

● The EDANA quality and audit programme

A voluntary initiative for the hygiene product industry
Information for suppliers and for converters



Presentation Objectives

- Introduction to the programme:
 - Context
 - Principle
 - Development process
- Objectives and benefits
 - For suppliers
 - For converters
- Approach, how does it work



Introduction and motivation

- Suppliers in the Hygiene Products industry - covering absorbent hygiene products as well as wet wipes - deploy quality management systems to demonstrate they meet high quality and hygiene standards.
- There are multiple standards in place that have a significant overlap but increase the complexity in the day-to-day operation at supplier sites.
- Converters are used to execute their own audit programmes and as a result multiple audits may be conducted by different parties at the same supplier location, addressing a rather similar set of requirements.
- This situation leaves room for improvement by introducing a harmonized standard benchmark with QA and hygiene requirements that are focused on the hygiene industry and offering an objective third party audit programme.
- These insights led to the development of the voluntary QAP initiative for which EDANA was ready to provide an appropriate 'home'.

The principle idea

Traditional

QAP

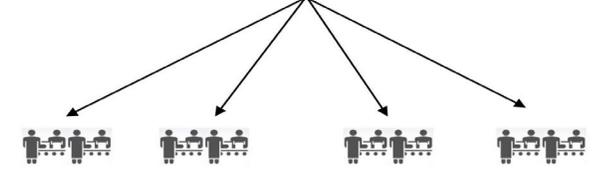
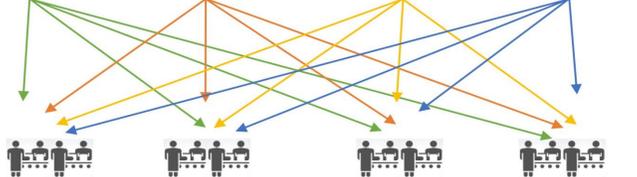
Converters



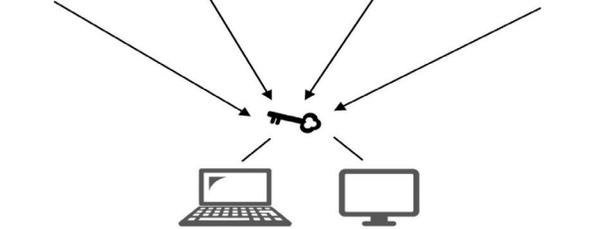
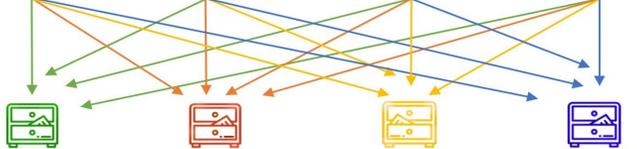
Auditors



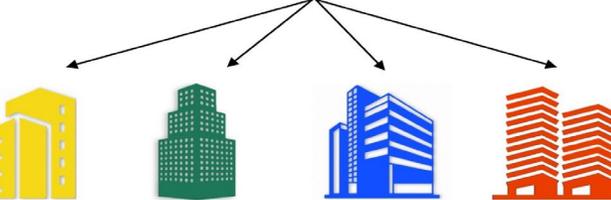
Suppliers



Audit data



Converters



The Quality and Audit Programme

The EDANA QAP that has been developed consists of two main elements:

1. The EDANA standard

- An extensive set of requirements that quality management systems in the Hygiene Industry should meet.
- Developed by a Working Group of EDANA members, in collaboration with BSI to create a standard that can be audited.
- The voluntary EDANA standard, i.e. the text, is owned by EDANA and is publicly available.

2. The audit programme

- Introducing an expert third party audit company to audit/verify that the requirements are met by the suppliers.
- Audit results are owned by the audited suppliers, who can share them with other customers at their discretion through a portal managed by the audit company.
- Both the standard and the participation in the QAP are voluntary. They are offered as a tool support the industry.

● Objectives and Benefits



Objectives and Benefits

Voluntary standard addresses the specific needs of the AHP industry

- One voluntary standard created and accepted by multiple suppliers and converters in the industry.
- Speaking with one voice throughout the industry.

Independent third party audit programme allows input from the converters (based on working relationships) to make the audits even more effective

- Expert and objective third party audit results in an efficient and effective quality programme beneficial to the whole hygiene industry.
- The audit programme is available in greater Europe and will be made available in the Americas and in the Asia Pacific region from 2023.

Rationalised audit programme is a benefit for Suppliers and Converters

- One benchmark created by the industry for the industry.
- Reducing overall audit effort for suppliers and converters.
- More time to focus on improvement activities instead of duplicating audits, ultimately benefitting consumers.
- A secondary advantage is the reduced need to travel, resulting in an additional environmental benefit.

