALLARI A.Ş. 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TİC. A.Ş. Rebranding Manufacturer: SİKA YAPI KİMYASALLARI A.Ş. FevziPaşa Mahallesi Kınalı Kavşağı Caddesi No: 123 ve No:123/1 Silivri / STANBUL / TÜRKİYE (TURKEY) EN 13969:2004/A1:2006 - Flexible sheets for waterproofing - Bitumen damp proposement tanking sheets - Definitions and characteristics EN 13707:2004+A2:2009 - Flexible sheets for waterproofing - Reinforced bitu vaterproofing - Definitions and characteristics EN 13956:2012 Flexible sheets for waterproofing - Plastic and rubber sheets of Definitions and characteristics EN 13967:2012 Flexible sheets for waterproofing - Plastic and rubber sheets of Definitions and characteristics EN 13967:2012 Flexible sheets for waterproofing - Plastic and rubber damp probaber basement tanking sheet - Definitions and characteristics EN 13967:2012 Flexible sheets for waterproofing - Plastic and rubber damp probaber basement tanking sheet - Definitions and characteristics EN 13967:2012 Flexible sheets for waterproofing - Plastic and rubber damp probaber basement tanking sheet - Definitions and characteristics EN 13967:2012 Flexible sheets for waterproofing - Plastic and rubber damp probaber basement tanking sheet - Definitions and characteristics EN 13967:2012 Flexible sheets for waterproofing - Plastic and rubber damp probaber basement tanking sheet - Definitions and characteristics EN 13967:2012 Flexible sheets for waterproofing - Plastic and rubber damp probaber basement tanking sheet - Definitions and characteristics

 \boxtimes

Is there clearly defined a scope of products which

are covered by FPC?

Membrane products are defined in KEK

13.09.2018; rev05.

Defined FPC quality controls.

Checklist of FPC EN 13969-EN 13707-EN 13956-EN 13967

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No.	Requirement	С	R	NC	Findings
1.2	Has the initial type testing (ITT) been performed for all products covered by FPC?	\boxtimes			Yes, Reaction to Fire tests have been performed by EEA. Other performance tests have been performed by manufacturer having own quality control lab.
2	Organization				
а	Does the manufacturer use a quality management system related to the technical specification?				Membrane products are defined in KEK 13.09,2018; rev05.
b	If YES, is this provable by a valid certificate?	\boxtimes			Certification Body: QACS International Pvt. Certification; IAS accredited Belge No/ Certificate Nr: QAIS-Q-TUR-BG- 08.20.046 Yayın tarihi/ Date of release: 22.10.2020 Expiry date:21.10.2023 ISO 9001:2015 audit has performed by QACS on valid until 21.10.2023
С	Does the production control of products to be certified form part of a quality management system?				Yes, membrane and production defined in the scope of Quality Management System. Please see 1.1.
2.2	Responsibility and competence	11-122		p USU	
а	Are the responsibilities of all employees defined in the scope of FPC?	\boxtimes			Yes: HR Manager is also responsible for QMS and FPC. Mrs Füsun AKGÜÇ BULUT. Appointment letter has been checked 01.08.2018, as Quality Management Representative is Arda KÜTÜKÇÜ Checked job description for Füsun Akgüç Bulut Document No:03 Revision date:20.04.2017.
2.3	Management representative for FPC				
а	Has been a management representative appointed for the FPC?	\boxtimes			Appointment letter has been checked 01.08.2018, as Quality Management Representative is Arda KÜTÜKÇÜ
Ь	Does he have the authority to ensure that requirements are implemented and complied?	\boxtimes			Checked appointment of Management Representative; date: 01.08.2018. Arda KÜTÜKÇÜ has authority of implementation and compliance
	ngs, notes:		11 23 23	0.10	
2.4	Management review of FPC	THE STATE OF		3	
а	Does the management review the FPC system at least once a year?	\boxtimes			Management review procedure PR.9.03. Rev.04 – 03.09.2018 It is performed once a year
b	Are review records available?				YGG has been performed on 07.06.2021; some of the participants Levent ÇEKİ (General Manager), Arda KÜTÜKÇÜ (General manager Assistant) İbrahim Bilgin (Production and Purchase Manager) a- Evaulation of quality targets b- Customer complaints. c- Result of audits d- Monitoring and measurement results e- Performance of process and conformity of product f- Performance of suppliers
3	Management procedures				

