



SAFETY CHECK

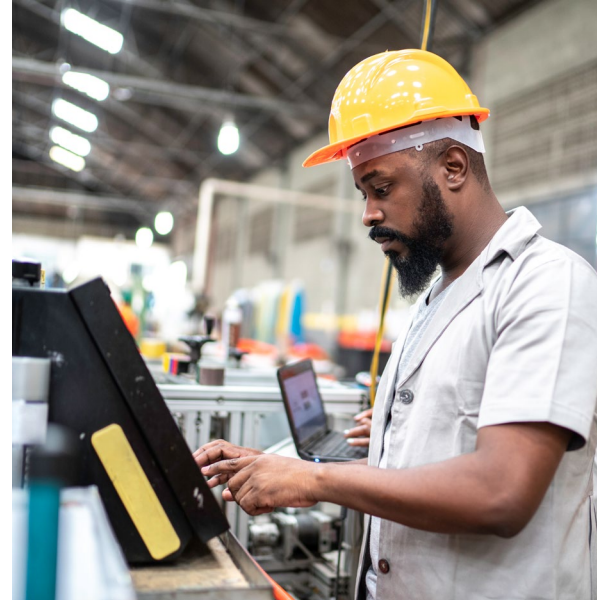


Risk Control at UFG Insurance | riskcontrol@unitedfiregroup.com

Quality assurance and control: basic elements

This checklist can be used by customers who have UFG Insurance-provided products and/or completed operations policy coverages. The degree of formality of implemented controls will vary for each organization. Variables may include product type(s), markets served, user population, legal jurisdiction, etc. In summary, the extent of the quality assurance/quality control (QA/QC) system controls, policies and procedures will depend upon size of the company and/or complexity of the product(s) and processes.

Product liability exposures can include considerable bodily injury and/or property damage caused by malfunctioning or defective parts, faulty product designs, poorly or improperly designed parts, manufacturing process defects, defective raw materials, failure of quality control personnel to detect defective products, lacking QA/QC procedures and inspections, among others.



QUALITY DEFINITION AND SCOPE	
As defined by the dictionary, "The standard of something as measured against other things of a similar kind; the degree of excellence of something."	<input type="checkbox"/>
How is a high-quality product determined (in-house design/engineering, customer provided specs and parameters, etc.)?	<input type="checkbox"/>
Be sure to document what defines a quality product(s), product scope, product expectations and use, and continuous improvement.	<input type="checkbox"/>
To adequately measure success, one must be able to define what success means to each company.	<input type="checkbox"/>
MANAGEMENT COMMITMENT AND RESPONSIBILITY	
Is top-level management committed to providing high-quality products to customers?	<input type="checkbox"/>
Does management effectively communicate expectations, results and accountability?	<input type="checkbox"/>
Are adequate resources provided to employees (training, equipment, facilities, etc.) to support quality?	<input type="checkbox"/>
Are periodic quality meetings held to discuss successes and opportunities for improvement?	<input type="checkbox"/>
ORGANIZATIONAL SUPPORT	
Does ownership and management provide adequate personnel to manage the quality department (manager, inspectors, quality assurance and control personnel, laboratory training, etc.)?	<input type="checkbox"/>
Is the organizational structure effective as determined by the quality results?	<input type="checkbox"/>
Has a quality management system been implemented to ensure long-term success?	<input type="checkbox"/>



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QUALITY POLICY	
Has a clear, concise and purposeful quality policy been implemented that aligns with the company mission, commitment to customers and overall strategic direction?	<input type="checkbox"/>
Have employees been trained in the quality policy?	<input type="checkbox"/>
Is the quality policy written and posted in an area visible to all employees and customers?	<input type="checkbox"/>
DESIGN AND DEVELOPMENT	
Are there in-house qualified designers or licensed engineers on staff?	<input type="checkbox"/>
Is product quality based on third-party and/or customer-provided specifications?	<input type="checkbox"/>
Are product design reviews held to ensure potential hazards are prevented or mitigated during the design phase?	<input type="checkbox"/>
Are products reviewed by legal counsel to ensure adequate warning labels, instructions, etc. as required?	<input type="checkbox"/>
PRODUCTION CONTROL AND SERVICE	
Are raw-material, in-process and final-product inspections completed and documented?	<input type="checkbox"/>
Are all in-house or third-party inspections and testing documented?	<input type="checkbox"/>
Is all equipment used for QA/QC properly calibrated as required?	<input type="checkbox"/>
Have written quality programs been implemented?	<input type="checkbox"/>
SUPPLIER/VENDOR MANAGEMENT	
Are there trained employees responsible for sourcing qualified vendors and procuring quality raw materials and/or components?	<input type="checkbox"/>
Are certificates of analysis obtained for raw materials?	<input type="checkbox"/>
Are certificates of insurance obtained from all vendors/suppliers?	<input type="checkbox"/>
Are written contracts in place for vendors/suppliers — also known as risk transfer agreements?	<input type="checkbox"/>
NON-CONFORMING PRODUCTS OR SERVICES	
Are there procedures implemented and trainings performed to identify non-conforming products?	<input type="checkbox"/>
Are defective products identified and isolated during the production process?	<input type="checkbox"/>
Do finished products have unique identifiers and/or paperwork that ensures traceability back to when the product was manufactured?	<input type="checkbox"/>
Are corrective and preventative action procedures in place to identify the root cause of defects and to prevent recurrence?	<input type="checkbox"/>



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CONTINUOUS IMPROVEMENT	
Are meetings held and trainings performed to ensure continuous improvement of quality assurance and control processes and procedures?	<input type="checkbox"/>
Are there internal and/or external audits performed by qualified personnel?	<input type="checkbox"/>
Is there a mechanism in place to determine customer satisfaction or to receive feedback?	<input type="checkbox"/>
Are written policies, plans, standard operating procedures and work instructions periodically reviewed and revised as determined necessary?	<input type="checkbox"/>

DOCUMENT CONTROL AND RETENTION	
Is there a written document control procedure in place?	<input type="checkbox"/>
Are there trained staff members responsible for document control and retention?	<input type="checkbox"/>
Are all QA/QC documents saved indefinitely on an external server or cloud system?	<input type="checkbox"/>
Do document control and retention policies adhere to regulatory requirements and confirmed by legal counsel?	<input type="checkbox"/>

COMMENTS/RECOMMENDATIONS:

COMPLETED BY: _____ **DATE:** _____

UFG Insurance is the marketing name used to refer to United Fire & Casualty Company and its property and casualty subsidiaries and affiliates. This form, supplied by UFG Insurance, merely provides minimum guidelines to follow and may be utilized as a tool for fact-gathering purposes to assist in your investigation. The information requested above is not exhaustive and you should, at your own discretion, request any necessary additional information as the specific situation may warrant.