

# Factory Audit Report

Client	Worldtech	AI Service No	O-cn-13118
Supplier	Shenzhen Forward Technology Co., Ltd.	Auditor	Andy Tung
Factory	Shenzhen Forward Technology Co., Ltd.	Audit Date	01/18/2013

## General Overview of the Audit's findings

Field	Score / 5	Weight /5	Weighted Score
Factory Organization – Production process	4	3	12
Production lines - Capacity	3	4	12
Factory facilities - machinery conditions	3	4	12
Quality Assurance System	4	4	16
Social accountability	1	2	2
Supply	4	3	12
R&D – Sampling capacity	4	4	16
Hygiene - Security	2	2	4
Environment	1	2	2
Special Feature 1: XXXXX specs	2	4	8
Special feature 2 : Technical dev. capacity	3	4	12
<b>total</b>		<b>36</b>	<b>108</b>

Final Score

**6.6 / 10**

## Important remarks

1. Factory evaluation audit was conducted on 22<sup>nd</sup> of Jan. 2013.
2. The factory is well organized and apply properly the local Chinese labor law.
3. The factory was certified against ISO9001: 2000.
4. Issues were found in terms of Environment.


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**Part 1**

**Factory profile**

**General information**

1	Date of foundation	2005		
2	Legal status	Private		
3	Location	Xixiang Town, Bao'an, Shenzhen, China		
4	Area	5330 m2		
5	Number of office staff	38		
6	Total number of workers	205-210		
7	Factory Manager	Mr.Zhang chunxi		
8	Main products	Table PC		
9	Main market	40% Europe, 30% Asia, 20% USA		
11	Business license	Certificate No.: 4403061262328 Date issued: 20/04/2005 Expiration: 20/04/2015		
10	Annual turnover for the past 3 years	2012	110 M RMB	Trend: 
		2011	100 M RMB	
		2010	80 M RMB	

**Communication infrastructures**

12	Telephone	40 sets
	Fax	5 sets
	Computer	50 units
	Internet	Yes
	Homepage	www.framemory.com

**Products / Markets**

Product type	Major customer name	Market location	Monthly Order Qty	Quota
Tablet PC	Diunamai	Italy	5000 pcs (100 000 US\$)	
	Intreeo	Italy	3000 pcs (50 000US\$)	
	Meguiar's	USA	1000 pcs (20 000 US\$)	

## Recommendations / credential

Company name	Country	Contract	Products	Details
Innovate	France	5000 Pcs/ mth	Tablet PC	

