

1. Name and address of the importer:	2. Product (specify the degree of implementation as in the Service contract to certification of conformity with normative document / certificate of compliance issued by CIOP-PIB):
3. Place of storage and product check (if different than in point 1):	

SURVEY AND DESCRIPTIVE QUESTIONS		<i>tick "X" as appropriate</i>	
<i>Text in blue refers to the case where the manufacturer and / or importer does not have a certified quality management system according to EN ISO 9001</i>		YES	NO
4. Does the product's manufacturer hold documented quality system? If it is a case, which standard does it conform with? (indicate its number and year of issue)		<input type="checkbox"/>	<input type="checkbox"/>
5. Does the importer hold documented quality system? If it is a case, which standard does it conform with? (indicate its number and year of issue)		<input type="checkbox"/>	<input type="checkbox"/>
6. Certificates held by the manufacturer / importer for:	Please state the certificate no. and attach copies		
a) the submitted product		<input type="checkbox"/>	<input type="checkbox"/>
b) other products		<input type="checkbox"/>	<input type="checkbox"/>
c) quality system		<input type="checkbox"/>	<input type="checkbox"/>
7. Does the importer conclude a purchase-sale agreement with the seller?		<input type="checkbox"/>	<input type="checkbox"/>
If yes, please indicate whether the provisions contained in the agreement concern:			
a) product quality requirements		<input type="checkbox"/>	<input type="checkbox"/>
b) packing conditions		<input type="checkbox"/>	<input type="checkbox"/>
c) storage		<input type="checkbox"/>	<input type="checkbox"/>
d) transport		<input type="checkbox"/>	<input type="checkbox"/>
e) complaints about products that do not meet the requirements		<input type="checkbox"/>	<input type="checkbox"/>
<i>Please attach a sample document starting the purchase of the product from the manufacturer</i>		<i>Attachment No. 1</i>	
8. Are there controls (tests) in the technological process?		<input type="checkbox"/>	<input type="checkbox"/>
including a final product control?		<input type="checkbox"/>	<input type="checkbox"/>
9. Does the company (importer) have any of the following units (divisions) in the organizational structure:			
a) quality assurance		<input type="checkbox"/>	<input type="checkbox"/>
b) quality control		<input type="checkbox"/>	<input type="checkbox"/>
c) testing laboratory?		<input type="checkbox"/>	<input type="checkbox"/>
10. Does the importer carry out acceptance tests or any checks on the product received from the manufacturer?		<input type="checkbox"/>	<input type="checkbox"/>
If yes, please indicate whether:			
a) they are made in-house		<input type="checkbox"/>	<input type="checkbox"/>
b) are outsourced		<input type="checkbox"/>	<input type="checkbox"/>
11. If acceptance tests/checks of the product are carried out, please attach a description of the method of conducting the tests/checks of the product, the criteria used in the acceptance of the test/check results, a description of the method of handling the equipment used for the tests/checks. <i>Please attach a sample document containing the results of product tests/checks and evidence of supervision over the equipment used for tests/checks.</i>		<i>Attachment No. 4</i>	

12. Please describe how to deal with a delivery not in accordance with the order::	
13. Please describe the competences of employees responsible for ensuring product quality, including employees performing tests/checks:	
14. Please attach a description of how to handle a complaint submitted to the importer about the product and how to report and take actions in relation to the complaint submitted by the importer to the manufacturer of the product. Please attach examples of documents regarding the complaint procedure for the product.	<i>Attachment No. 3</i>
15. If independent tests of the product were carried out in the event of a complaint, please refer to the relevant test report and its contractor:	
16. Please provide the number and reasons for complaints in the last six months in relation to the product submitted for certification at CIOP-PIB:	
17. Please attach a photo of the product marking from the current sale and documents attached to the product placed on the market <i>(applies only to the case of completing the questionnaire for the supervision of the certificate of conformity issued by CIOP-PIB)</i>	<i>Attachment No. 5</i>
18. Please attach advertising materials, other than those posted on the importer's website, in which there is a reference to the certificate of conformity issued by CIOP-PIB for the product <i>(applies only to the case of completing the questionnaire for the supervision of the certificate of conformity issued by CIOP-PIB)</i>	<i>Attachment No. 6</i>

In the absence of space to include information in point 11-16, please put a description in the attachment.

The questionnaire and attachments will be taken into account for the purposes of the certification process for compliance with the normative document and supervision over the certificate of conformity issued by CIOP-PIB (as part of the assessment of organizational and technical conditions to ensure stable delivery of products).

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Place, date

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Name, position and signature of the person filling in the questionnaire