

May 2020

Below are the key elements that need to be included in a formal quality assurance (QA) system, which is required for most product certification and listing programs. For questions about getting your QA system fully developed, or other elements of achieving a product evaluation report or listing, [contact us](#).

- A. Management Quality Statement
- B. Facility Location
- C. Quality System Annual Review
- D. Organization Chart and Staff Functions
- E. Marks, Certification Labels, Packaging and ID on Product
- F. Complaints and Resolution
- G. Manufacturing Process Description
- H. Product Design, Changes and Notification
- I. Incoming Materials
- J. In-Process Quality Control
- K. Final Inspection
- L. Nonconforming Materials and Product
- M. Measuring and Test Equipment
- N. Inspection and Test Records
- O. Declarations
- P. History of Versions & Changes