No.	Requirement	(С	R	NC	Findings
а	Has an FPC manual been created or has the FPC been embedded into the manufacturer's existing QMS documentation?		⊠			KEK 13.09,2018; rev05.
3.1	Document and data management					
а	Is there a procedure relating to document and dat management relevant to FPC requirements?	:a [2				Document Control List has been checked PR,7.05; rev 4 03.09,2018. Records Control List Procedure PR,07,06 Rev 04 03.09,2018
b	Are in the procedures described responsibilities for approving, issuing, distribution, management of internal and external documents and data, and for processing, issuing and recording changes?	5	⊠			Yes, Quality Records Master List LS.7.04 has been checked, defined in Quality Records Control Procedure PR.4.02.
С	Are the valid documents required for the management (including any necessary instructions) at the appropriate places?		I			Machinery 2 operating instruction TA.6.09 has been checked on site, Related documents are placed on site,
d	Are external documents (standards, legal regulations etc.) required for product implementation identified?		⊠			Yes, External extraneous documents were defined as EN 13707 and EN 13969 in Master List and also 305/2011/EU. Checked External document list LS.7.03 - Rev.04 – 03.09,2018
3.2	Contract suppliers	4				
а	Has the manufacturer prepared and approved an overview of subcontractors that affect product quality?		⊠			Purchasing Procedure PR.08.04; rev 03, date 03.09.2018 Approval Supplier List- LS.8.02 REV 03 is checked. Checked evaluation of supplier of raw material
b	Has the manufacturer set out complete requirements for securing the relevant subcontracts?	0	3			Yes
С	Has the manufacturer established a control syster for all subcontracting activities?	m [2	a			Approval Supplier List- LS.8.02 REV 03 is checked. Checked evaluation of supplier of raw material
d	Are controls performed?	0	⊠			Checked evaluation of supplier of raw material, Supplier: YENIYURT for IPP Average Score: 100 Document No:FR.08.09-Rev02-03.09.2018 In annex you can find the results, ok
3.3	Hazardous substances					
а	Has the manufacturer identified hazards and requirements for hazardous substances in the assessed product?	0	3			Yes, Defined in MSDS
b	Does the manufacturer detect the presence of hazardous substances?		3			Yes, Defined in MSDS,
c c	Is it ensured that hazardous substances do not exceed the applicable limits at the place of use?					Yes, Defined in MSDS.
Findir 4	pgs, notes: Production management	- 1			1 111	
a	Are there any procedures for identifying and inspecting of input materials?					Purchasing Procedure PR.08.04; rev 03, date: 03.09.2018
b	Are there any procedures for identifying and inspecting of materials during production process?		E]		Production Procedure: PR.8.05,Rev 02 date 03.09.2018.

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Checklist of FPC EN 13969-EN 13707-EN 13956-EN 13967

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No.	Requirement	С	R	NC	Findings
С	Are there any procedures for identifying and inspecting of final products?				Production Procedure: PR.8.05.Rev 02 date 03.09.2018.

