



TRIM SUPPLIER  
QUALIFICATION  
PROGRAM

*Measured Results - Improved Performance*

# Trim Supplier Qualification Program Assessment Report

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## M.Y. & Union (BD) Limited



Report No: F\_IAR\_113913\_TQP

Audit Date: 20-Jul-2020

Dhaka, Bangladesh

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Total Quality. Assured.

## Trim Supplier Qualification Program Assessment Report

Report No	F_IAR_113913_TQP
Audit Date	Jul 20, 2020
Assessment Stage	Annual
Company Full Name	M.Y. & Union (BD) Limited
Audit Location	Plot No- 152-153, DEPZ Extension, Ganakbari, Ashulia, Savar, Dhaka
City	Savar
Country	Bangladesh
Telephone No	88027790018
Fax No	Nil
Auditor(s) Name	Musfic Hossain, Tanzil Islam

### Facility Performance Rating

Participating Facilities : 613

#### High Performance

##### Meet Expectations.

Facility demonstrates readiness to assume responsibilities for managing and monitoring compliance activities.

#### Medium Performance

##### Further Improvement Needed.

Moderate concern in facility's readiness to assume responsibilities for managing and monitoring compliance activities.

#### Low Performance

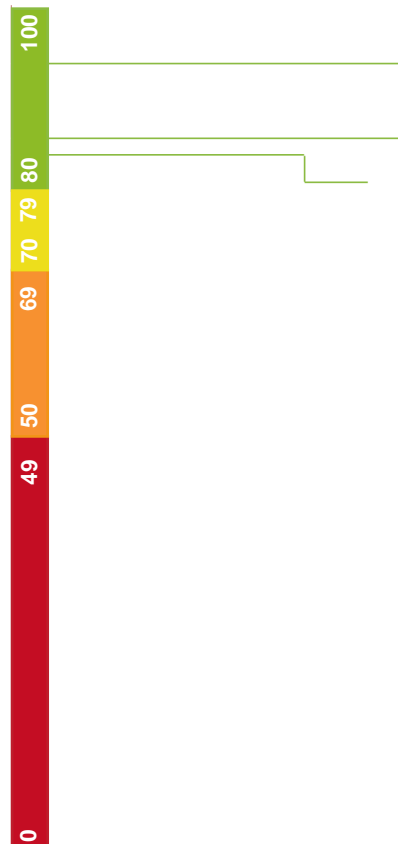
##### Significant Action Required.

Significant concern in facility's readiness to assume responsibilities for managing and monitoring compliance activities.

#### Very Low Performance

##### Urgent Action Required.

Severe concern in facility's readiness to assume responsibilities for managing and monitoring compliance activities.



