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FOLLOW-UP INSPECTION REPORT

Form Q-24

Date of Inspection: May 17, 2016

ICC-ES Evaluation Report Number*: **ESR-3463**
*Please fill out a separate Q-24 for each master/follower report number as applicable.

Reissue Date of Evaluation Report*:**Reissued August 2014**
*This date can be found on the upper right-hand corner of the first page of the evaluation report published on the ICC-ES website.

Revision or Correction Date of Evaluation Report*: **Revised October 2015**
*This date can be found on the upper right-hand corner or at the bottom of the first page of the evaluation report published on the ICC-ES website.

Name of Report Holder: BASF Corporation

Name of Manufacturing Facility: Drew Foam

Manufacturer's Representative Name and Title: Jim Karasek (Plant Manager)

Manufacturer's Representative E-Mail Address: jkarasek@drewfoam.com Phone Number: 870-367-6245

Address of Inspected Facility: 1093 Highway 278 E (Street) Monticello (City) AR (State) 71655

Country and Province, if outside of the United States: N/A

Names of Products Inspected*: BASF Neopor Rigid Foam Insulation Boards
*Be sure to identify products using names provided in the evaluation report.

Signature of Manufacturer's Representative: Jim Karasek Date: May 17, 2016
In lieu of a handwritten signature, you may type your name above.

Name of Agency Conducting Inspection: QAI Laboratories

Name of Inspector: Abel Bercian

Inspector's E-Mail Address: abercian@qai.org Phone Number: 540-636-9445

Inspector's Time of Arrival: 12:05 P.M. Inspector's Time of Departure: 2:30 P.M.

Was product being produced at the time of inspection? Yes ☐ No ☒

Signature of Inspector: Abel Bercian Date: May 17, 2016
In lieu of a handwritten signature, you may type your name above.

Name of ICC-ES Staff Person Reviewing This Report: _____ Date: _____

Instructions

Introduction: The purposes of the follow-up plant inspection are to verify that the product being produced is consistent with the product used in the qualifying tests and recognized in the ICC-ES evaluation report or listing; that the documented quality system continues to meet ICC-ES requirements; and that the quality system is effectively implemented.

The Plant Inspection: The inspector should verify that documents and processes (including the current quality documentation) observed at the listee or report holder's facility during the inspection are consistent with the information provided by ICC-ES. A simple check in the Yes/No boxes may not suffice; if needed, use the comments sections or use an attached document for your remarks or explanations. The inspector should, to the extent possible, inspect the product recognized in the ICC-ES evaluation report or listing to assess conformance to specifications as described in the ICC-ES evaluation report or listing and ICC-ES supporting documents. Additionally, the inspector must use the ICC-ES supporting documents, the manufacturer's current quality documentation and operating procedures, and the manufacturing process records, to evaluate the implementation and effectiveness of the facility's quality management system. **If there are questions regarding which documents to verify, please contact ICC-ES (inspections@icc-es.org).**

The Report: The inspector will complete this report during the inspection. If there is a nonconformity, the nonconformity will be detailed in the inspection report, and a Corrective Action Request (CAR) will be issued. CARs must clearly state what is required by the ICC-ES Acceptance Criteria for Quality Documentation (AC10) and by the manufacturer's documented quality system, and what the inspector actually found. This Follow-up Inspection Report must be signed by the manufacturer's representative and by the inspector. A copy of this report, and any CARs, must be given to the manufacturer's representative (and/or the report holder or listee, if the manufacturer and the report holder or listee are different) at the conclusion of the inspection, and a copy must be forwarded to ICC-ES.

Resolution of CARS: The manufacturer must respond to each CAR within 30 days of the inspection. CARs must be resolved by the manufacturer (or the report holder or listee, if the manufacturer and the report holder or listee are different) to the satisfaction of ICC-ES. ICC-ES reserves the right to require another follow-up inspection, to confirm corrective actions, when deemed necessary.