lo. Requirement		С	R	NC	Findings
d Have the procedures been implen	nented?				Penguen SP 3000 Production date:03.09.2021 Party No:4643 acc,to EN 13969 Amount:425 It was produced for stock. Checked final control report (FR.8.18 Rev 03).Date:03.09.2021 Checked Penguen SP 40 AR-Kırmızı production date: 03.09.2021 Party No:4639 Amount:541,5 acc,to EN 13707 FR.8.18-Rev.03-03.09.2018 Product Test Report Date: 03.09.2021 Checked all the results, you can see in attached Simplan Roofcap-UV-1,2 mm —EN 13956 Production date:05.04.2021 Party No:050421acc,to EN 13956 Amount.180 rulo FR.8.18-Rev.03-03.09.2018 Product Test Report Date: 05.04.2021 Checked all the results, you can see in attached Simplan Watercap 1,5 mm —EN 13967 Production date:05.04.2021 Party No:050421 Amount:80 m. FR.8.18-Rev.03-03.09.2018 Product Test Report Date: 05.04.2021 Checked the order form SIKA YAPI KIMYASALLARI to BALCIOGLU.Order No: SA8805558 Product: SIKA BIT® P-30-5 PE TR Amount: 3.900 m2 Order date:17.06.2021 Checked treceability of product for SikaBit® P-30-5 .Production date:28.06.2021 Party No:4336 AMount:390 rulo. Checked final control test report(FR.8.18 Rev.03 - 03.09.2018).Date:28.06.2021 Raw material for SikaBit P 30, IPP-(FR.8.23 - Rev.02 - 03.09.2018) Input date:25.0+6.2021 Supplier: YENIYURT Raw material in Penguen SP 3000; PE Film —Input date: 14.07.2021 Supplier: NAKSAN Mass per unit area: 9 g/m2. Thickness:8 mikron Order Date:12.06.2021 Order No:23676 Raw material in Penguen SP 40 AR-Kırmızı; Slate stone —Input date: 02.09.2021 Supplier: NAKSAN Mass per unit area: 9 g/m2. Thickness:8 mikron Order Date:12.06.2021 Order No:23676 Raw material of Simplan Roofcap-UV-1,2 mm and Simplan Watercap 1,5 mm PVC- Input control date: 04.04.2021 Supplier: Polymer chemie Criteria: Softening in the oven at 160 °C Density: 1,345 g/cm3 Order No:19359 Order Date:20.01.2016

No.	Requirement		С	R	NC	Findings
е	Does the manufacturer directly control the relevant facility for the production of the products to be included in the FPC?		[Yes, Maintenance Procedure PR,7,01 Rev 05 03,09,2018
f	Is the maintenance of this facility and measuring equipment performed properly, regularly and is it documented?					Checked for the Machinary Maintenance Planning for months on PL.7.01.rev 4-03.09.2018 Maintenances are planned to perform every month. Checked for 2021, plans, all maintenances were performed by Sedat Köroğlu Checked the 1 Numbered Membrane Machine maintenance record on 01.09.2021
g	Are employees involved in production sufficiently qualified and trained to operate and maintain the production equipment?		[Yes, Sedat Köroğlu is responsible for electrical and mechanical maintenance.
h	Are all production processes and procedures recorded at regular intervals or continuously (automatically)?	\boxtimes	[Yes, Please see cl. 4.d.
16	Are non-conformities in production (failures, deviations of factory settings, results of inter-operational control, etc.) identified and resolved? Are relevant records kept, including the results of the solution?] [Yes, Checked Control of Non-conforming Products Procedure PR,08,08, rev 04 03,09,2018 Checked Corrective&Protective Action Form FR,10,01 rev,04/03,09,2018
ĵ	Is the final product handed over to the storehouse properly identified?		E			Yes, Storage and shipment Procedure PR.8,06 rev 04 03.09.2018
k	Is the product identifiable up to the sale's point (origin and type)?	\boxtimes	[Yes, Production date, product name, delivery number.
Findi	ngs, notes:					
5	Controls and testing			S III		
5.1	General			The state		
а	Are all the necessary facilities and equipment f the prescribed inspections and tests (or appropriate subcontracting) available?	or	\boxtimes			Yes, checked Machine&Equipment List FR.13.01, and also checked equipments in own laboratory of the manufacturer.
b	Are workers trained for the prescribed inspection and tests? Are training records available?	ons	⊠			Yes, Annual Training Plan PL.07.04-Rev 03 has been checked 2021; Checked Chemical, physical and ergonomic Risk factors training on 05.03.2021 Trainer: Job security specialist-KOCAK OSB Also checked evaluation of training records.
С	Is the manufacturer able to submit qualification of subcontractors for the performing of tests?	the	\boxtimes			Manufacturer has own quality laboratory and choose notified and accredited laboratory.
5.2	Control, measuring and testing devices	E.CX				
а	Are calibration frequencies determined?		\boxtimes			Yes, PR.7.02 Rev :04 03.09.2018 Monitoring and Measurement devices procedure Checked PL 7.03 Reve 04-03.09.2017 Annual Calibration Plan Checked Annual calibration plan PL.7.03
b	Are there any procedures for operating the devices?		\boxtimes			PR.7.02 Rev :04 03.09.2018 Monitoring and Measurement devices procedure.

