



The Certification Mark for Onsite  
Sustainable Energy Technologies

## MCS: 010

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### Product Certification Scheme Requirements: Factory Production Control Requirements

Issue 1.5

This standard has been approved by the Steering Group of the MCS.

### **REVISION OF MICROGENERATION CERTIFICATION STANDARDS**

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# 1. INTRODUCTION

This document contains the requirements for Factory Production Control (FPC) systems which are assessed as part of the product certification process for the MCS (the Scheme). FPC is used to ensure that products meet and continue to meet the appropriate standards. Proposals and scheme documents may contain additional requirements for FPC but as a minimum the requirements as detailed in Table 1 of this document shall be in place and operating at each manufacturing site.

## 2. THE ASSESSMENT PROCESS

### 2.1 Initial Assessment

Assessments and surveillances start with an opening meeting to review the assessment requirements, to identify any Health and Safety issues and to establish any equipment that will be required. Assessors check all aspects of the FPC process as required. Any items which are found to be non-conforming with the requirements will result in a non-conformity report being raised. Non-conformity reports, together with details of the completed corrective actions (and where necessary objective evidence), shall be returned for review within 45 days of the visit date.

At the end of an assessment or surveillance visit, a brief closing meeting is held to confirm the scope of assessment and identify any non-conformities. Following an initial assessment, the assessor makes a recommendation for certification to either be granted subject to addressing any non-conformities within 45 days or for a full or partial re-assessment to be conducted.

### 2.2 Maintenance of Certification / Surveillance

Product certificates are maintained and held in force through surveillance / maintenance assessment visits and satisfactory completion of agreed product audit testing or product assessment where necessary. Surveillance assessments are conducted as for 2.1 above to confirm that the FPC system operated by the Company continues to meet the requirements, however, where any non-conformities are raised they must be returned

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within 30 days. Where a major non-conformity is raised a re-visit will be conducted (outside of the normal frequency of visits) within 12 weeks to check the corrective action. In extreme circumstances or where a major non-conformity is not adequately discharged, certification may be suspended immediately.

Suspension is for a defined period and can only be lifted following a successful re-visit within a specified period. If the suspension cannot be lifted, the certificate(s) and authority to use the MCS mark are withdrawn along with any product listing(s). Voluntarily withdrawal from the Scheme, must be advised in writing.

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**TABLE 1.**

Clause	Activity	Requirements
1.	Review of Company details/ Responsibility	During assessment and surveillance visits, the assessor will check the details from the application form or certificate(s) to ensure that all details are correct. The company is asked to specify a named individual "Nominee" and their nominated deputy, whose responsibility shall be the control and overall supervision of all production activities, which fall within the scope of the certification scheme. This Nominee shall be the primary contact between the company and the certification body.
2.	Review of Quality Management System / Quality Plan	During the assessment the status of the company's Quality Management System or Quality Plan will be reviewed as appropriate.
3.	Action taken to resolve previous non-conformities	At the time of assessment, the assessor shall review any previous non-conformities to ensure that the appropriate corrective and preventative actions have been taken and have been satisfactorily completed and implemented.
4	Internal Review	The Nominee shall hold regular (at least quarterly) meetings with other staff members to review the effect of <u>each</u> of the FPC procedures and deal with any problems in the system. Records of these meetings and corrective actions shall be kept by the company and will be reviewed by assessors.

Clause	Activity	Requirements
5.	Document Control	<p>The company shall have a master list or equivalent document which details all documents and data associated with the production of the product(s) including raw material and material specifications. As a minimum, the list shall contain the document reference, issue status, number of pages and approval authorisation.</p> <p>All documents and data shall have a unique identity and page number on every page, be authorised for use by representatives of the company and be available at all locations where they are to be used. Superseded/obsolete documents shall be removed from all points of issue. The company shall document procedures, which determine how the above requirements are managed.</p> <p><b>Note: Documented procedures are acceptable in electronic form.</b></p> <p>Procedures shall also identify the method for back up and retrieval of documentation and data, whether in hard copy or electronic formats.</p> <p>The company shall maintain copies of relevant national and international standards associated with the product(s) and have a documented method/mechanism for ensuring that they have access to the latest editions including any amendments.</p>
6.	Customer requirements and contracts	<p>The company shall review orders, contracts or tenders to ensure that:</p> <ul style="list-style-type: none"> <li>- The requirements are adequately defined for each product for quantity, packaging, delivery etc.</li> <li>-The company has the resource and capability to meet the order/contract requirements. Where the time scales cannot be met, the company shall detail when the order/contract will be fulfilled.</li> </ul> <p>Records of this activity shall be maintained for all orders/contracts and tenders.</p> <p>A process shall also exist for managing amendments to contracts / orders.</p>