## Related pictures:

### Building



Gate of Factory



Factory exterior view



Office

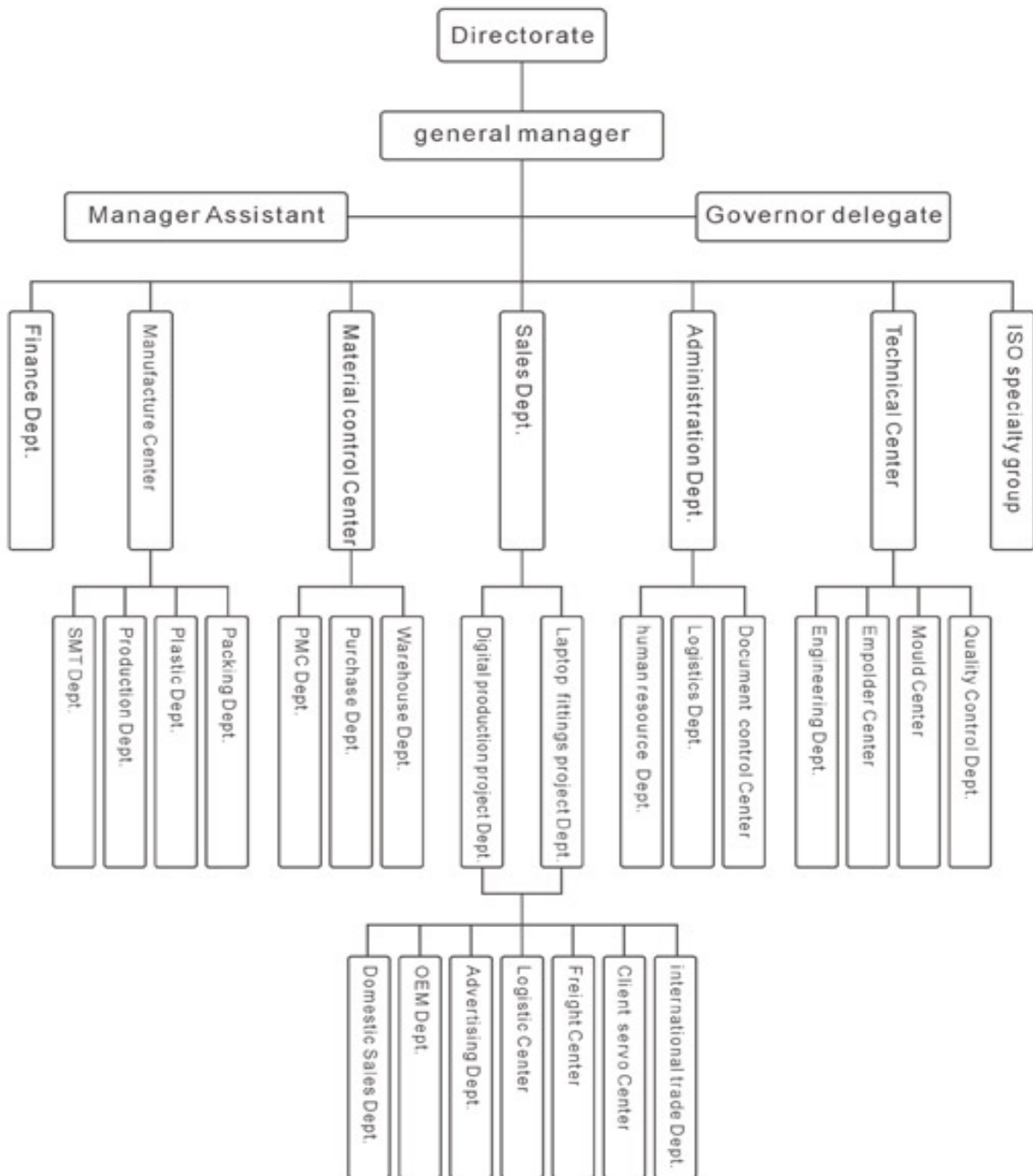


Computer room

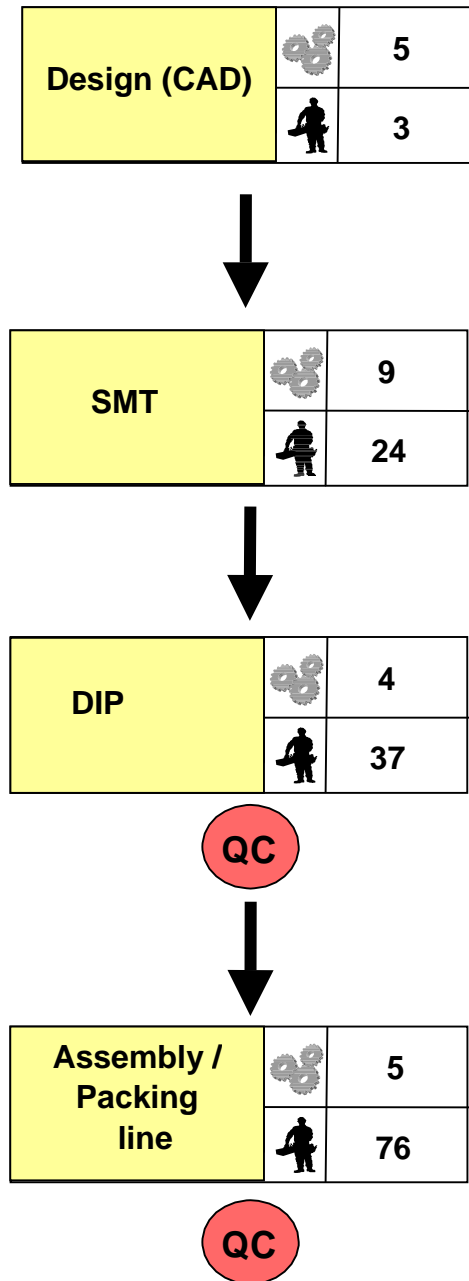
Part 2

Factory Organization and Production process

Factory Organization chart



**Production workflow char**





**Probability to meet client's expectations :**

0    1    2    3    **4**    5

**Part 3**  
**Production lines / Capacity**

<b>Production Process</b>						
<b>Operation Name</b>	<b>Machine / Device Name</b> (if no, "NO")	<b>Machine count</b>	<b>Nb of Workers for this step</b>	<b>Nb of Workers / Machine</b>	<b>Nb pcs / Hour / Machine</b> (1 Pc = 1 Final Unit Product)	<b>Total Step Capacity</b> (Pcs per week)
<b>SMT PCBA</b>	<b>Integrated SMT Machine</b>	<b>9</b> (8 in use)	<b>24</b>	<b>3</b>	Theoretical: <b>500 Pcs / Hour</b> Actual (60%): <b>300 Pcs / Hour</b>	<b>30 000 Pcs/Week</b> (On a 30 H/week basis for full production time)
<b>DIP</b>	<b>DIP Machine</b>	<b>4</b> (2 in use)	<b>37</b>	<b>3</b>	Theoretical: <b>400 Pcs / Hour</b> Actual (60%): <b>250 Pcs/ Hour</b>	<b>25 000 Pcs/Week</b> (On a 30 H/week basis for full production time)
<b>Assembly / Packing</b>	<b>Manual Line</b>	<b>3 – 5 complete lines</b>	<b>76</b>	<b>-</b>	Theoretical: <b>80 - 100 pcs / Hour</b> Actual (60%): <b>50 - 60 pcs / Hour</b>	<b>5000 – 7500 Pcs /Week</b>
<b>OVERALL CAPACITY = Minimum Step Capacity (Pcs per week):</b>					The factory has the capacity to product: <b>7 500 Pieces / week</b>	

**Daily output check (first check when arriving in factory – last check when leaving):**

<p>Is there a running production in the factory during the Audit?</p>	<p>Yes</p>	<p>Description of the product: 7 inch Tablet PC (30*16*4 cm)</p>
<p>Picture(s)</p>		
		
<p><b>START</b></p>	<p><b>FINISH</b></p>	<p><b>Check total time</b></p>
<p>at 14 : 00 (indicate hour)</p>	<p>at 15 : 40 (indicate hour)</p>	<p>➔ 1h 40min</p>
<p><b>Raw material</b></p>	<p><b>Raw material</b></p>	<p><b>Daily Consumption</b></p>
