

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 an ICC-ES evaluation service report (ESR), [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