PART A – PRODUCT VERIFICATION

1.	Are the manufacturer's quality manual and operating procedures consistent with the quality documentation submitted to ICC-ES? Note any discrepancies and provide applicable copies.	**Yes** ☒	**No** ☐
Comments: BASF Corporation QCM effective date June 25, 2014			
2.	Are the manufacturer's documented procedures, for inspection or testing of incoming materials, being carried out? Are the procedures consistent with the quality documents submitted to ICC-ES?	**Yes** ☒ **Yes** ☒	**No** ☐ **No** ☐
Comments: Pre-expansion and molding records during hot wiring were verified. (Molding Report).			
3.	Is this manufacturer conducting inspections and tests, as required in the quality documentation, for in-process quality control? Are these inspections and tests sufficient to ensure consistency of product quality? Are the procedures and tests consistent with what is described in the quality documents submitted to ICC-ES?	**Yes** ☒ **Yes** ☒ **Yes** ☒	**No** ☐ **No** ☐ **No** ☐ **N/A** ☐
Comments: Compliant. Expanded Process reports, Flexural Load Tes and Density Test forms.			
4.	Is the manufacturer conducting final inspections and tests, prior to final approval and labeling of the finished product? Do these inspections or tests ensure that the product receiving the label complies with the applicable specifications and design values?	**Yes** ☒ **Yes** ☒	**No** ☐ **No** ☐
Comments: Peg BASF QCM page 6 section 2 Quality control table section finished goods are tested prior to shipping. Per page 7 - Dimensional Density and Flexural Strength are performed.			
5.	Using the identification that is applied to the finished product, conduct a traceability study by taking a finished product and tracing it back to the production and quality control records. Is the traceability adequate?	**Yes** ☒	**No** ☐
Comments: Page 6 section 2 "Traceability" Reviewed "Neopor Traceability Form" Date when block was molded, lot numbers and Block number is used for tracing product back to CofAs.			
6a.	Does this facility presently label product for private label listees? If yes, please complete Section 6b.	**Yes** ☐	**No** ☒
6b.	List the name of each private label listee for which there is labeling with the ICC-ES report number and/or mark. (A list of authorized listees appears below the report holder's name on the evaluation report)		
Comments: No private labeling Listees.			
6c.	Is the product labeling consistent with what is described in the quality documentation and in the "Identification" section of the evaluation report or listing? (Verify that these guidelines apply to all products labeled with the ICC-ES report number or mark.)	**Yes** ☒	**No** ☐
Comments: Per QCM labeling information is compliant per ICC-ES evaluation report. There has not been production for some timea and there is no product in inventory either. Plant manager was not aware of any near future orders for this product either.			

PART B – QUALITY SYSTEM VERIFICATION

AC10 Section	AC10 REQUIREMENTS	QUALITY SYSTEM IMPLEMENTED?	
2.1.2	Is the facility street address, telephone number and contact person, as noted in the documentation, correct?	**Yes** ☒	**No** ☐
Comments: QCM page 4 - Verified and found compliant. Recommend to get page 22 signed by the BASF Authorized representative and dated.			
2.1.3	Is the manufacturer reviewing the quality system documentation annually? Is there a revision log included in the quality documentation that is kept current and dated? (If the date of the quality documentation provided by ICC-ES for the follow-up inspection is different from the date of the quality documentation at the manufacturing plant, or if revisions have been made to the quality documentation, please provide to ICC-ES a copy of the revision record with an explanation of the changes that were made.)	**Yes** ☒ **Yes** ☒	**No** ☐ **No** ☐
Comments: Manufacturing facility is performing their annual quality manual revisions; however, the BASF QCM does not have any revisions noted on page 16. Recommend to start recording quality system revisions regardless of changes not taking place. Page 4 of BASF QCM states in "Manual Revisions" that "A revision log page is maintained in this manual . . . . . "			
2.1.6	Is the product flowchart or the description of production methods, as contained in the manufacturer's quality documentation, representative of the actual production flow and process?	**Yes** ☒	**No** ☐
Comments: BASF page 7 section 3 - Product Manufacturing Process Description found adequate and compliant.			
2.1.7	ICC-ES must be notified of any significant product changes so that those changes may be evaluated and documented. Does the quality documentation have procedures to notify ICC-ES and other appropriate parties of any product changes? Has the product changed significantly since the last inspection? If yes, describe the change in the comments section below.	**Yes** ☒ **Yes** ☐	**No** ☐ **No** ☒
Comments: BASF QCM page 6 section Notification Requirements "A-D" - Found acceptable.			
2.1.8	Is the organizational chart up-to-date, and are the duties and responsibilities of key positions in the quality program identified?	**Yes** ☐	**No** ☒
Comments: Contact person for this location needs to be updated in page 25 as Tim Phillips is no loger here.			
2.1.9	Are the products packaged and stored per the manufacturer's quality documentation and operating procedures?	**Yes** ☒	**No** ☐
Comments: QCM page 9 & 18 Section 8 Storage and Handling - reviewed procedures and were found adequate.			
2.1.10	Are records of all significant complaints about the product being kept? Is appropriate action being taken with respect to such complaints? Are the actions being documented?	**Yes** ☒ **Yes** ☒ **Yes** ☒	**No** ☐ **No** ☐ **No** ☐
Comments: Page 19 section 11 - Compliant.			
2.5	Are nonconforming materials segregated from conforming materials as directed in this manufacturer's quality manual and operating procedures?	**Yes** ☒	**No** ☐
Comments: Page 19 section 10 - Compliant.			
2.6.1	Does the manufacturer maintain a list that includes all the critical measuring and test equipment? Does the equipment identified on this list have current calibration records?	**Yes** ☒ **Yes** ☒	**No** ☐ **No** ☐
Comments: Certificates of calibration for all test equipment were verified and found compliant.			