<p>Available _____ <b>Not applicable</b> <i>(inside the machine)</i></p>	<p>Available _____ <b>Not applicable</b> <i>(inside the machine)</i></p>	<p>➔ -</p>
<p><b>Finished products</b></p>	<p><b>Finished products</b></p>	<p><b>Daily Output</b></p>
<p>Available <b>13 Pcs</b></p>	<p>Available <b>101 Pcs</b></p>	<p>➔ 88 pcs / 1h 40min</p>



**Lead times for client's production:**

According to	Factory	Auditor check
<b>Raw material supply capacity:</b>	Stock Management Process no shortage Raw material delivery <b>1 weeks</b>	
<b>Production weekly capacity:</b>	<b>6500 pcs/Week</b> for tablet pc	<b>Accurate</b> according to check

**Sensitive points / Bottlenecks**

According to factory:

No problems mentioned

According to auditor check:

**The factory could increase it's production (about 40%) by hiring new workers, since 2 additional production line aren't in use.**





**General comments from auditor about production process**





**The factory seems to have a big technical capacity for simply designed tablet pc, but didn't show us specific facilities for any technical product.**

**Probability to meet client's expectations**

0    1    2    **3**    4    5

**Part 4**  
**Factory Facilities / Machinery Conditions**

<b>Machines for production</b>			
<b>Machine Name, Brand, Country of Origin</b>	<b>Picture</b>	<b>Count</b>	<b>Comments</b> (machines conditions and age, location in the factory,...)
 Wave Soldering Origin : Taiwan		4	New machines (<2years old)
 Microscope Inspection Origin : Taiwan		4	we didn't get the age  Still in use

Machines for production			
Machine Name, Brand, Country of Origin	Picture	Count	Comments (machines conditions and age, location in the factory,...)
 <p>SMT Reflow Machine                      Origin : Taiwan</p>		3	new machines (we didn't get the age)
<p>Lead-Free Solder</p>	 	2	Half CNC, half manual

**Warehouse condition**

Picture(s)

Comment(s) / please pay attention to the cartons in the warehouse (Quantity, product, client...)