Objectives and Benefits

Audits conducted by an independent audit body

- Ensure confidentiality and objective audits
- The start-up BSI platform allows sharing of results, taking confidentiality into account as well as transparent Corrective Action (CA) management
- The start-up BSI platform allows reporting of results both on site and on company level, bringing advantages to suppliers and converters.



● Approach



Approach

Audit programme

- Currently, BSI executes the audit programme: they contact the auditee site to arrange the logistics upon receipt of the site's 'request for audit'.
- The auditee site is requested to inform their customer about the upcoming audit, to allow them to provide input (points to pay particular attention in the audit) and to allow them access to their report.
- Audits by default take place 'on site', in case the sanitary situation prevents this, the auditor can decide to make a remote audit.

Frequency and duration of audits

- Audits are one-off audits, planned upon request from the supplier. There is no certification scheme in place, nor a fixed frequency.
- Audits take 3 days (by default) based on standard agenda. The total time spent by the auditor is more, including preparation, reporting, non-conformity, follow up and closing of corrective actions.



Approach (continued)

Auditors

- A dedicated training and qualification programme is in place to qualify auditors to audit against the QAP standard.
- Audits are conducted by qualified auditors, one auditor per audit.
- After the start-up phase, auditors are selected via a rotating scheme to ensure 'fresh 'eyes at subsequent audits.

Rating and report

- Auditors use a scorecard to list observations and nonconformities (NCs) per fundamental requirement. This is the basis for the report.
- The auditor provides a preliminary verbal report in the Close-out meeting
- A formal written report incl. an overall rating, is made available on the BSI portal including the NCs identified.

Follow-up on findings

- Suppliers respond to each NC on the BSI portal with a corrective action. BSI reviews the CA for effectiveness and closes the NC accordingly. Depending on the severity of the observation different routes are possible.
- The release of the report, the corrective action plans and their closure is subject to a fixed timeline.

Confidentiality and Cost

Confidentiality

- Suppliers manage access to converters and inform their customers about upcoming audits
- Audit reports will mention non-conformities, without revealing business relationships.
- EDANA does not have access to individual reports or non-conformities.
- EDANA has access to certain system KPI's



Costs and payment

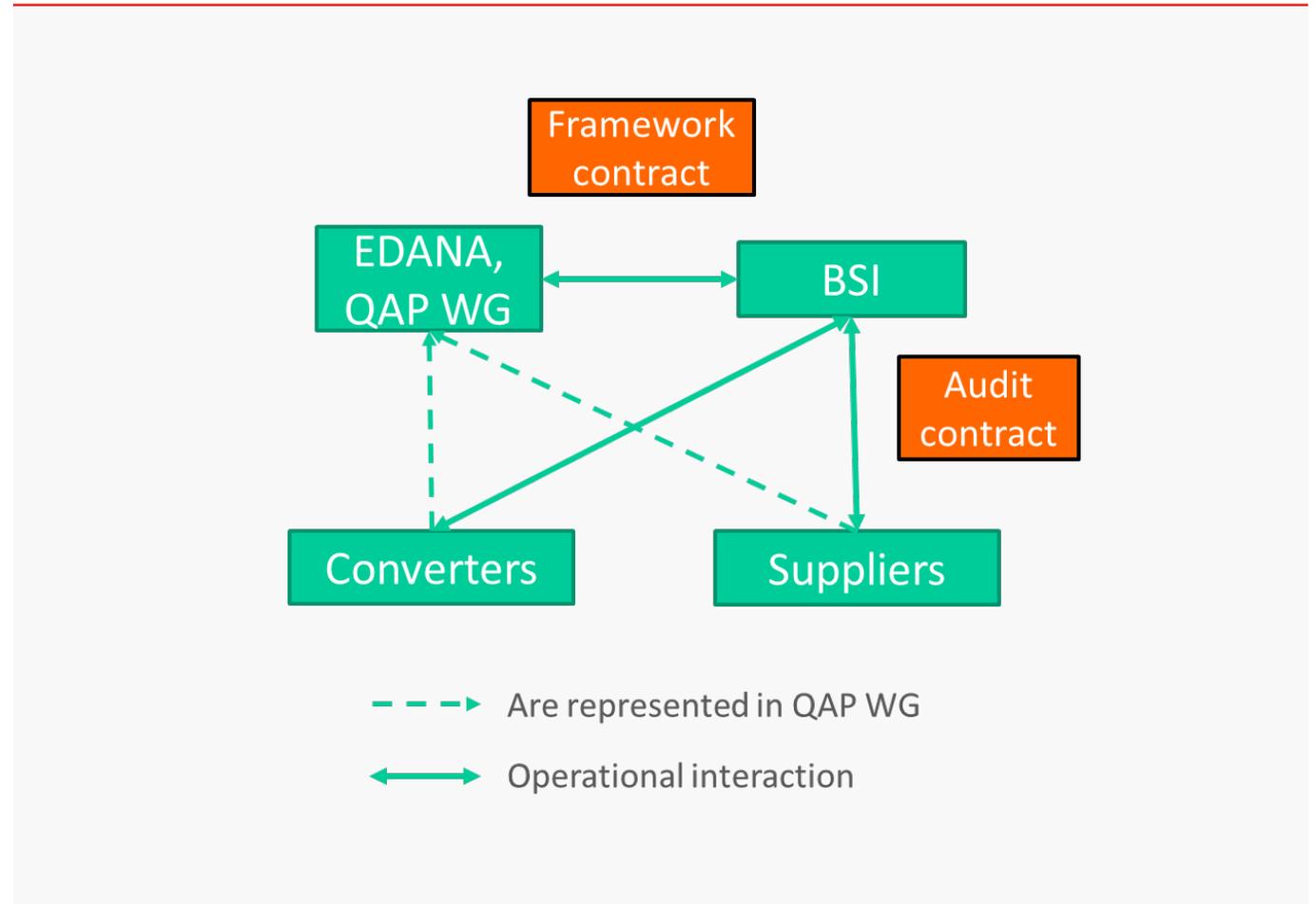
- A framework contract between BSI and EDANA is in place to outline the fundamentals of the cooperation
- Audit and additional costs are covered by individual contracts between supplier and BSI, based on which BSI charges supplier following each audit.
- With regional audit teams intercontinental travel is avoided.