No.	Requirement	С	R	NC	Findings
С	Does the operator have written instructions for performing the tests?				Yes, Checked Waterproof Test Instruction TA.8.03 REV 02 20.04.2017 TA.8.06 REV 02 20.04.2017 Tensile Strength and Elongation at Break Test Instruction
d	Is the device unmistakably identified?				Yes, The unmistakable device is abolished and is removed Monitoring and Measuring Equipment List LS,7,01 REV 04
е	Are calibration records available?	×			Yes, Checked calibration reports; for Furnace; cal. date: 30.12.2020; calibated by: ARTI (accredited body-nr.:AB-0128-K); report nr.:BAL2022929
5.3	Frequency and place of controls, sampling a	and te	sting		
а	Is there a document describing the frequency and principle of controls?	\boxtimes			Yes, Checked Rawmaterial Quality Control Plan PL.8.01 rev.03/03.09.2018. Checked Intermediate control plan (PL.8.02 REV 02/03.09.2018)
b	Is the frequency of sampling and testing determined in accordance with the relevant standard relating to CE marking?				Yes, Checked Checked Waterproof Test Instruction TA.8.03 REV 02 20.04.2017 TA.8.06 REV 02 20.04.2017 Tensile Strength and Elongation at Break Test Instruction
С	Are the sampling procedures required by the technical product specification or related standards used?	\boxtimes			Yes, Checked Waterproof Test Instruction TA.8.03 REV 02 20.04.2017 TA.8.06 REV 02 20.04.2017 Tensile Strength and Elongation at Break Test Instruction
d	Are test procedures used in accordance with the applied product technical specification?	\boxtimes			Yes.
е	Is the frequency of prescribed tests observed?	\boxtimes			Yes, Checked Rawmaterial Quality Control Plan PL.8.01 rev.03/03.09,2018. Checked Intermediate control plan (PL.8.02 REV 02/03.09.2018)
f	Are the tests evaluated in the prescribed way?	\boxtimes			Yes, Limits are defined in documents and/or evaluated acc. to EN standards.
Findii	ngs, notes:		,	,	
6	Records				
а	Has the manufacturer determined procedures to manage FPC documents and records?				Yes, Document Control list has been checked PR.7.05; rev 4 03.09.2018. Records Control List Procedure PR.07.06 Rev 04 03.09.2018
b	Are the records properly kept to be readily available on request?	\boxtimes			Yes, Checked Quality Records List LS,7.04 rev 4

