

Factory Production Control Handbook

Section	Content	Cross-reference to Guidance paper B/D	Reference to FPC data
1	Introduction	-	Junckers QC Chapter 16. CE-labelling / Sheet 01. FPC Handbook
2	Quality objectives	-	
3	Responsibility and authority	3.1.1, 3.1.1a,b,c/-	
4	Place of production	-	
5	Personnel	3.2.1/-	
6	Quality control system	3.1.1, 3.1.2, 3.1.2a, 3.2.3/-	
7	Control of documents	3.1.1, 3.1.2/-	
8	Raw materials, purchase, contract work	3.1.3a, 3.3/-	
9	Process control	3.1.3b/-	
10	Control, judgment of results and testing status	3.1.2c,d, 3.1.3b,c, 3.2.2, 3.2.3, 3.2.4, 3.2.5/-	
11	Check of control results	3.1.2c, 3.2.3, 3.2.5/-	
12	Deviated products	3.1.2d, 3.2.3, 3.2.4, 3.2.5/-	
13	Labelling, declarations of conformity, covering documents and tracking	3.2.2, 3.3/2, 3, 5,2(11), 5(7)	
14	Handling, storage etc.	3.1.3c/-	
15	Corrected actions	3.1.2d, 3.2.4/-	
16	Measuring tools	3.1.3c, 3.2.1/-	
17	Internal audit	3.1.2b, 3.1.2d/-	
18	External audit	-/-	

1. Introduction

The quality assurance system forms the basis of the company's CE-labelling of solid hardwood floors according to EN 14342:2005+A1:2008 (EN 14342), EN 14904:2006 (EN 14904) and EU Guidance paper B and D for CE-labelling.

The quality assurance system is a quality assurance system corresponding to the ISO 9000 series but is, however, not a certified ISO 9000 system.

The cross-reference to Guidance paper B and D are available in the table of contents.

The FSC handbook includes appendices, instructions and tables under Junckers' Quality Assurance.

Changes in the quality handbook compared to the previous edition are marked in grey.

2. Quality goals

The company's goal is to produce and CE-label solid wooden floors complying with the requirements of EN 14342 and EN 14904.

In addition to the requirements in EN 14342 and EN 14904 the products conform to other requirements on properties which appears from Junckers' Technical Information system.

3. Organisation and responsibility

Organisation and functions are described in Junckers' Staff Handbook and in Junckers' Activity on our intranet.

4. Production locations

Denmark: Køge and Nr. Alslev.

Trading products: Quality Assurance Section 12 Suppliers.

5: Staff

The staff who ensure the compliance with the quality assurance system in the day-to-day operations are those working in Dept. Q.

6. The quality assurance system

The quality assurance system comprises the employees as well as the production and administrative processes and resources which are necessary in order to achieve the quality goals.

The quality assurance system is documented in this Quality Handbook and the appendices, instructions and tables included in it. Production processes stating where and how often control measurements are made in the process, are available in the Quality Assurance Section 04.07 Sampling for FK determination.

7. Document management

Overview of all existing documents appears from this FPC Handbook and Quality Assurance. Documents and measured values which form part of the quality assurance system are filed under Quality Assurance or Weighing Database.

8. Raw materials, purchase and contract work

Purchase of raw materials and services is managed in accordance with the Environmental Management System EN 14001.

Control on receipt takes place according to Quality Assurance Section 16.02.05.

When purchasing trading products, the products are quality assured in a similar way as self-produced goods.

9. Process control

Process descriptions are available under Quality Assurance under the individual departments.

Adjustment and maintenance of machinery is not included in this FPC Handbook as control and measuring only covers the finished product.

10. Control, evaluation of results and test status

Control, measurements and evaluation of measurements are available under the sections of the individual departments of the Quality Assurance.

Properties:

Reaction to fire	Test Report according to EN 13501-1 from EU Authorisation no. 0432
Formaldehyde emission	Declared E1 based on testing Quality Assurance Section 16.05.01
PCP	Declared under 15 ppm
Breaking strength	Declared according to internal Test Report 2006.03.28
Smoothness	Declared according to internal Test Report 2008.12.05
Heat conduction	Declared according to EN 14342 Table 2
Density	Ongoing control measurements, Quality Assurance Section 16.02.01
Thickness	Ongoing control measurements, Quality Assurance Section 16.02.02
Moisture content	Ongoing control measurements, Quality Assurance Section 16.02.03
Gloss	Ongoing control measurements, Quality Assurance Section 16.02.04
Hardness	Declared based on testing Quality Assurance Section 16.05.05
Mirror effect	Declared based on testing Quality Assurance Section 16.05.06
Wood species	Declared according to Junckers Technical Information
Types and patterns	Declared according to Junckers Technical Information
Surface	Declared according to Junckers Technical Information
Appearance grading	Declared according to Junckers Technical Information
Dimensions	Declared according to Junckers Technical Information
Technical documentation	Declared according to Junckers Technical Information

11. Management of control results

All control results are registered on tables and filed under Quality Assurance. Reference Quality Assurance Section 16.

12. Non-conforming products

Products with properties, which do not comply with existing requirements and specifications according to EN 14342 or EN 14904, are separated from approved products and handled by batches so that they are not delivered unintentionally.

13. Labelling, declarations of conformity, accompanying documents and traceability

13.1 Labelling

CE-labelling of finished and approved products is made based on the product labelling system of the logistics system. Products are marked on the underside in order to safeguard identity and traceability. Coding according to Quality Assurance Section 06.02. End marking and text for back side printer.

13.2 Declarations of conformity

Declarations of conformity for the products of the company are in Junckers Technical Information System, Section Q, which is available on Junckers' website www.junckers.com. Signed declarations of conformity are kept in the fireproof safe in the Administration Dept.

13.3 Accompanying documentation

The necessary accompanying documentation for CE-labelled solid wooden floors is fastened to the outer packaging of the products.

13.4 Certificates

Certificates from Initial Type Test under System 3 are filed on the intranet under Development Dept./Reports/CE-labelling.

14. Handling, storage etc

Handling, storage, packaging and delivery of undamaged products take place according to the process descriptions in Quality Assurance Section 07 and Quality Assurance Section 08.

15. Corrective action

Corrective and preventative action is made to the necessary extent. Corrective action is decided on the basis of control measurements.

16. Measuring tools

An overview showing what traceable and calibrated measuring tool is used and where to find it is available in Quality Assurance Section 16.03. Calibration is carried out in accordance with Quality Assurance Section 16.04.

17. Internal audit

In connection with the internal audit prior to the annual external environment management audit an internal auditing of the quality control system for the company's CE-labelling of solid wooden floors according to EN 14342, EN 14904. EU Guidance paper B and EU Guidance paper D for CE-labelling is carried out.

18. External audit

The CE-labelled products are declared according to System 3 cf. 89/106/EU Construction Products Directive Annex III.2. Thus an external audit is not required.