The company "cool device" seems actually to be the major customer (25% of the cartons: about 50 Palettes). Currently.

Those products are mainly plastic boxes.






About 20% of the cartons

**Estimated warehouse capacity:**

**400 Palettes**


## Sample room condition

Picture(s)	Comment(s)
	Most of the finished products are tablet pc
	Also 7 inch ones
	Show room

**Public power supply**

Connected ?	Frequent Power Outage in the area? (Ask several people: workers & management)
YES	YES (about twice a week !)

**Electric Power Generator**

Picture(s)	Comment(s)
	<p>According to the factory, while running only the Power Generator (in case of Blackout), production capacity is about 20% less than connected days.</p>



**Transportation vehicle**

Picture(s)	Comment(s)
No trucks available during Audit	3 Trucks belong to the factory, and can be used for delivery.

Delivery / Loading conditions	FOB
Nearest port / airport	Shenzhen (1h drive) & Hong Kong (3h) port or airport


<b>Probability to meet client's expectations</b>	0	1	2	<b>3</b>	4	5
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**Part 5**  
**Quality Assurance System & Related Certificates**



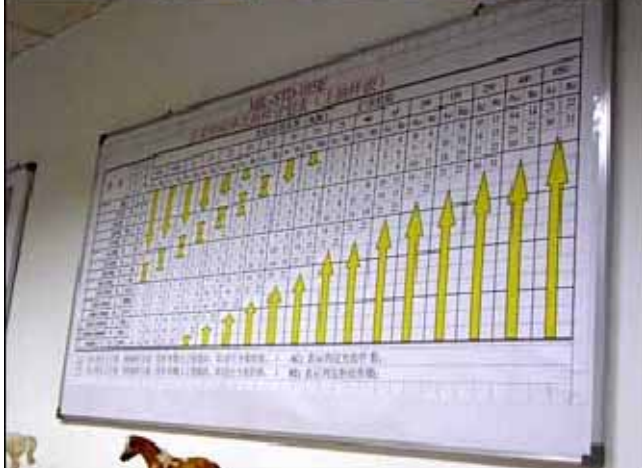
<b>Export license</b>		
Date of the license:		
Picture(s)	Comments:	
		
		



<b>Quality system management</b>		
ISO9000 series:	Yes	Comment: <b>ISO 9001:2000</b>
Others: _____		Comment:
None:		




Quality system management	
List of certificates available (with certification company details and dates)	ISO 9001:2000
Picture(s)	Comments:
	


Inspection track record	
How often is it updated?	-
Last inspection by QC company (date)	<b>Inspection (04/04/2008)</b>
Picture(s)	Comments:
	AQL inspection (Within AQL)



<b>QC</b>		
<b>QC staff count</b>	<b>5 persons</b>	
<i>Picture(s)</i>	Comments:	
	QC Department	
	QC records	
	AQL table	

<b>In line QC</b>	
<b>Is there In-line QC?</b>	YES
<b>How is the inline QC setup?</b>	SMT: Visual check on each machine (3 staff / machine) Assembly : At the end of each line (2 staff/line)
<b>List of testina equipoment</b>	Visual check
<b>Record / reports available?</b>	YES
<i>Picture(s)</i>	
	

<b>Final QC</b>	
<b>Is there Final QC?</b>	YES
<b>List of testing equipment</b>	Microscope, X-Ray Testing System device
<b>Record / reports available?</b>	YES
<b>Last results / record</b>	Every day
<i>Picture(s)</i>	
	
	

<b>Incoming QC</b>	
Is there an Incoming QC?	YES
List of testing equipment	Quantity check (in Raw Materials warehouse)
Record / reports available?	YES
Picture(s)	