Facility Score **94**

Global Score **85**

Country Score **83**

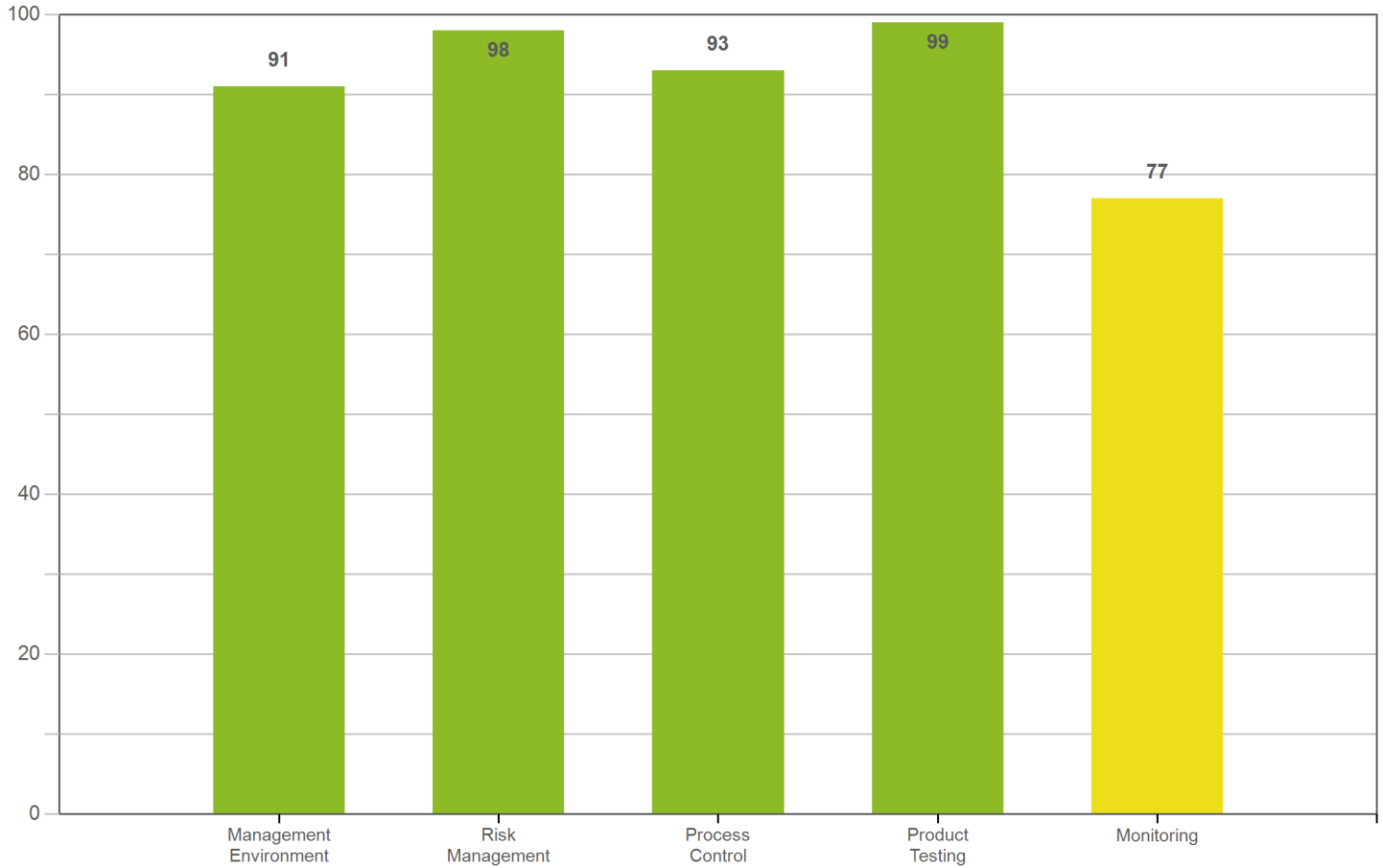
## Facility Profile

<b>Facility Name</b>	M.Y. & Union (BD) Limited	
<b>Facility Legal Name</b>	M.Y. & Union (BD) Limited	
<b>Contact Name,Title</b>	Mr. Sayem H. Chowdhury- Manager (HR & Compliance)	
<b>Industry</b>	Apparel	
<b>Products Manufactured</b>	Metal buttons, Alloy button & Plastic buttons.	
<b>Production Processes</b>	Metal Button: Slitting, stamping, assembly, inspection, final inspection, packing. Plastic button: Rod casting, washing, tuning, inspection, packing. Alloy button: Zinc melting, inspection, packing	
<b>Total Number of Machines</b>	291	
<b>Main Machine Types</b>	Under Part Machine, Cap Part Machine, Taiwan/Prong Machine, Socket Machine, Grinding Machine, Milling Machine, Lathe Machine, Brass Slitting Machine, Iron Cutting Machine, Oil Pressure Machine, Base Drill Machine, Farnes Heater	
<b>Year facility began operations</b>	2015	
<b>Number of buildings the facility operates in</b>	02 buildings and 02 sheds	
<b>Number of the employees at the facility</b>	<b>Total</b>	222
	<b>Product Development</b>	5
	<b>Production</b>	139
	<b>Product Testing</b>	03
	<b>Regulatory Compliance/Product Safety</b>	2
	<b>Quality Assurance/Inspection</b>	15
	<b>Other</b>	58
<b>Number of shifts and operating hours</b>	Facility operates in three shifts apart from general shift. General shift starts from 8:30 am to 5:15 pm including 45 mins lunch break. Shift-M, working hour starts from 6:00 am to 2:45 pm including 45 mins break. Shift S working hour starts from 6:30 am to 3:15 pm including 45 mins break. Shift C working hour starts from 07 am to 3:45 pm including 45 mins break.	
<b>Out-sourced components used to manufacture</b>	No	
<b>Outsourced/Sub-contracted Manufacturing Processes</b>	No	

## Facility Overview

This is an annual audit of Trims Supplier Qualification Program (TQP) for M.Y. & Union (BD) Limited. The facility started its operation since 2015 and located at Plot No. 152-153, DEPZ Extension, Ganakbari, Ashulia, Savar, Dhaka, Bangladesh. Total land area of the facility is 43055 square feet and production floor is 43000 square feet. The facility consists of 02 concrete structure buildings and 02 sheds. Among them 1 building is used as production building. The details of floors are given as: Building 1; Ground floor: DTM, Dye casting. 1st floor: CNC & Assembly, Roof top: Vacant Building 2; Ground floor: Generator room, chemical store Roof top: Vacant. Shed-1: Ground floor: Store, stamping, polyester. 1st floor: General office, sample, canteen and semi-finished goods. Shed-2: Electro plating, chemical store (Sub). Out of 222 employees 164 are production employees and 58 are non-production employees. Facility has 15 Quality persons and the Head of quality department is Indika Sangakumar- Technical and quality manager. Facility operates in three shifts apart from general shift. General shift starts from 8:30 am to 5:15 pm including 45 mins lunch break. Shift-M, working hour starts from 6:00 am to 2:45 pm including 45 mins break. Shift S working hour starts from 6:30 am to 3:15 pm including 45 mins break. Shift C working hour starts from 07 am to 3:45 pm including 45 mins break. Main products of the facility are Metal buttons, Alloy buttons & Plastic buttons. Production process are: Metal Button: Slitting, stamping, assembly, inspection, final inspection, packing. Plastic button: Rod casting, washing, tuning, inspection, packing. Alloy button: Zinc melting, inspection, packing. Currently the facility is working for the client Next sourcing (40%), GAP (30%), Kohls (20%), Others (10%). Total production capacity per month is: Meta Button: 130,000 Gross Alloy Button: 80, 500 Gross Plastic Button: 77,500 Gross. Facility has OEKO-TEX certification. Management showed positive attitude during audit however needs improvement in management environment, risk management, process control, product testing and monitoring.

