

## FPC inspection of Hey'di AS waterproofing membranes K10 and Smøremembran pro

<b>Requested by</b>	<b>Hey'di AS</b> Line Greaker Tretjerdalsvegen 68 NO-2016 Frogner, Norway
<b>Order ref.</b>	Line Greaker 03.11.2021
<b>Contact person</b>	<b>Eurofins Expert Services Oy</b> Tiina Tirkkonen P.O. Box 47 FI-02151, Espoo, Finland tiinatirkkonen@eurofins.fi
<b>Assignment</b>	<b>Inspection of factory production control of Hey'di AS waterproofing membranes K10 and Smøremembran pro covered by ETA 14/0361</b>
<b>Manufacturing site</b>	Lohjan Maru Oy, Kaivurinkatu 5, FI-08200 Lohja, Finland

### Performance of the task

Senior Expert Tiina Tirkkonen performed the inspection via Teams on 10.11.2021. The task was to extend the inspection performed at Lohjan Maru by Eurofins on 11.02.2021 for update and to cover the products manufactured for Hey'di AS at Lohja factory. Lohjan Maru was represented by CEO Robert Engström.

The content and the observations of the inspections are in Annex 1 of this report.

**Summary** Lohjan Maru Oy has a well working quality system which the management and personnel are committed to implement. No non-conformities were observed.

Espoo, November 15, 2021

Tiina Tirkkonen  
Senior Expert

<b>Annexes</b>	Annex 1, Inspection report
<b>Distribution</b>	Customer, original and electronically approved

## Inspection report

 Initial inspection       Monitoring inspection       RE-inspection

<i>Manufacturer:</i>	Hey'di AS, Tretjerdalsvegen 68, NO-2016 Frogner, Norway		
<i>Manufacturing site</i>	Lohjan Maru Oy, Kaivokatu 5, FI-08200 Lohja, Finland		
<i>Products inspected:</i>	Factory production control of K10 and Smøremembran pro waterproofing membranes covered by ETA 14/0361.		
<i>Grounds for inspection:</i>	Hey'di AS order 03.11.2021		
<i>Date of inspection:</i>	10.11.2021	<i>Inspector</i>	Tiina Tirkkonen
<i>Responsible for production:</i>	Robert Engström		
<i>Responsible for quality control:</i>	Robert Engström, Toni Jokinen		
<i>Manufacturer's representative:</i>	Robert Engström		
<i>Notes</i>	Eurofins Expert Services is a certification body (S017, EN ISO/IEC 17065) accredited by FINAS		

**During the inspection the following were inspected**

<i>Item</i>	<i>OK</i>	<i>Deviation</i>	<i>Changes</i>
1 Quality Management system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Organisation and responsibilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Raw materials, components	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Production and testing during production	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Testing of finished products	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Measuring and testing equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Handling of non-conforming products	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Traceability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 Handling of claims	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<i>Item</i>	<i>Non-conformities observed during the inspection</i>
	No non-conformities

<i>Item</i>	<i>Observations</i>
1	Lohjan Maru Oy has documented management system. It is not certified. Lean Sigma quality control system is in use. System includes instructions, templates and tests results. SAP system is used for financial management, purchasing and sales. Management reviews and internal audits have not been performed. In a small company, total 7 employees, it is not considered necessary.
2	Robert Engström, Chairman of the Board, is responsible for production, products, quality system and quality control. Toni Jokinen is responsible for performing quality control tests and logistics.

3	<p>Inspection of the incoming materials is carried out as follows:</p> <p>Control of latex, liquids or thickener substances: dry content, pH and viscosity; for latex also mesh residue 100 and 200. Each batch. Own tests for liquid components: pH, viscosity and solids within five days. Acceptance criteria are determined.</p> <p>Control of fillers is performed by the supplier and report is available upon request. Visual inspection at Lohjan Maru.</p> <p>Quality control reports are received from the supplier.</p> <p>Raw material documents, incoming control and test records were inspected and they were in order.</p>
4	<p>K10 and Smøremembran pro are manufactured according to recipes. Manufacturing process is controlled by controlling the amount of raw materials added to the mixer.</p> <p>In 2021 total 21 batches of K10 and 6 batches of Smøremembran pro has been manufactured.</p>
5	<p>For the finished product viscosity, pH and dry content are determined for each batch as defined in ETA 14/0361 control plan. Watertightness test using 100 mm water column is made each time new latex batch is taken in use.</p> <p>Product production forms include acceptable FPC values for that product.</p> <p>All test results are recorded in Excel files. Quality results and batch numbers are entered in SAP system.</p> <p>Test results for all during 2021 manufactured K10 and Smøremembran pro batches were checked and they were within the set acceptance limits.</p>
6	<p>All necessary calibrations were valid.</p>
7	<p>Non-conforming FPC results are indicated in the Excel file. Non-conforming batch is isolated from other products and prevented from shipment. Responsible for handling non-conforming products is Robert Engström.</p>
8.	<p>Finished products are traceable to raw material batches via production date and batch number.</p>
9	<p>Customer claims are received by the party putting the product on the market. Lohjan Maru handles issues related to product quality when requested. No cases related to product quality has been received after last Eurofins inspection at Lohjan Maru</p>
<p><i>Time and place:</i> Espoo 15.11.2021</p>	
<p>Inspector's signature:</p>	