<b>Probability to meet client's expectations :</b>	0	1	2	3	<b>4</b>	5
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**Part 6**  
**Social Accountability**


<b>Labor</b>
<b>Reference Standard:</b>
SA8000

<i>According to:</i>	<b>Manager</b>	<b>Employees</b>	<b>Visual check</b>
<b>1</b>			
<b>Child labor</b>	No worker under 18	No worker under 18	No worker under 18
<i>Standard :</i>	<b>PRC labor law</b>		
<i>Result - Comments :</i>	<b>No violation found (ID checked)</b>		
<b>2</b>			
<b>Forced labor</b>	No	-	-
<i>Standard :</i>	<b>PRC labor law</b>		
<i>Result - Comments :</i>			
<b>3</b>			
<b>Base Salary / compensation</b>	1000 RMB/M	1250 RMB/M	820 -1700 RMB/M
<i>Standard :</i>	<b>850RMB/M</b>		
<i>Result - Comments :</i>	<b>Factory pays the strict minimum and pays OT.</b>		




<i>According to:</i>		<b>Manager</b>	<b>Employees</b>	<b>Visual check</b>
<b>4</b>	<b>Working Hours</b>	5 days (8h/day) 8:00 – 12:00 1:30 – 5:30	Over Time >2h every night Over Time on Saturday	-
	<i>Standard :</i>	<b>PRC labor law</b>		
	<i>Result - Comments :</i>	<b>Violation of OT allowance</b>		
<b>5</b>	<b>Overtime Regulations</b>	Paid x1.5 at night  Paid x2 on weekend	Not paid at all	-
	<i>Standard :</i>	<b>PRC labor law</b>		
	<i>Result - Comments :</i>	<b>OT paid</b>		
<b>6</b>	<b>Association / Discrimination / Coercion</b>	No	-	-
	<i>Standard :</i>	<b>PRC labor law</b>		
	<i>Result - Comments :</i>			

<b>Interviewed Workers Pictures</b>	
	
<b>N.0549</b>	<b>N.0835</b>

Certificates																																																																																																																																																																																																																																																																																																																																																																																																																																																									
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The table below summarizes the data from the certificate:</p> <table border="1"> <thead> <tr> <th rowspan="2">年</th> <th rowspan="2">月</th> <th rowspan="2">单位编号</th> <th colspan="3">基本养老保险</th> <th colspan="3">基本医疗保险</th> <th colspan="3">失业保险</th> </tr> <tr> <th>工资</th> <th>个人交</th> <th>单位交</th> <th>小计</th> <th>单位编号</th> <th>工资</th> <th>个人交</th> <th>单位交</th> <th>单位编号</th> <th>工资</th> <th>个人交</th> <th>单位交</th> </tr> </thead> <tbody> <tr><td>2005</td><td>3</td><td>20000</td><td>1597</td><td>76.85</td><td>85.32</td><td>176.67</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>2005</td><td>4</td><td>20000</td><td>1597</td><td>76.85</td><td>85.32</td><td>176.67</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>2005</td><td>5</td><td>20000</td><td>1597</td><td>76.85</td><td>85.32</td><td>176.67</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> 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	Comments	Pictures
<b>Canteen/Drinking/Kitchen facilities</b>		
<b>Emergency medical</b>		



<p>Dormitory conditions</p>	<p>6 persons in 25m2 room</p>	
<p>Fire prevention</p>		
<p>Safety conditions</p>		

Probability to meet client's expectations

0 1 2 3 4 5

**Part 7  
 Supply**

**Raw materials**

Who are the suppliers of raw material?

Material	Supplier name	Country of origin / location
PCB	XXXXX	Taiwan (2 weeks shipment) Shenzhen (1 weeks shipment)
LCD	XXXXX	
ABS	XXXXX	
HiPS	XXXXX	

**Sub-contracting**



What part of the production process is sub-contracted?