## I. Facility Performance Summary



## II. Facility Performance Summary & Section Performance Analysis

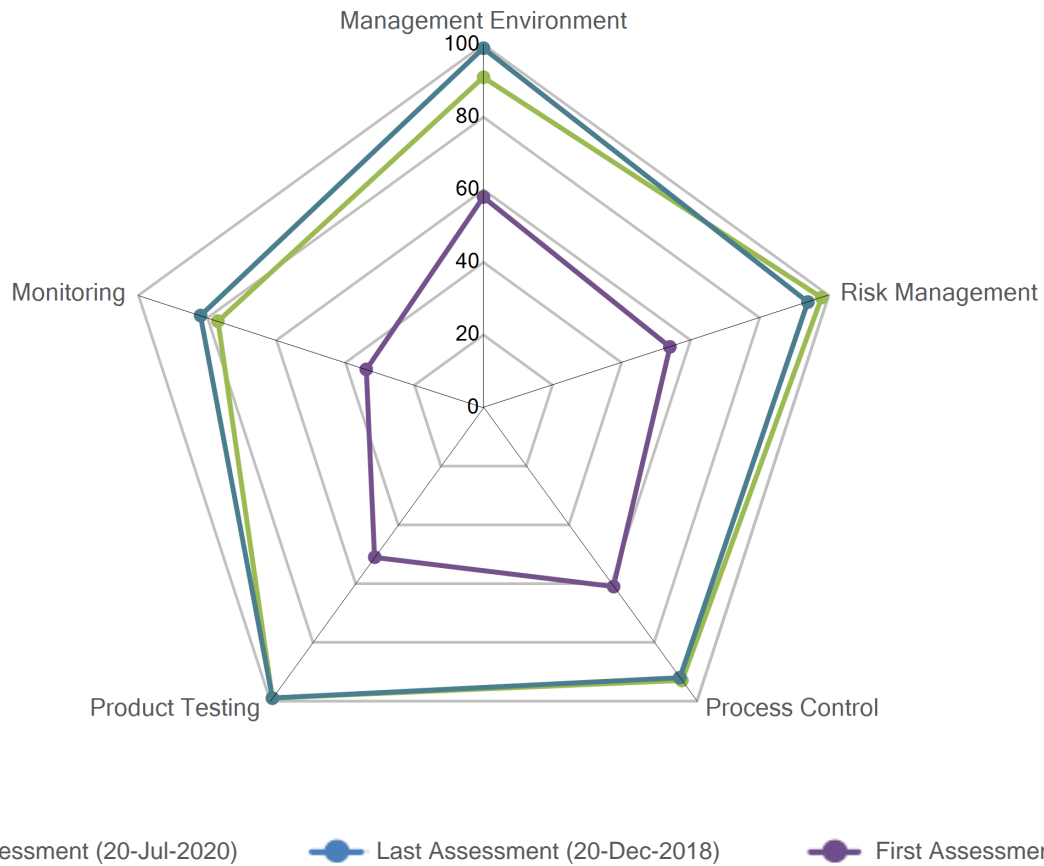
Performance Summary	Overall Compliance(%)	Non Compliance (%)							
		Critical		Major		Moderate		Minor	
		# of Questions	%	# of Questions	%	# of Questions	%	# of Questions	%
Facility Summary	94%	0	0.0%	0	0.0%	4	3.6%	11	2.3%





Key Section Name	Section Compliance		Non Compliance (%)								# of Total Questions
			Critical		Major		Moderate		Minor		
	# of Questions	%	# of Questions	%	# of Questions	%	# of Questions	%	# of Questions	%	
Management Environment	25	91%	0	0.0%	0	0.0%	0	0.0%	3	8.8%	28
Risk Management	31	98%	0	0.0%	0	0.0%	0	0.0%	2	2.2%	33
Process Control	176	93%	0	0.0%	0	0.0%	3	6.9%	0	0.0%	179
Product Testing	73	99%	0	0.0%	0	0.0%	0	0.0%	2	1.2%	75
Monitoring	27	77%	0	0.0%	0	0.0%	1	15.2%	4	7.3%	32
<b>Overall Score</b>	332	94%	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>4</b>	<b>3.6%</b>	<b>11</b>	<b>2.3%</b>	<b>347</b>

### III. Performance Trend Analysis



Section Name	Current	Last	First	Change (Current-Last)	Change (Current-First)
Management Environment	91	100	59	-9 % ▼	54 % ▲
Risk Management	98	95	55	3 % ▲	78 % ▲
Process Control	93	93	62	0 % ▬	50 % ▲
Product Testing	99	100	52	-1 % ▼	90 % ▲
Monitoring	77	83	35	-7 % ▼	120 % ▲
<b>Overall Score</b>	<b>94</b>	<b>96</b>	<b>54</b>	<b>-2 % ▼</b>	<b>74 % ▲</b>

