



Services for professional procurement.
Be better informed, make better decisions.

Manufacturer Audit Overview

May 2016

Overview

Why choose Achilles

Achilles is one of the world's largest service providers of global supply chain risk management solutions with more than 1,000 people working in 22 countries. Achilles works on behalf of over 860 buying organisations, from 11 industry sectors, to collect, validate and maintain essential data about more than 133,000 suppliers. This enables buying organisations to gain visibility of their suppliers' capabilities and compliance before making important sourcing decisions. With an understanding of their supply chains, buying organisations can proactively identify and mitigate potential risks to protect people, planet and profit.

Achilles started delivering Audit services in 1999, and now delivers in excess of 10,000 audits per annum globally across all sectors.

Our Audits are tailored to the specific requirements of buying organisations and the sectors they operate in, enabling both buyers and their suppliers to realise significant benefits and efficiencies.

Our Audit Process is transparent and highly structured; the Audit Report will provide you with constructive feedback to support the continuous improvement process within your organisation, and enable you to demonstrate important competitive advantage.

And because it gets uploaded against your company profile within the Achilles' System, it will be visible to all current and future buying organisations in the Construction Africa Community, thus reducing the pre-qualification burden and enabling you to demonstrate your business capability in a unique and cost-effective way.

Our Auditors

All Achilles' auditors are qualified and have completed training validated by IRCA (International Register of Certified Auditors) or equivalent. They undergo independent licensing, having undertaken and successfully completed Achilles' examinations, which assess their core competencies.

Auditors undertake specific training based on the requirements of each Achilles' Community, including Construction Africa, as well as Continuous Professional Development (CPD) to ensure they remain fully aligned with the latest industry and professional standards.

About the Manufacturer Audit

The Manufacturer Audit is specifically designed for suppliers who supply raw materials and/or manufactured products and install these on-site at their client's premises.

The objectives of the Audit are:

- To evaluate your management systems, in particular with respect to Health & Safety; Environment; Quality; Corporate Social Responsibility; and Human Resources;
- To check that all the necessary systems are in place;
- To review how these systems have been implemented.

The Audit Process will follow a collaborative approach, allowing suppliers to identify opportunities for important business improvements.

The Audit Protocol

The Audit Protocol used by Achilles covers the following:

- System Assurance
- Quality
- Design
- Testing & Inspection
- Workplace Safety
- Occupational Health
- Business Continuity
- Emergency Planning (Includes Fire Safety)
- Site Security
- Environmental Management
- Selection and Management of Suppliers & Subcontractors
- Ethical Sourcing of goods and products
- Goods Inward / Outward
- Use of Work Equipment, Vehicles and Machines
- Human Resources
- Business Integrity and Ethics
- Training and Capability/Competence Assessment

How to prepare for an Audit

1. A copy of the Audit Protocol will be sent through to you in advance (following receipt of payment), which shows the areas that the Auditor will cover as part of the Audit Process. We highly recommend that you check through this, maybe even undertake your own internal audit against the protocol to identify any gaps and to gain an understanding of what the Auditor will be looking for on the day.
2. Ensure you have ready access to your policies, processes, procedures, risk assessments, method statements, training records as well as any other relevant documentation;
3. Make sure that the right people are available on the day;
4. Make sure that all the documentation is prepared in advance in line with the Audit protocol;

Next Steps following the Audit

- As part of the closing meeting, you will be given a preliminary score. The auditor will also highlight any non-compliances i.e. anything that carries significant risk to personnel, the environment or clients. Any required improvement plans will be discussed and agreed with the supplier.
- The agreed improvement plan will then be finalised and sent through to the supplier for action;
- The supplier needs to complete the actions and submit to Achilles via aveng.audit@achilles.com
- The final Audit Report will then be uploaded to the Construction Africa Community against a supplier's profile and made visible to all buying organisations in the Community.

Achilles' Audit Approach

Audits are typically carried out on-site and can take between 1 and 2 days depending on the size of your organisation.

The cost of the Audit is determined by the number of days required and the location of your organisation.

Upon successful completion of the audit and suitable closure of non-conformances, your certificate will be awarded. Your certificate is valid for one year only. After this date, it will need to be renewed in order to retain its validity.