No.	Requirement	С	R	NC	Findings
С	Are the records available at determined locations and for specified periods?	\boxtimes			Yes, FPC records is kept in quality department for 10 years and in archeve for 2 years.
7	Management of non-conforming products			12 12	
а	Are all cases of non-conforming products recorded (including those related to customer complaints)?				Yes, Customer Satisfaction and Complaint Traceability Procedure. PR.9.01 rev 05,date:03.09.2018 Customer complaints has been recorded with Customer Complaint Record Form FR .9.02 Complaint by Mr. Efdal Sirin Date of complaint: 15.03.2021 Product is Penguen SP 40 AR Complaint No:2021-06 Problem: It has been determined that there are cracks and oil stains on the rolls. Reason: Lubrication of the cutting blade during machine maintenance and conditioning problem The solution: Production personnel are warned Tests and results of 3679 batches of production with cracking complaints were checked. Complaint closed:22.03.2021
b	Are all cases of non-conforming products solved?	\boxtimes			Yes, Checked Corrective&Protective Action Form FR.10.01 rev,04/03.09.2018
С	Are any documented procedures available to ensure that non-conforming products are not inadvertently used or delivered?	\boxtimes			Checked Control of Non-conforming Products Procedure PR.08.08, rev 04 03,09,2018
d	Are non-conforming products separated from conforming if detected during production process?				Yes, They are separated in scrab area,
е	Are appropriate remedial action taken?	\boxtimes			Yes, Checked Corrective&Protective Action Form FR.10.01 rev.04/03.09.2018
8	Storing, handling and transport	All h			
а	Does the manufacturer have documented procedures for storing and handling important input materials?	\boxtimes			Storage and shipment Procedure PR.8.06 rev 04 03.09.2018
b	Does the manufacturer have documented procedures for storing, handling and transport the final product?	\boxtimes			Storage and shipment Procedure PR.8.06 rev 04 03.09,2018
С	Are responsibilities for product storage, handling and transport specified in the FPC documentation?	\boxtimes			Storage and shipment Procedure PR.8.06 rev 04 03.09.2018
9	Packaging			4	Supplied by Sharafiama, White and
а	Do the methods used for packaging the product prevent degradation of its properties?				Storage and shipment Procedure PR.8.06 rev 04 03.09.2018
b	If there are handling and storage policies that the customer must follow, does the manufacturer state these guidelines on the packaging or in the accompanying documents?				There are expressions for storage and preventing shown on packages.
Findir	ngs, notes:				
10	Employees training (see also 4.g and 5.1.b)			WE !	
а	Does the manufacturer determinate procedures for the training of employees working under the FPC system?	\boxtimes			Yes, Training Procedure PR,7.03 rev 4 03,09,2018

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No.	Requirement	С	R	NC	Findings		
b	Are these procedures observed?	\boxtimes			Yes, Annual Training Plan PL.07.04-Rev 03 has been checked 2021;		
С	Are training records available?	×			Yes, Checked Chemical, physical and ergonomic Risk factors training on 05,03,2021 Trainer: Job security specialist-KOCAK OSB Also checked evaluation of training records.		
Findi	Findings, notes:						

Poř.č.	Requirement	С	R	NC	Findings
a	By which new product / standard has the FPC been extended? Has an initial product type test been added?	\boxtimes			No extension.
ь	Has a new plant been included in the existing FPC system?	\boxtimes			No new plant
c iii	Have there been any changes to the production and / or technical specifications since the last FPC inspection? If so, has the manufacturer adapted the documentation accordingly? Did the manufacturer notify the changes to the notified body that performed the FPC certification?	×			No
d c	Does the manufacturer still use the FPC system covering certified products and has he got a valid certificate?	×			Yes,
eı	Do the accompanying documents for the product contain all the necessary information?	\boxtimes			No new documents.

At the end of the audit / during the final meeting, the chief assessor / assessor acquainted the responsible representative of the manufacturer with the findings of the audit.

The manufacturer's representative has understood the audit findings, agrees and confirms his agreement with his signature.

	NB 1020		Manufacturer
Date	09.09.2021	Date	09.09.2021
Name	Güldən METE	Name	Arda KÜTÜKÇÜ Serkan ŞENOL
Signature	Jums	Signature	Whith Sold

The factory production control system is assessed as satisfactory if no requirement has been classified by the NC and if the occurrence of requirements classified as R is less than 20% of all findings.

If a significant non-conformity (NC) and a minor non-conformity (R) are detected, a non-conformity record must be prepared.

C – conformity

R - minor non-conformity, problem must be solved within the specified period

NC - non-conformity, must be solved before a certification decision