▲ Advancers    ▬ Constant    ▼ Decliner

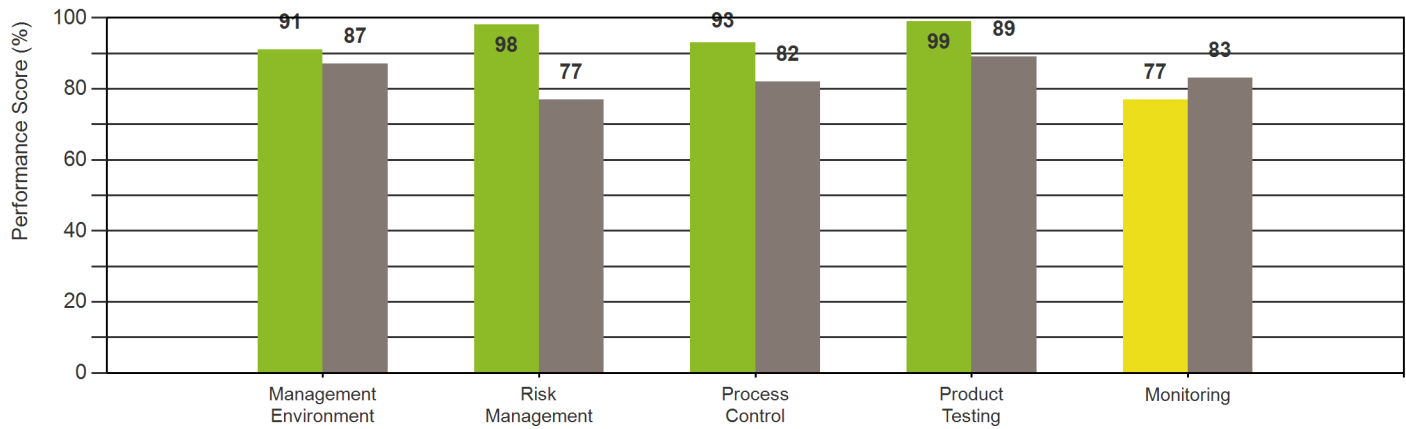


## IV. Comparison Benchmark

### Global Average :

Total Number of Facilities : 613

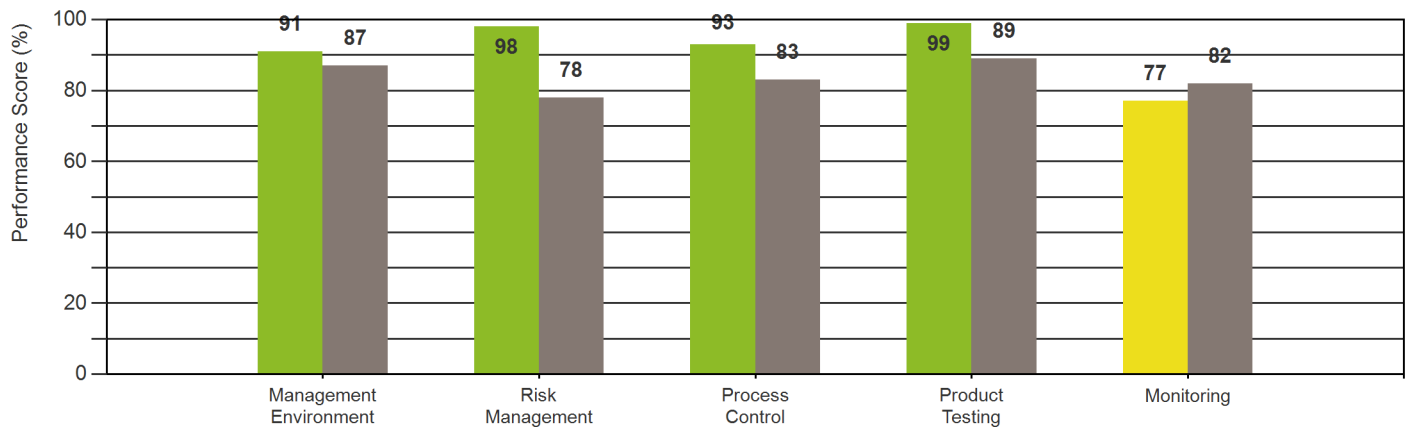
Average Overall Score : 85



### Product Speciality : Hard Trims

Total Number of Facilities : 184

