



Introduction

URG 7000 accreditation is available to all URG partners that submit documentation of the following management practices. URG 6000 accreditation is required before any other level of accreditation can be issued.

All accreditation requirements reference the ISO 9000 standard and sub standard. Remember that samples and examples of each of the required documentation are included.

If you require assistance in completing your accreditation call Robert Counts at 512 821 3888. All completed forms should be mailed to Robert Counts, at Counts Consulting, 3715 Aspendale Cove, Austin, Texas 78727.

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Management Responsibility – 4.1

The company management's designated Quality Manager shall conduct audits at least annually or upon direction of the company ownership.

- ✓ Submit a copy of your audit schedule that includes what is to be audited and when – 4.1.5

Contract Review - 4.3

This section provides for the process by which we establish and maintain procedures for the acceptance and review of customer orders. We must have in place a documented system that ensures you understand and can meet and track your customers needs. URG 7000 requires you to:

- ✓ Provide evidence that you can capture, store and retrieve information about a customers order. 4.3.1
- ✓ Describe the methodology by which you ensure that orders are confirmed and agreed to at the time of acceptance. 4.3.2
- ✓ Describe the methodology by which you communicate changes to a customer's order. 4.3.3.

Purchasing – 4.6

The purchasing operation must have a documented process with supporting records that ensure the quality of parts. You must insure that the subcontractors you purchase parts from meet the same quality your represent to your customer.

- ✓ Submit your subcontractor selection and evaluation procedure along with sample of a selection and an evaluation. 4.6.2

Product Identification and Traceability – 4.8

This standard requires that you be able to properly identify and document parts as they move from receipt into your yard to delivery to your customer. This ensures that parts are identified and marked appropriately so that the sales people sell the correct part and the delivery people pull and ship the correct part.

- ✓ Submit evidence that you have a computerized inventory process that is capable of capturing, storing and retrieving information about the parts in your yard - 4.8.1

Process Control – 4.9

This requires you to document that you have established procedures for each employee to do their job. It is the intent of this section to properly identify the operating instructions needed to conform to our customers' requirements. We have developed procedures for each step of our operation from the decision to buy cars, to the provision of warranty services purchased by our customers.

- ✓ Provide a copy of your Employee Handbook (see below) - 4.9.2

Employee Handbook

The following issues are suggested for the content of an “Employee Handbook.” This handbook can be customized to include your company information, such as address, etc. These are available in both print and electronic format. These handbooks are not intended as legal documents or as contracts. Specific employee questions should be referred to an attorney or other recognized experts. If you have specific questions concerning labor relations please contact Brian Fairrington at 214 373 0435.

Breaks	On-The-Job Injury	Smoking Policy
Disciplinary Action	Outside Activities	Standards of Conduct
Drug-Free Work Place	Overtime	Company Property
Employment Eligibility	Parking	Training and Accreditation
EEO full words here	Payday	Travel Reimbursement
Grievance Procedures	Probation	Unemployment Compensation
Holidays	Promotions	Vacation and Sick Time
Insurance	Recruitment by Others	Work Hours
Lunch Hour	Resignation	Workers' Compensation
Nepotism	Salary	
New Employee	Sexual Harassment	
Orientation		

Control of Nonconforming Product - 4.13

You must have procedures in place that keeps bad parts from being sold. You must have process in place that inspects and restocks good parts that are returned.

- ✓ Submit a copy of your declaration of disposition of nonconforming product and customer cores and failed parts - 4.13.2 and 3.

Corrective and Preventive Action - 4.14

Your Quality System should have in place processes for taking corrective action on any customer complaint, procedural failure or anything discovered during audits of procedures.

- ✓ Submit copy of your corrective action document and procedure – 4.14.2

Handling, Storage, Packaging, Preservation and Delivery – 4.15

All activities related to the handling, storage, packaging and delivery of the parts must have documented and maintained procedures.

- ✓ Submit a copy of your packaging procedures – 4.15.4
- ✓ Submit a copy of your delivery procedures – 4.15.5

Performance Measures – 4.20

Identification of performance measures allows you to monitor the quality of your business. These performance measures must be based on data that is easily accessible and not subject to alteration.

- ✓ Submit a declaration form that indicates you measure performance related to customer assurance of quality – 4.20.12
- ✓ Submit a declaration form that indicates you measure the quality of the information in your automated inventory system – 4.20.13

Remember that we will provide you assistance in completing the URG accreditation at your location or by phone (512 339 7671), fax (512 821 3888) or by email rcounts@wans.net. Check out our new website at www.counts-consults.com for questions regarding accreditation, information about your interchange system, training for sales persons and quality managers, procedures, job descriptions and many other items and issues to those in the automotive recycling industry.