Production step (ex: packaging)	Supplier name	Country of origin / location
No subcontracting for any prod step	-	-
In case of overload (never happened yet).	Can subcontract to "XXXXX", a bigger factory	Shenzhen (as well)

**Probability to meet client's expectations :**

0    1    2    3    **4**    5

**Part 8**  
**R & D / Sampling capacity**

<b>R &amp; D facilities</b>	
<b>Specific staff count:</b>	8 Pers for Mold design – 4 Pers for samples/mokup
<b>Specific facilities:</b> (sample production line or equipment)	8 computers (CADesign with Pro-Engineer, one of the best CAD tools)
	Laser measurement lab for mokups and molds
	Machinering line, unused machines in workshop...
<b>Sample Production Process Description</b>	No info – depends on product
<i>Picture(s)</i>	
	
<b>Approval sample lead time:</b>	According to factory, <b>45 days for sample</b>

**Probability to meet client's expectations :**

0    1    2    3    **4**    5

**Part 9**  
**Hygiene / Security**

<b>Facilitie</b>		
<b>First aid supply</b>	Yes	
<b>Time to the nearest medical facility</b>	5 min Walking	
<b>Workers (appropriate) protective equipment</b>	List: <b>Yes</b>	Comments: Seems to be appropriate
<b>Fire protection facilities</b>	List: Fire extinguishers Fire water facilities	Comments: Seems to be appropriate
<i>Picture(s)</i>		
		
<b>First aid training</b>	No	Comment: <b>No</b>
<b>Fire evacuation drills</b>	Yes	Comment: <b>Yes</b>

**Probability to meet client's expectations :**

0    1    **2**    3    4    5

**Part 10**  
**Environment**

<b>Environment management</b>		
<b>ISO14000 series:</b>	No	Comment:
<b>Environment Policy Available</b>	YES	Description:
<b>No certification :</b>		
<b>List of certificates available</b>	<b>Only a certificate from Local Environment Bureau</b>	
<i>Picture(s)</i>		
<b>Staff in charge</b> (name and mission)	none	
<i>Picture(s)</i>	none	

<b>Control track record</b>	
How often is it updated?	none

Item checked	Last control date	Findings	Standard
none			
<i>Picture(s)</i>	none		

<b>Preventive / corrective actions</b>	
<b>(Please check Sewage, Smokes, Noise, Waste, and any other applicable)</b>	
Description	Comments
none	
<i>Picture(s)</i>	

<b>Probability to meet client's expectations :</b>	0	<b>1</b>	2	3	4	5
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**Part 11**  
**Special Requirements from Client**

Special standard to refer to	
Standard name	Comment

**Other requirements**

**1.**

Does the factory have the facilities and capacity to product digital photo frame (sample provided) and to check the followings:

They should be able to guaranty a constant pressure (8mbar) during 20 seconds, with a loss of pressure below 0.2mbar.  
 What are the equipments in the factory?

✦ **The factory doesn't have any pressure measurement equipment. They said they can buy/rent some easily, or even subcontract this point to a specialized organization.**

**Probability to meet client's expectations :**    0    1    **2**    3    4    5

**2.**

Did the factory already product such technical products?  
 Which ones?  
 What is their capacity to develop a new product with technical specifications?

✦ **The factory has produced such a technical product as mp3. The closest product they did was a syringe. But the R&D department seems to have very good facilities and software. The factory seems to have this capacity.**

**Probability to meet client's expectations :**    0    1    2    **3**    4    5

**Part 12**  
**Synopsis of major facts and problems found**

**Capacity of manufacturing client's product:**

Very bad	Bad	<b>Average</b>	Good	Very good
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Comments:  
 The factory has **no experience** in the field products which require **pressure control**. However they have an interesting production capacity concerning plastic products in general, including a design department which has **good equipment and software**.

**Production conditions:**  
 (machines, building, employees training, internal quality control)

Very bad	Bad	Average	<b>Good</b>	Very good
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Comments:  
**The production facilities, the building, and the QC are correct.** Not every employee look very well trained (assembly line), but the staff who works on **very technical equipment** (injection, Computer Aided Design) has a good training.

**Factory behavior during audit:**

Very bad	Bad	Average	<b>Good</b>	Very good
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Comments:  
 The factory management let us copy all documents required, interview workers. They answered all questions.  
 Good behavior during Audit.

**END**