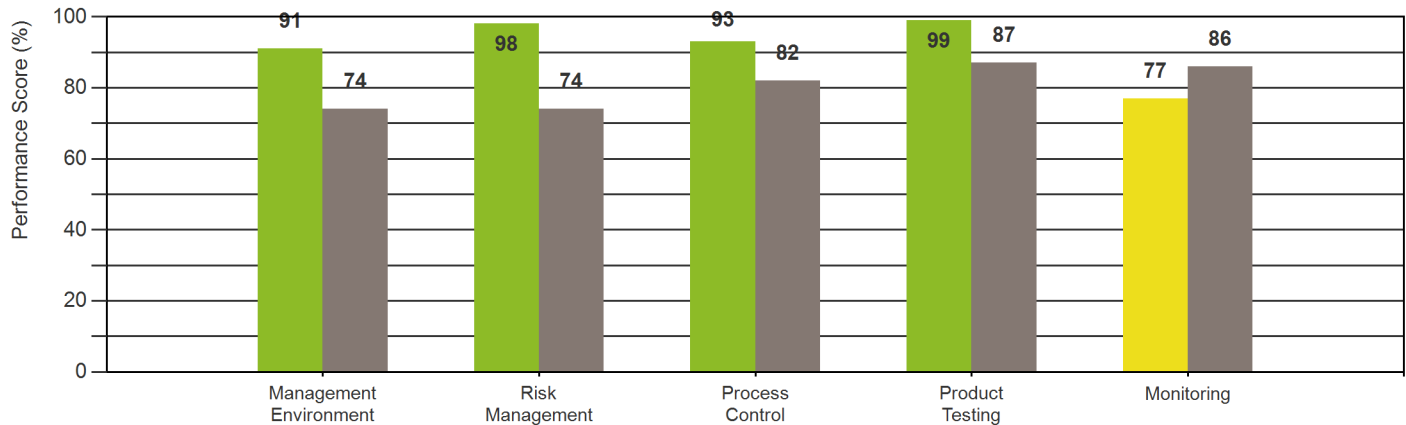
Average Overall Score : 85



### Bangladesh Average :

Total Number of Facilities : 59

Average Overall Score : 83

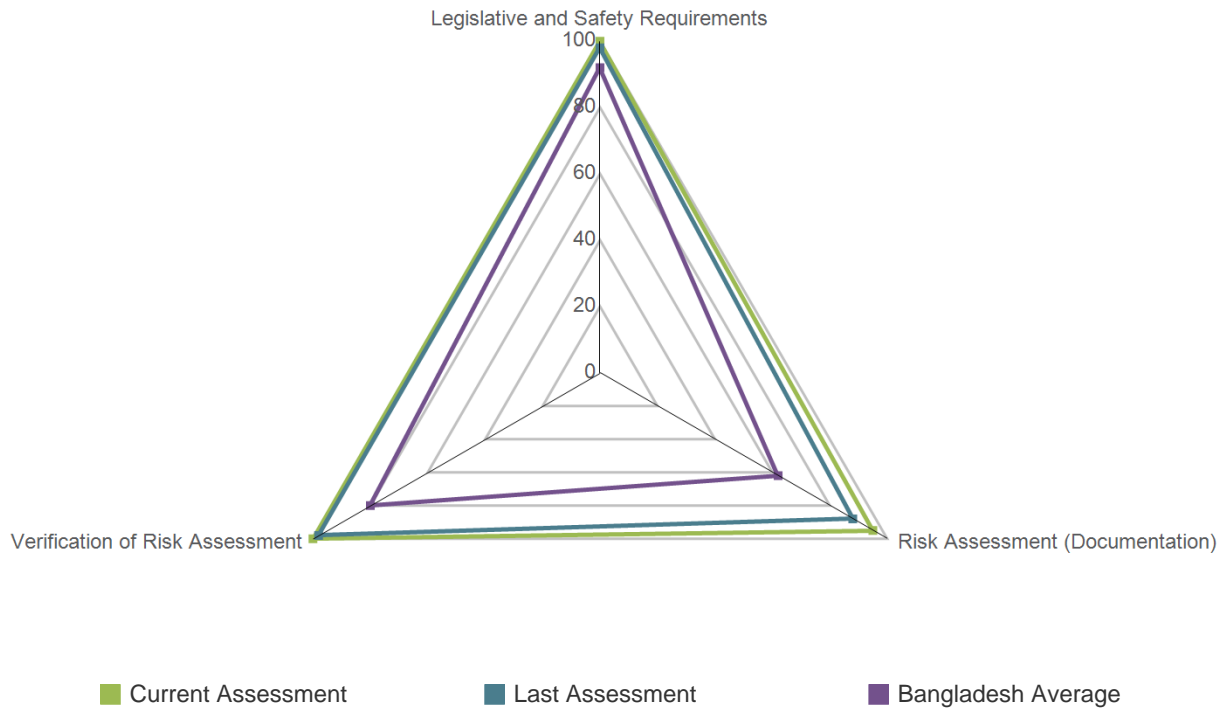




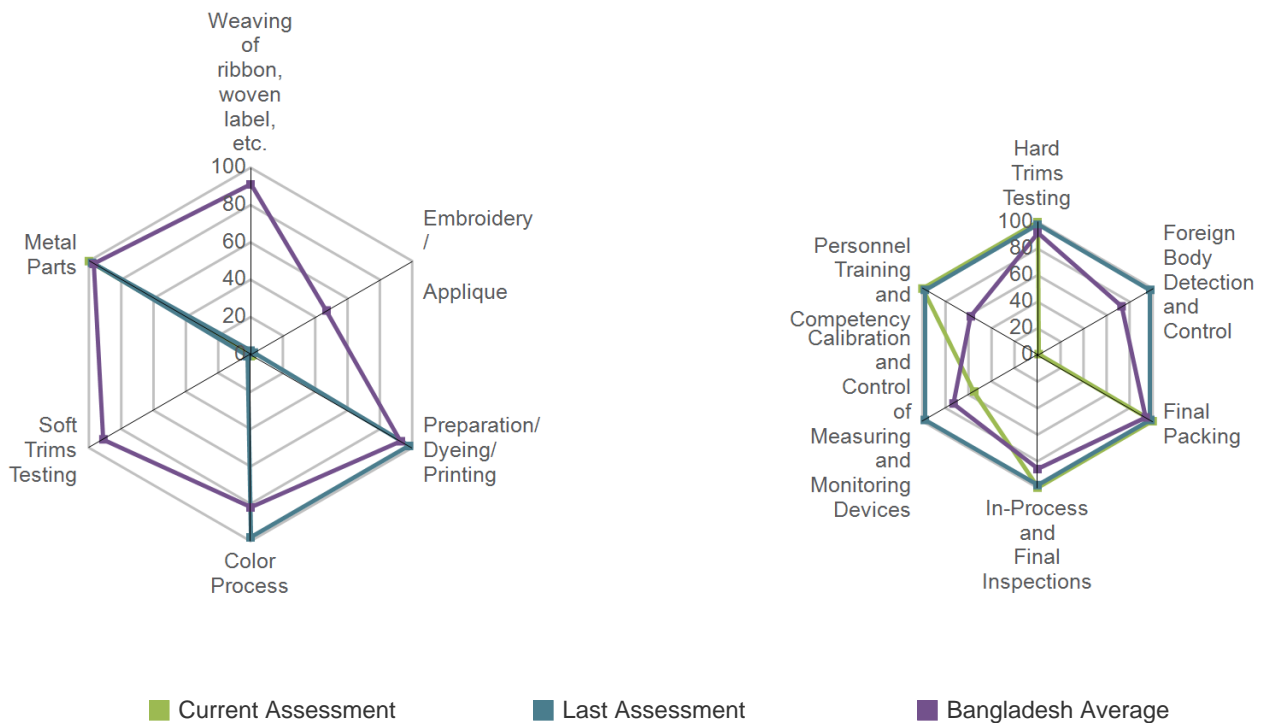
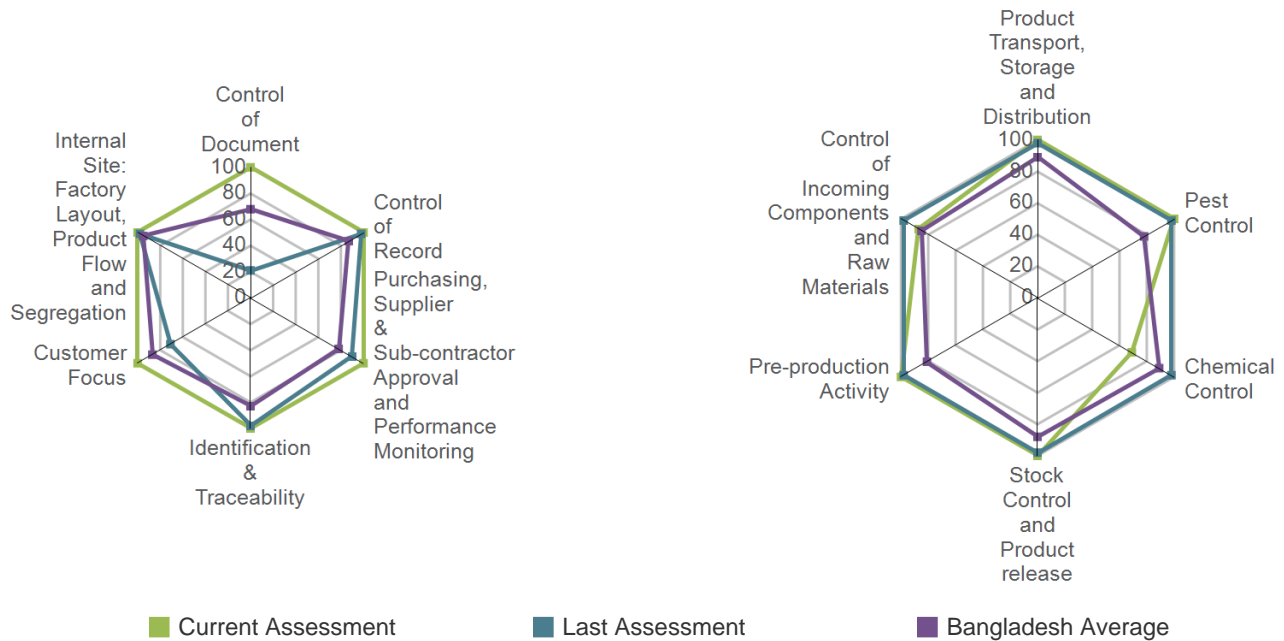
## V. Sub Section Comparison Benchmark: Management Environment



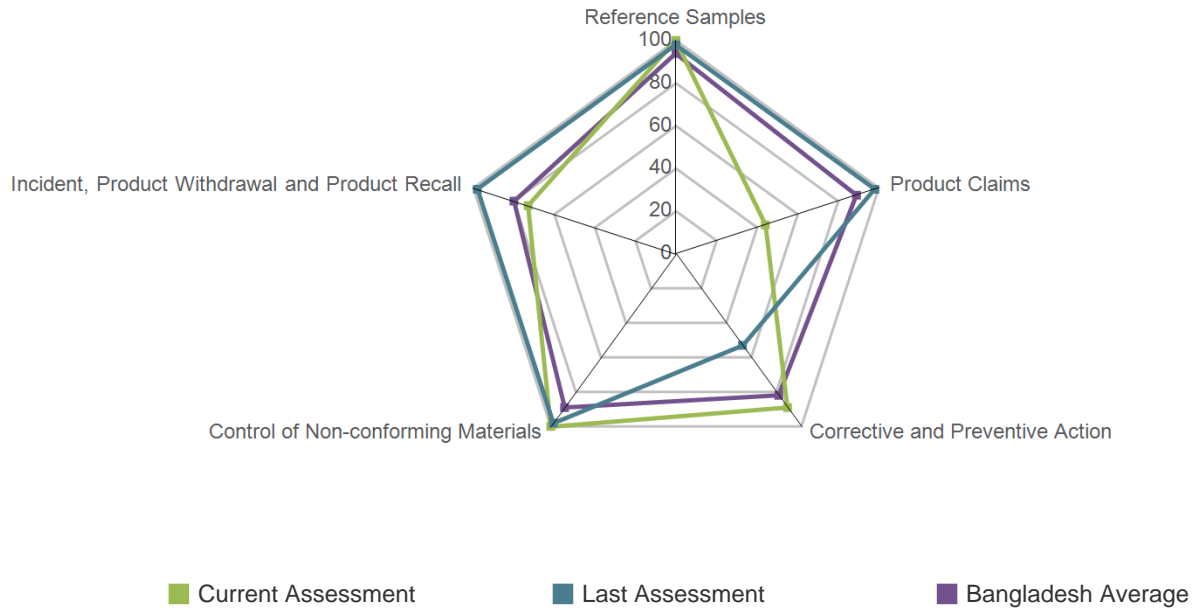
## VI. Sub Section Comparison Benchmark: Risk Management



## VII. Sub Section Comparison Benchmark: Process Control



## VIII. Sub Section Comparison Benchmark: Monitoring



## IX. Key Strengths and Challenges

Facility Strengths	Rating	Global Freq. of Compliance%
The company conducts process risk assessment of hazards potentially introduced during the production, packaging or storage processes for its products.	Moderate	35%
The company establishes a product risk assessment for each product or a group of similar products.	Moderate	57%

Facility Challenges	Rating	Global Freq. of Compliance%
The incoming inspection procedure/protocol does not include actions to be taken in the case of rejection.	Moderate	98%
The company does not perform claim verification (by test, measurement or data available) to ensure that products meet the stated claim.	Moderate	98%
Technical dossier or package does not include safety data sheets on chemicals used.	Minor	98%
The Corrective & Preventive Actions procedure does not include investigating the root cause of non-conformities.	Minor	97%
The Corrective & Preventive Actions procedure does not include recording the results of action taken.	Minor	96%
Controlled storage facilities are not provided for chemicals used in the factory site (including cleaning and pest control chemicals) as per the recommendations on the manufacturer label to avoid deterioration or degrade.	Moderate	96%
The Corrective & Preventive Actions procedure does not include evaluating the effectiveness of the action taken.	Minor	95%
Management review does not include the review of resource needs.	Minor	93%
Procedure is not in place for actions to be taken if measuring equipment is found not to be operating within specified tolerances/limits.	Moderate	91%
Management review does not include the process performance and product conformity.	Minor	89%

## Top 10 Challenges For Apparel Industry

Moderate	The company does not conduct process risk assessment of hazards potentially introduced during the production, packaging or storage processes for its products.
Moderate	The company establish a product risk assessment but it does not completely cover the necessary elements.
Moderate	The company does not have a written agreements/consensus in place with relevant parties in the supply chain regarding the product withdrawal/recall.
Moderate	Thickness of plating is not checked for every batch to ensure meeting the specification.
Moderate	Preventive measures (e.g., protection or suitable packaging) are not taken to ensure the transport, storage and distribution across the supply chain minimise the risk of contamination and damage.
Moderate	The identified measuring equipment are not calibrated before use and then at defined frequency.
Moderate	The effectiveness of trainings are not evaluated.
Moderate	Personnel, who have a direct effect on the product safety, quality or legality, are not trained on risk assessment procedures or outcomes as necessary for their activity.
Moderate	The company does not conduct ongoing performance assessment for suppliers & sub-contractors.
Moderate	The company does not regularly identify training needs (including refresher training) for personnel performing work that affects product safety, legality and quality.

## Top 10 Challenges For Bangladesh

Moderate	The company does not conduct process risk assessment of hazards potentially introduced during the production, packaging or storage processes for its products.
Moderate	The company establish a product risk assessment but it does not completely cover the necessary elements.
Moderate	Personnel, who have a direct effect on the product safety, quality or legality, are not trained on risk assessment procedures or outcomes as necessary for their activity.
Moderate	The effectiveness of trainings are not evaluated.
Moderate	The company does not record the date and reason for the change/amendment to documents impacting product safety, legality or quality.
Moderate	The company does not review the performance of new suppliers & sub-contractor against criteria within a specified 'trial' period and thereafter at a specified frequency.
Moderate	The company does not regularly identify training needs (including refresher training) for personnel performing work that affects product safety, legality and quality.
Moderate	Preventive measures (e.g., protection or suitable packaging) are not taken to ensure the transport, storage and distribution across the supply chain minimise the risk of contamination and damage.
Moderate	Procedure is not in place for actions to be taken if measuring equipment is found not to be operating within specified tolerances/limits.

## X. Opportunities for Improvement

### Performance Rating



91%

### Section: Management Environment

#### SubSection: Senior management commitment and continual improvement

Current (20-Jul-2020)	Last (20-Dec-2018)	ID	Findings	Global Freq. of Compliance %
Minor	Compliance	7.00	The company's management only defines the quality objectives but no product safety objectives. <i>Facility has set quality objectives but they did not set any safety objectives.</i>	85%
Minor	Compliance	9.05	<ul style="list-style-type: none"> <li>Management review does not include the process performance and product conformity. <i>Process performance and product conformity was not included management review meeting.</i></li> </ul>	89%
Minor	Compliance	9.10	Management review does not include the review of resource needs. <i>Resource needs was not included in management review meeting.</i>	93%

98%

### Section: Risk Management

#### SubSection: Risk Assessment (Documentation)

Current (20-Jul-2020)	Last (20-Dec-2018)	ID	Findings	Global Freq. of Compliance %
Corrected	Minor	22.00	Previous Non-Compliance : The company conduct process risk assessment of hazards potentially introduced during the production, packaging or storage processes but it does not completely cover the necessary elements.	35%
Minor	Compliance	23.01	<ul style="list-style-type: none"> <li>The process risk assessment does not address the manufacturing parameters. <i>Manufacturing parameters such as pressure, time, temperature were not included in process risk assessment.</i></li> </ul>	84%
Minor	Compliance	23.07	<ul style="list-style-type: none"> <li>The process risk assessment does not address personal protective equipment. <i>Personal protective equipment was not included process risk assessment.</i></li> </ul>	79%
Corrected	Minor	24.06	<ul style="list-style-type: none"> <li>Previous Non-Compliance : The process risk assessment does not identify records of monitoring &amp; reviews.</li> </ul>	81%

93%

### Section: Process Control

#### SubSection: Control of Document

Current (20-Jul-2020)	Last (20-Dec-2018)	ID	Findings	Global Freq. of Compliance %
Corrected	Moderate	36.00	Previous Non-Compliance : Obsolete documents are not identified and removed from use.	96%



<b>Corrected</b>	<b>Moderate</b>	37.00	Previous Non-Compliance : The company does not record the date and reason for the change/amendment to documents impacting product safety, legality or quality.	93%
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### SubSection: Purchasing, Supplier & Sub-contractor Approval and Performance Monitoring

Current (20-Jul-2020)	Last (20-Dec-2018)	ID	Findings	Global Freq. of Compliance %
<b>Corrected</b>	<b>Minor</b>	47.00	Previous Non-Compliance : The company does not conduct ongoing performance assessment for a few suppliers & sub-contractors. <i>Facility conducts ongoing supplier assessment and facility does not use any sub contractor.</i>	82%

### SubSection: Customer Focus

Current (20-Jul-2020)	Last (20-Dec-2018)	ID	Findings	Global Freq. of Compliance %
<b>Corrected</b>	<b>Minor</b>	60.00	Previous Non-Compliance : The company does not establish performance indicators relating to customer satisfaction.	90%

### SubSection: Chemical Control

Current (20-Jul-2020)	Last (20-Dec-2018)	ID	Findings	Global Freq. of Compliance %
<b>Moderate</b>	<b>Compliance</b>	93.00	Controlled storage facilities are not provided for chemicals used in the factory site (including cleaning and pest control chemicals) as per the recommendations on the manufacturer label to avoid deterioration or degrade. <i>Facility has a chemical store for keeping the chemicals but during audit 05 drums containing Ammonia solution, Thinner were stored under the open sky.</i>	96%

### SubSection: Control of Incoming Components and Raw Materials

Current (20-Jul-2020)	Last (20-Dec-2018)	ID	Findings	Global Freq. of Compliance %
<b>Moderate</b>	<b>Compliance</b>	112.06	<ul style="list-style-type: none"> <li>The incoming inspection procedure/protocol does not include actions to be taken in the case of rejection. <i>Incoming inspection procedure/protocol does not include actions to be taken in the case of rejection.</i></li> </ul>	98%

### SubSection: Calibration and Control of Measuring and Monitoring Devices

Current (20-Jul-2020)	Last (20-Dec-2018)	ID	Findings	Global Freq. of Compliance %
<b>Moderate</b>	<b>Compliance</b>	220.00	Procedure is not in place for actions to be taken if measuring equipment is found not to be operating within specified tolerances/limits. <i>Facility has no written procedures for actions to be taken if measuring equipment is found not to be operating within specified tolerances/limits.</i>	91%

## 99% Section: Product Testing

### SubSection: CPSIA Product Certification and Testing Rules

Current (20-Jul-2020)	Last (20-Dec-2018)	ID	Findings	Global Freq. of Compliance %
<b>Minor</b>	<b>Compliance</b>	360.02	<ul style="list-style-type: none"> <li>Technical dossier or package does not include safety data sheets on chemicals used. <i>Safety data sheet was missing in technical dossier.</i></li> </ul>	98%
<b>Minor</b>	<b>Compliance</b>	360.03	<ul style="list-style-type: none"> <li>Technical dossier or package does not include risk assessment. <i>Risk assessment documents were missing in technical dossier.</i></li> </ul>	86%

77%

## Section: Monitoring

### SubSection: Product Claims

Current (20-Jul-2020)	Last (20-Dec-2018)	ID	Findings	Global Freq. of Compliance %
<b>Moderate</b>	<b>Compliance</b>	397.00	The company does not perform claim verification (by test, measurement or data available) to ensure that products meet the stated claim. <i>Facility does not have any documented polity on customer claim handling.</i>	98%

### SubSection: Corrective and Preventive Action

Current (20-Jul-2020)	Last (20-Dec-2018)	ID	Findings	Global Freq. of Compliance %
<b>Corrected</b>	<b>Moderate</b>	399.00	Previous Non-Compliance : The company does not establish a procedure to capture and investigate the cause of non-conformity and potential non-conformity impacting product safety, legality and quality.	94%
<b>Minor</b>	N/A	400.02	<ul style="list-style-type: none"> <li>The Corrective &amp; Preventive Actions procedure does not include investigating the root cause of non-conformities. <i>Investigating the root cause of non-conformities was not included in corrective and preventive action plan.</i></li> </ul>	97%
<b>Minor</b>	N/A	400.04	<ul style="list-style-type: none"> <li>The Corrective &amp; Preventive Actions procedure does not include recording the results of action taken. <i>Result of action taken was not included in corrective and preventive action plan.</i></li> </ul>	96%
<b>Minor</b>	N/A	400.05	<ul style="list-style-type: none"> <li>The Corrective &amp; Preventive Actions procedure does not include evaluating the effctiveness of the action taken. <i>Facility has documented Corrective &amp; Preventive Actions procedure but it does not include evaluating the effectiveness of the action taken.</i></li> </ul>	95%

### SubSection: Incident, Product Withdrawal and Product Recall

Current (20-Jul-2020)	Last (20-Dec-2018)	ID	Findings	Global Freq. of Compliance %
<b>Minor</b>	<b>Compliance</b>	416.00	The product withdrawal and recall procedure is not tested, at least annually. <i>Facility does not conduct any mock recall to test the effectiveness of product withdrawal and recall.</i>	74%

### Recommendation for Improvement Plan Timeline

Finding Rating	Improvement Timeline
<b>Critical</b>	Take <b>immediate</b> action, to make necessary improvements
<b>Major</b>	Take action within <b>0 ~ 1 month</b> to make necessary improvements
<b>Moderate</b>	Take action within <b>0 ~ 3 months</b> to make necessary improvements
<b>Minor</b>	Take action within <b>0 ~ 6 months</b> to make necessary improvements





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