Approach

BSI is responsible for

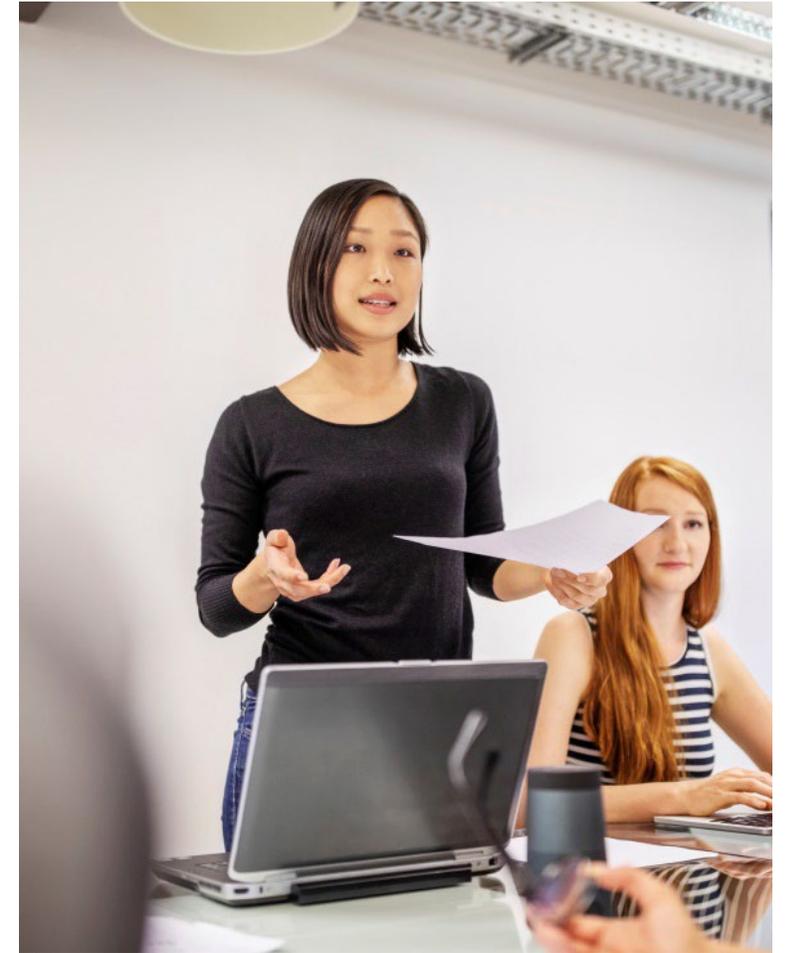
- Auditor selection, training and qualification
- Managing qualified auditors
- Audit scheduling, upon supplier request.
- Offering QAP training for sites
- Supporting the BSI portal **for**
- Reporting (incl. non-conformities)
- Corrective Action Plan (CAP) management
- Taking input from converters into account



● Future

In conclusion

- Converters recognise the EDANA benchmark standard as an effective set of minimum requirements for the hygiene industry. When suppliers demonstrate through QAP audits they meet those requirements, this helps converters to producing products that meet all consumer expectations.
- With more converters joining the QAP, the benefit for suppliers will increase as the duplicated audit effort will reduce.
- While all members and non-members companies remain free to go beyond the EDANA standard, the vision of the QAP Working Group is that the EDANA standard becomes a leading global quality standard in the hygiene industry.



- Participate or more information?

Visit: edana.org/quality-audit-programme

- Thank you