Clause	Activity	Requirements
7.	Purchasing	<p>The company shall identify its suppliers of designs, products and materials which are incorporated into the final product, including packaging.</p> <p>A master list of suppliers shall be established to identify their address, location, contact details and the service or products/materials supplied. The method for adding or removing suppliers and products/materials from the master list shall be established e.g. previous dealings/past history, product approval.</p> <p>Purchase orders for products shall clearly identify the part number, class, grade, species (timber), size, finish, trade name and any other details quoting (where necessary), tolerances or relevant product standards.</p>
8.	Review of Product Specification	Check that no changes have occurred that should have been notified to the certification body.
9.	Production	<p>All stages of the production process, including inspection and testing shall be conducted under controlled conditions. Where appropriate these shall include adequate descriptions of the characteristics of the product and local work instruction. Each process, part or material, which is to be used shall be identified, along with specified tolerances, methods and any other specifications that may be required by the contract.</p> <p>Where required by the contract, all products must carry a unique identification, which determines their date of production and enables traceability to the contract or batch in which they are to be used.</p>
10.	Action on Non-conforming material	The company shall document procedures to ensure that any material which is deemed to be non-conforming, has been adequately identified (including by physical location), such that it is prevented from unintended use or being packaged with conforming material. The procedures shall identify the actions necessary for the non-conforming material to be scrapped, re-worked or re-graded including labelling and authorisation requirements.



Clause	Activity	Requirements
11.	Inspection and in process testing	<p>As detailed above for Production, inspection and testing is required to be carried out under controlled conditions and shall include:</p> <p>Incoming inspection - All products and materials are checked to ensure that the correct product /material has been supplied and the quantities are correct. Any critical measurements should be identified and inspection records exist including a statement of acceptance or rejection of products/materials and the basis for this decision.</p> <p>In Process and Final Inspection – Products shall be inspected in process and at final inspection to ensure that the requirements of the standards or specifications are met.</p> <p>Records shall be kept of the results of incoming, in process, final inspections and in process testing relative to each batch of each product.</p>
12.	Equipment	<p>The company shall ensure that suitable equipment exists for the control and measurement of the products and that it is calibrated and labelled to indicate its calibration status. A record shall be kept of all equipment which is used by the company. The record shall include the serial number or number allocated by the company, scale and frequency of checking/calibration along with suitable objective evidence to demonstrate that the equipment is capable of the accuracy which is required for the specified measurements.</p>
13.	Storage, handling, packaging and transportation	<p>The company shall carry out under controlled conditions storage, handling, packaging, and transportation of the products to prevent damage or deterioration.</p>
14.	Certification Marks	<p><i>The use of the Microgeneration Certification Mark and the certification body mark on product and on any stationery will be reviewed to ensure that approval has been granted by the certification body for the intended use.</i></p>

Clause	Activity	Requirements
15.	Records	<p>All production records must be examined regularly - on at least a weekly basis - by the company's Nominee, who must date and initial the records after each routine examination.</p> <p>Records related to production and inspection must be kept by the company for a minimum of two years, subsequent to their examination and approval.</p> <p>Contract related records must as a minimum contain details of customer reference, dates, quantities and details of all products supplied. The company must keep these records for a minimum of five years.</p>
16.	Complaints	The company shall manage complaints under controlled conditions and shall keep a log /register of any complaints received and the corrective and preventative actions taken to satisfy the complaint and where necessary the complainant. All complaints must be dealt with in a timely and effective manner.
17.	Corrective / Preventive action	The company shall have procedures for corrective and preventive actions
18.	Training and competence	All staff employed in production must have received adequate training in each of the areas/operations in which they are involved. The company must have a training record for each employee which details methods of training and approved areas of operation. These should identify the training authority and be signed by the employee as well as the training authority.
19.	Audit testing	Where required by the scheme or as detailed in the relevant MCS documents, the company shall provide samples of the certificated product for audit testing. Samples shall be taken from recent or current production as required by the assessor. All products selected by the assessor shall be delivered to the certification body or the nominated testing laboratory.

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## AMENDMENTS ISSUED SINCE PUBLICATION

DOCUMENT NO.	AMENDMENT DETAILS	DATE
1.1	'UK' removed from scheme name; 'Department of Trade and Industry' MCS mark replaced by 'BERR ' MCS mark	11/01/2008
1.2	Revision details added	25/02/08
1.3	Gemserv details added as Licensee. Document reformatted to reflect brand update. References to BERR updated to DECC, MCS logo updated accordingly. Website and email addresses updated to reflect new name.	01/12/2008
1.4	Quality review	10/01/2009
1.5	MCS Mark Updated	25/02/09

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