2.7.1	Is the manufacturer actually using the forms, checklists and reports identified in the manufacturer's quality documentation to record manufacturing and quality process metrics?	**Yes** ☒	**No** ☐
Comments: Recommend to have the following forms controlled: Expanded Process reports, Flexural Load Test and Density Test as they are not controlled copies (need revision date).			
2.7.2	Are the quality records as noted in item 2.7.1, above (forms, checklists and reports), approved by responsible personnel as required by the manufacturer's quality documentation?	**Yes** ☒	**No** ☐
Comments: Compliant. Forms are being singed off by operators.			
2.7.3	Are all manufacturing and quality records maintained for a minimum of two years? (Examples are reports resulting from the manufacturer's own tests and inspections.)	**Yes** ☒	**No** ☐
Comments: Compliant.			

Summary of the Inspection

Inspector should note general observations on the manufacturer's quality system, facility and product manufacturing process. (Include details as appropriate.)

Manufacturing facility has not produced procuct for ESR-3463 this year. All BASF QC forms and documentation procedrues, test records and packaging procedures, test equipment and traceability procedures remain the same. Management personnel was very receptive on all feedback provided during today's visit.
There will be a product stamp for ESR-3463 ordered with the information pertaining on section 7.0 of the ICC-ES certification report as there was no stamp found to verify the information that goes on finihsed goods for when production is run. To follow up next inspection visit.
There were some recommendations and 1 CAR issued. See below.

CORRECTIVE ACTION REQUESTS (CARs)

Findings should be entered in the blocks provided below, and defined as falling into one of four categories:

- **Major CAR** – A major nonconformity (e.g., change of key raw materials, significantly different manufacturing process, different final product specifications) that must be resolved to the satisfaction of the ICC-ES technical staff.
- **Minor CAR** – A relatively minor nonconformity (e.g., equipment out of calibration, changes to forms, inadequately trained personnel) that can be resolved to the satisfaction of the inspector, in most cases, without much difficulty.
- **Concern** – A weakness in the quality system that needs to be corrected to head off the possibility of future CARs.
- **Comment** – A suggestion for improvement.

CARs must be addressed within 30 days of the inspection. The manufacturer or report holder should respond with a written report on the corrective actions taken, and objective evidence of the action. Objective evidence could be in the form of revised documents, new documents, photographs, etc.

Findings (check the category, and describe the details of the finding. Use a separate sheet if necessary):

CAR NO. 1	**Major CAR** ☐	**Minor CAR** ☐	**Concern** ☒	**Comment** ☐
Comments: Section 2.1.3 - Manufacturing facility is performing their annual quality manual revisions; however, the BASF QCM does not have any revisions noted on page 16. Recommend to start recording quality system revisions regardless of changes not taking place. Page 4 of BASF QCM states in "Manual Revisions" that "A revision log page is maintained in this manual . . . . . " Client will communicate with BASF and obtain an updated Revision Log.				
CAR NO. 2	**Major CAR** ☐	**Minor CAR** ☐	**Concern** ☐	**Comment** ☒
Comments: Recommend to have the following forms controlled: Expanded Process reports, Flexural Load Test and Density Test as they are not controlled copies (need revision date).				
CAR NO. 3	**Major CAR** ☐	**Minor CAR** ☐	**Concern** ☐	**Comment** ☒
Comments: BASF Manual with effective date June 25, 2014 - Recommend to be more specific on what manufacturing facility/location produces the raw material for ESR-2784. BASF QCM cover page shows ESR-2784 and ESR-3463, however, the Monticello, AR location only manufactures the Neopor Rigid Foam Insulation Boards product for ESR-3643. The manual may add this specifics in page 25 where it shows the Approved manufacturers.				
CAR NO. 4	**Major CAR** ☐	**Minor CAR** ☒	**Concern** ☐	**Comment** ☐
Comments: Contact person for this location needs to be updated in page 25 as Tim Phillips is no loger here.				
CAR NO.	**Major CAR** ☐	**Minor CAR** ☐	**Concern** ☐	**Comment** ☐

Comments: