Costco GMP Furniture Factory Assessment

Version No.: 18 9-May-25

Audit Details

Costco Audit Request #	202508-NFGMP-20908		
Audit Type	**Annual Audit**		
Audit Report #	FA25-01733	Auditor Name (First/Last)	Le Nguyen; Toan Nguyen
Audit Start Date and End Date	14 October 2025	Total Number of Hours Spent Onsite	16
Follow-up Audit 1	**Not Applicable**		
Factory Name (As seen On Business License)	**BRANCH HOANG THONG WOOD ONE MEMBER COMPANY LIMITED**		
Address	Lot 2D3-2D4, CN3-CN8-CN10 Street, Tan Binh Industrial Park, Vinh Tan Ward		
City (Mandatory)	Ho Chi Minh	State/Province (Mandatory)	Thanh pho Ho Chi Minh
Country (Mandatory)	Vietnam		
Postcode (Mandatory)	70000		
Telephone #	(+84)272 3636 333		
E-mail	thien.nguyen@furniturehth.com		
Supplier Name	Better Furniture Pte Ltd		

Key Personnel

Name	Job Title	E-mail ID
Zou Hui Ming	General Manager	zouhuiming@furniturehth.com

Note: provide up to 5 key personnel only

Sub-contractor Information

Processes	Factory Name	Factory Address
Veneer Laminate	Wang Shun	Land plot number 75, map sheet number 10, Quarter 03, Hoi Nghia Ward, Tan Uyen Town, Binh Duong Province

Company Profile

Factory established in year:	2018
Main manufacturing processes:	Cutting - Gluing - Drilling - Sanding - Painting - Assembling - Packing
Does the factory utilize an outside/final packaging facility?	No
Product category	Rubberwood Board; Workbench; TV Console

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Factory area / dimensions (Unit of measure required, e.g. square feet, square meters)	56,048 sqm
Number of Buildings	5
Total number of employees	408
Monthly Production capacity	369,000 pcs
International certification	SCAN; CTPAT; FSC; SMETA
Peak season	February - May
Major market	U.S./ North America (80%); E.U.(5%); Others (15%)
Major customer	Whalen; The Home Depot; Lowes; Kunjek; Giga Cloud, Sagarit; Others
Remarks (if any): Due to Vietnam Administrative Restructuring, the factory address provided in the TRF is incorrect. The facility is the same. Previous address was the following: Old address: Block 2D3-2D4, CN3-CN8-CN10 Street, Tan Binh Industrial Park, Tan Binh Town, Bac Tan Uyen District, Binh Duong Province, Vietnam. Zip code 55000. The business license reflects the old address.	

AUDIT RESULT SUMMARY

BRANCH HOANG THONG WOOD ONE MEMBER COMPANY LIMITED

Annual Audit			
Report #	FA25-01733	Audit Start Date and End Date	14 October 2025
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	Section Name	Section Score	Section Rating
Section 1	Management Commitment & Continual Improvement	100%	Green
Section 2	Risk Management	89%	Orange
Section 3	Quality Management System	93%	Yellow
Section 4	Site and Facility Management	94%	Orange
Section 5	Product Control	98%	Yellow
Section 6	Product Testing	100%	Green
Section 7	Process Control	100%	Green
Section 8	Personnel Training	100%	Green

Overall Score	Overall Rating
96.96%	**Orange**

Factory Name	Audit Date	Report #
BRANCH HOANG THONG WOOD ONE MEMBER COMPANY LIMITED	14/Oct/2025	FA25-01733

Costco GMP Furniture Factory Assessment		**Annual Audit**	
Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
1	**Management Commitment & Continual Improvement**		
1.1	**Does the factory establish a quality policy stating the factory's intentions to meet its obligations to manufacture quality, safe and legal productions as well as its responsibility to the customer?**	Full Compliance	The formal quality policy was established and documented stating the facility's commitment to meet its obligations to produce quality, safe, and legal products and its responsibility to the customer. The policy was well understood by the whole organization.
1.2	**Is the quality policy communicated throughout the factory, and regularly reviewed?**	Full Compliance	The policy was posted at bulletin boards at working areas and communicated to employees by trainings.
1.3	**Did management develop and implement a management system to achieve their goals for product quality, safety and customer requirements?**	Full Compliance	A set of standard operating procedures covering the whole operation process was established and approved by top management.
1.4	**Does the factory review the effectiveness of management systems (e.g. QMS) at defined intervals (minimum once per year)?**	Full Compliance	It was noted that the management review is in place, the inputs such as customer complaint, customer satisfaction and internal/ external audit review were considered
1.5	**Is there documented evidence that demonstrates management commitment to improve any significant area of findings identified during any previous audit conducted?**	Full Compliance	Factory take corrective actions on findings identified during audits.
1.6	**Does the factory track its key performance indicators (KPI) for on-time delivery, outgoing quality, complaint rate, etc.?**	Full Compliance	Quality objectives and calculating methods were defined. KPI tracking records showed the actual implementation of the factory.
2	**Risk Management System**		

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Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
2.1	**Legislative and Safety Requirements**		
2.1.1	**Is the factory aware of relevant legislation, mandatory standards and industry/customer codes of practice applicable to the product in the countries of intended sale? And does the factory have a process in place for ensuring it is kept informed of changes to applicable legislations, standards and codes of practice?**	Full Compliance	Per interview and document check, it was noted that factory aware of relevant legislation, mandatory standards and industry/ customer codes of practice applicable to the product in the countries.
2.1.2	**Does the factory have a means of validating information impacting product safety, quality and legality, where such information is provided by the customer or related party?**	Full Compliance	The information of the products are always reviewed before quotation and updated when necessary.
2.2	**Risk Assessment**		
2.2.1	**Does the factory establish a Product Risk Assessment for each product or a group of similar products, e.g., FMEA? Note: If factory does not do product design, this clause should be marked N/A.**	Not Applicable	Client provided product design so this clause was N/A.
2.2.2	**Where manufacturing sites have no responsibility for product design, is the factory provided with a validated copy of the product risk assessment? Note: If factory produces ONLY self designed products, then this clause should be marked N/A.**	Deviation	Factory had product risk assessment however it was incomplete.
2.2.3	**Does the product risk assessment address the following aspects which have an effect on product safety and legality?**		
2.2.3.1	**User types (e.g., new born, young children, vulnerable people i.e., elderly, disabilities)**	Non Conformity	User types was not defined in product risk assessment
2.2.3.2	**Product use (e.g., behavior, durability, user awareness, information and advice)**	Non Conformity	Product use was not defined in product risk assessment
2.2.4	**Does the product risk assessment determine the following?**		

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2.2.4.1	**Possible Hazard/Risk Identification (e.g. Chemical, Physical, Regulatory)**	Full Compliance	Possible risks (e.g. Chemical, Physical, Regulatory) were defined in product risk assessment
2.2.4.2	**Risk level for each identified hazard/risk (e.g. Severe, High, Moderate, Slight)**	Full Compliance	Risk level for each identified hazard was defined
2.2.4.3	**Does the risk assessment indicate, for each risk, the probability or likelihood and the severity and potential consequences of the effects on consumer safety?** **For those items identified as "not acceptable" does the factory define the action plan to have the item improved to be "acceptable?"**	Full Compliance	The overall risks were determined by considering the probability or likelihood and the severity and potential consequences of the effects on consumer safety.
2.2.5	**Does the factory conduct a Process Risk Assessment of hazards potentially introduced throughout the production processes, including packaging and storage processes?**	Full Compliance	The factory have process risk assessment according to the actual manufacturing processes on-site.
2.2.6	**Does the process risk assessment take the following into account?**		
2.2.6.1	**Manufacturing parameters such as pressure, time, temperature**	Full Compliance	Manufacturing parameters such as pressure, time is determined
2.2.6.2	**Conditions of equipment, molds, dies, machinery**	Full Compliance	Conditions of equipment is determined
2.2.6.3	**Chemicals / materials used for equipment (e.g. lubricating oils and paints)**	Full Compliance	The risk assessment record indicated that chemicals/ materials used for equipment is determined
2.2.6.4	**Calibration of equipment**	Full Compliance	The risk of Calibration of equipment was defined on Process Risk Assessment record.
2.2.6.5	**Policies on foreign body contamination (e.g. needles, metal, glass and brittle plastics)**	Full Compliance	Policies on foreign body contamination was defined on Process Risk Assessment record.
2.2.6.6	**Policies on microbiological contamination (e.g. hygiene of toilet & canteen, pest control)**	Full Compliance	Policies on microbiological contamination (e.g. hygiene of toilet & canteen, pest control) was defined in process risk assessment record

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2.2.6.7	**Personal protective equipment (including specific clothing and footwear)**	Full Compliance	The risk assessment record indicated that Personal protective equipment (including specific clothing and footwear) is identified
2.2.7	**Does the process risk assessment identify the following?**		
2.2.7.1	**A list of potential risk or hazards in the production process**	Full Compliance	The Potential risks or hazards in the production process was identified in the process risk assessment.
2.2.7.2	**Control points to manage the identified risk to acceptable level**	Full Compliance	Control points to manage the identified risk to acceptable level is in place
2.2.7.3	**Accept / reject limits defined for each control point**	Full Compliance	The accept and reject limits were defined for low risk control points.
2.2.7.4	**Corrective action to be taken where a CP or CCP is out of control**	Full Compliance	Corrective action have been defined where a CCP is out of control
2.2.7.5	**Responsibility of Control Points**	Full Compliance	Responsibility of Control Points have been defined
2.2.7.6	**Records of monitoring & reviews**	Full Compliance	Records of monitoring & reviews is in place
2.3	**Verification of Risk Assessment**		
2.3.1	**Is the verification of risk assessment carried out prior to production?**	Full Compliance	The verification of risk assessment was carried out prior to production
2.3.2	**Is the risk assessment carried out by competent personnel (internal or external)?**	Full Compliance	The team carried out risk assessment was formally trained.
2.3.3	**Is the risk assessment regularly reviewed, at least annually or when changes made to product design and materials and/or key manufacturing processes?**	Full Compliance	The risk assessment was review annually or when changes are made to product design and materials and/or key manufacturing processes
2.3.4	**Does the factory implement risk management systems based on a systematic risk assessment system to assure product safety legality and quality?**	Deviation	The factory conducted a Process Risk Assessment and product risk assessment but not completed.
3	**MANAGEMENT SYSTEM**		
3.1	**Documented Quality System**		

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3.1.1	**Does factory have a documented quality system approved by top management, outlining the criteria and methods used to meet system requirements?**	Full Compliance	Top management approved a quality system to help achieve customer requirements and their commitment in the factory quality policy.
3.1.2	**Does the quality system include detailed procedures, instructions, and reference documents covering all manufacturing processes?**	Full Compliance	Work-instructions, SOP, inspection plans, reference documents, applicable forms and templates were provided for all processes
3.2	**Organizational Structure, Responsibility and Authority**		
3.2.1	**Does factory define and communicate the levels of responsibility and accountability for staff involved with product safety, legality, and quality?**	Full Compliance	Job Description, Organizational Chart of the organization structure and different functions with corresponding responsibility and authority were available
3.2.2	**Are there appropriate arrangements in place, to cover for the absence of key staff?**	Full Compliance	Reliever employees for key staff position are clearly identified in their job description in case of absences.
3.3	**Customer Focus**		
3.3.1	**Is there a process in place to communicate customer's needs and expectations to all relevant employees?**	Full Compliance	The factory had communication process internally to discuss and made all relevant personnel's aware of customers' requirement
3.3.2	**Are performance indicators (KPI's) relating to customer satisfaction established?**	Full Compliance	Customer satisfaction performance indications are established. Survey was conducted annually. Results are used to identify areas of improvement.
3.3.3	**Does factory establish a procedure or policy to safeguard customer property including software and intellectual property?**	Full Compliance	Factory has a policy or procedure to safeguard customer property
3.4	**Specifications**		

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3.4.1	**Do specifications or codes of practice exist for raw materials (including packaging), intermediate/semi processed products (where appropriate), and finished products?**	Full Compliance	Specifications are available for all sampled materials and products.
3.4.2	**Are specifications adequate, accurate, and ensure compliance with relevant safety, legislative and customer requirements?**	Full Compliance	Specifications are detailed, accurate and comply with relevant safety, legislative and customer requirements.
3.4.3	**Are any changes in product specifications formally reviewed and approved internally, then agreed with customers, and finally communicated to relevant departments?**	Full Compliance	All changes relating to products had to be announced to customers to ask for approval
3.5	**Purchasing, Supplier and Sub-Contractor Approval and Performance Monitoring**		
3.5.1	**Are there procedures for approval and an on-going monitoring program for sub-contractors and suppliers of all raw materials, packaging, and utilities? Does factory use the results of the approval process to determine acceptable/non acceptable sources?**	Deviation	Supplier evaluation Procedure document no.#GMP-34 was established; however, it was inconsistent with records, missing the time of cooperation and production type.
3.5.2	**Do these procedures include clear criteria for assessment as well as standards of performance required? (Assessment may take the form of monitoring performance through in-house checks, certificates of analysis or extend to supplier or sub-contractor inspection, as appropriate. Assessment may include evaluation of systems, product safety information and legislative requirements.)**	Full Compliance	The assessment criteria were defined clearly in the SOP and assessment checklist was applied properly
3.5.3	**Does factory provide material specifications and compliance requirements to raw-material, trims and packaging materials suppliers when placing orders?**	Full Compliance	It is actually implemented well. Per random check purchasing orders for variety of material, noted that factory provide accordant information of product to suppliers when placing orders.
3.6	**Identification & Traceability**		
3.6.1	**Is there a documented procedure for identification and traceability system for all raw materials (including packaging), work in progress and finished products?**	Full Compliance	Manual traceability system was applied. It is possible to trace backward or forward any kinds of material, semi products, finished products including packaging

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3.6.2	**Are raw materials (including packaging), work in progress, re-works and finished products identified to ensure traceability?**	Deviation	During on-site observation, it was noted that at least 02 wooden pallets in the painting area were missing required ID labels, posing a direct risk to product traceability.
3.6.3	**Can factory identify, trace, and locate the finished products lots/batches from raw materials (based on random sampling)?**	Full Compliance	By random check, the factory could trace forward all corresponding final product lots/batches out-going records.
3.6.4	**Can factory identify, trace, and locate the raw materials used in customer products (based on random sampling)?**	Full Compliance	All sampled finished product records are identified, locate, and traceable.
3.6.5	**Is the system regularly tested, at least annually, to ensure traceability can be determined from raw material source to finished product and vice-versa?**	Full Compliance	The traceability system was tested as defined annually, testing records were available for review.
3.7	**Incident Management and Product Recall**		
3.7.1	**Does factory have an incident management procedure for incidents or emergencies that impact product quality, safety or legality?**	Full Compliance	The factory has established incident management procedure that include requirement for reporting to customers.
3.7.2	**Is there a procedure to ensure that customers are notified immediately of any issue which has potentially resulted in an illegal or unsafe product being delivered or already delivered to the customer?**	Full Compliance	Factory has a procedure to inform the customers once any incident leading to illegal or unsafe product is being delivered (in transit) or already delivered to customer is found.
3.7.3	**Is there an effective, documented Product Recall procedure in place?** **Is the procedure appropriate, formalized and capable of being operated at any time and takes into account stock requisition, logistics, recovery, storage and disposal?**	Full Compliance	The factory has a product recall procedure to effectively manage product recalls.

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3.7.4	**Does factory conduct mock recall test to check effectiveness of Product Recall procedure at least once a year?**	Deviation	Mock-up recall test was not conducted to check the effectiveness of product recall at least once a year.
3.8	**Complaint Handling**		
3.8.1	**Does factory have a system for the management of complaints?**	Full Compliance	The factory had complaint management procedure for all types of complaint for both external and internal sides.
3.8.2	**Do records indicate that complaints are thoroughly investigated and a complete and effective corrective action process is conducted to prevent reoccurrence?**	Full Compliance	The factory investigates the complaints with record retained
3.9	**Corrective and Preventive Action**		
3.9.1	**Does factory have a system for investigating the cause of significant non-conformity against operation procedures, which are critical to product safety, legality and quality?**	Full Compliance	Factory has documented corrective action procedure to be followed when investigating the cause of significant non-conformity.
3.9.2	**Are there records indicating that the factory takes timely actions to eliminate the root cause of non-conformities against operation procedures in order to prevent re-occurrences?**	Full Compliance	The factory use systematic methods (5 Whys) to conduct root-cause investigation for non-conformity issue
3.10	**Document Control**		
3.10.1	**Does the factory maintain a documented procedure for comment control of formulas, specifications, bill of materials (BOM), procedures and work instructions?**	Full Compliance	Document control procedure was established and implemented. It covers all formulas, specifications, BOM, procedures and work instructions used in factory.
3.10.2	**Are controlled documents (both hard and soft copies) secured, and are access restricted?**	Full Compliance	The controlled document was stored in document control center and by relevant personnels.

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3.10.3	**Are all relevant safety, legal, quality and complaint documents (e.g. QC, production, complaint, product safety records, equipment calibration, equipment verification, etc.) shall be legible and retained in good condition for the time specified by customers or the factory QMS whichever is longer?**	Full Compliance	Documentation retention/disposal procedure was established and implemented as per requirement. The retention is 3 year for document and 2 year for record if do not have specific requirements from customers
3.10.4	**All documents in use are the correct version?**	Full Compliance	The up to date version for all documents was available at point of use per randomly check.
3.10.5	**Any amendments to records are authorized?**	Full Compliance	The records are not allowed to be amended. All correction must be approved by the direct management
3.11	**Internal Audit**		
3.11.1	**Are internal audits on management systems (QMS, etc.) conducted at defined intervals (minimum once a year) based on a documented procedure describing the audit methodology?**	Full Compliance	The internal audit was carried out once a year by competent person
3.11.2	**All corrective actions and follow-ups related to internal audits are satisfactorily completed?**	Deviation	The factory conducts an internal audit annually, and an audit plan and a checklist are available. However, the factory did not take appropriate action to close all non-conformities identified during the internal audit.
3.11.3	**Are internal audits carried out by competent personnel, who shall be independent of the area of operation being assessed?**	Deviation	There was only 01 IQA has certificate, there was no training records for other IQAs.
4	**Sites and Facilities Management**		
4.1	**Factory layout**		
4.1.1	**Is the building designed, constructed and maintained to minimize any potential for product contamination?**	Full Compliance	All building area in good condition

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4.1.2	**Does the placement of machinery and equipment allow an efficient product flow and minimize the risk of product contamination, loss of traceability and damage?**	Full Compliance	The arrangement of machine and equipment is efficient
4.2	**Production flow**		
4.2.1	**Is there a process flow diagram available identifying the CP (Control Points) and CCP (Critical Control Points)?**	Full Compliance	Detailed process flow diagrams are available for major products that identifies CCP (Critical Control Point).
4.2.2	**Do the premises allow sufficient working space and storage capacity to enable all operations to be carried out under safe and if necessary hygienic conditions, including areas such as raw material storage, component storage, production floor, packing or finishing area, finished product storage, etc.?**	Full Compliance	There is sufficient working space and storage capacity.
4.3	**Segregation of products**		
4.3.1	**Is there effective segregation to minimize the risk of product cross-contamination taking into account the flow of product, nature of materials, equipment, personnel, waste, airflow, air quality, and utilities?**	Full Compliance	Segregation procedures are set up and implemented.
4.4	**Staff facilities**		
4.4.1	**Are staff facilities such as washrooms, canteens, and break areas designed and operated so as to minimize the risk of product contamination?**	Full Compliance	The washrooms, canteens and break areas were positioned not to be reach the production to prevent contamination
4.4.2	**Are workers prohibited from having food or drink or smoking at their work areas?**	Full Compliance	Factory policy or procedures prevent smoking, eating and drinking in all production and storage areas. There are designated areas for these activities to prevent any product contamination.
4.4.3	**Where smoking is allowed under national law, are designated controlled smoking areas isolated from production areas to an extent that ensures smoke cannot reach the product?**	Full Compliance	Smoking was not allowed in the workshop. The designated area was arranged separately to serve for worker's demand.
4.4.4	**Where specific work wear is required, are designated changing facilities provided for all personnel such as staff, visitors, or contractors?**	Not Applicable	No specific work wear that need the changing room used in the factory. All are normal PPE that could be wear directly at the point of use

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4.4.5	**Are suitable and sufficient hand-cleaning facilities provided at entrance and other appropriate points within production areas?**	Full Compliance	Hand washing stations were located outside the workshop and can be used before entering to the working areas if necessary
4.4.6	**Is personal jewelry, and other similar items prohibited in the production areas to prevent product contamination?**	Not Applicable	Factory manufacture furniture products, so this clause was not applicable.
4.5	**Cleaning and hygiene practices(Where applicable) Note: Auditors should make a judgment if this sub-section is applicable based on nature of the products**		
4.5.1	**Are cleaning practices completed so as to minimize risk of contamination?**	Full Compliance	Site observation indicated that housekeeping was done well and the workshops were tidy and clean.
4.5.2	**Are cleaning, pest control, and process-aid chemicals suitably identified and controlled to prevent the risk of product contamination?**	Full Compliance	Complete list for chemicals used together with MSDS and control records are available.
4.5.3	**Where cleaning services are outsourced, do service providers have a signed contract which identifies the scope and frequency of the work and a logbook maintained as a record of work done?**	Not Applicable	Cleaning was conducted by internal team so this clause was N/A.
4.5.4	**Do documented cleaning procedures exist for the buildings, utilities, plant, and all equipment?**	Full Compliance	Cleaning procedure and records were provided to prove for actual implementation
4.5.5	**Do the documented cleaning procedures contain the following information: responsibility for cleaning, items or area to be cleaned, frequency of cleaning, method of cleaning, materials to be used, cleaning records and responsibility for verification?**	Full Compliance	Written procedures are available and cover all the information.
4.5.6	**Is internal cleaning and housekeeping carried out by trained personnel in accordance with documented procedures? Are records maintained?**	Full Compliance	Cleaning staffs were properly trained in accordance with document procedure.
4.6	**Pest control**		
4.6.1	**Has the factory identified and controlled the risk of pest infestation on the site(by factory internal or external third party), through operation of pest control procedures?**	Full Compliance	The factory used external service for pest spraying and had mouse traps located inside the workshops.

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4.6.2	**Does the factory have a clearly defined contract with external contractors which reflect the activities of the site, or have trained staff who undertake this responsibility?**	Full Compliance	Factory have a clearly defined contract with external contractors which reflect the activities of the site.
4.6.3	**Are inspection records for pest control maintained and complete?**	Full Compliance	Inspection records are complete.
4.6.4	**Are pest control tools (e.g. bait stations, fly killing devices, phermone traps, etc.) robustly constructed, operational, and effective in eliminating the target pests?**	Full Compliance	Quantity and placement of bait stations is in accordance with nature of sites and all of them are functional.
4.6.5	**Are pest control tools (e.g. bait stations, fly killing devices, phermone traps, etc.) positioned to avoid potential contamination of materials and products?**	Full Compliance	Position of devices are appropriate, all of them are functional.
4.7	**Lighting and ventilation**		
4.7.1	**Is there sufficient lighting in the factory, including the production floor, inspection areas, test areas, storage areas, maintenance areas, finishing and packing areas, etc?** **Production >=550 Lux** **Inspection >=750 Lux** **Warehouse/Storage and Loading >=150 Lux** **Carton Packing Area >=300 Lux**	Deviation	There was insufficient light at: Cutting area: 525 lux Final Inspection area: 688 lux Finished goods warehouse: 141 lux
4.7.2	**Is the ventilation and/or air conditioning adequate to maintain product safety, legality, and quality at the production floor, inspection areas, test areas, storage areas, maintenance areas, finishing and packing areas, etc?**	Full Compliance	Per observation noted that the ventilation adequate at all areas.
4.8	**Contamination**		
4.8.1	**Is storage and movement of goods (from receipt of raw materials to delivery of finished products) done with appropriate equipment's and practices, to eliminate any risk of product contamination and damage?**	Non Conformity	During on-site observation, it was noted that 02 semi-products at painting area were placed directly on the floor, which could pose a risk of contamination.

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4.8.2	**Has the factory undertaken the necessary steps to identify and prevent the risks of foreign body contamination as identified by risk assessment including any contamination potentially introduced by the packaging?**	Full Compliance	Where deemed necessary by the documented risk assessment, the factory has systems in place to detect foreign-body contamination including contamination introduced during packaging.
4.8.3	**Are tools and other sharp objects used in production controlled - either tethered on the working station, or through a registry?**	Full Compliance	Sharp tools were appropriately controlled to minimize potential contamination of the products.
4.8.4	**Where a metal or foreign body detector is required or specified by a customer, do documented procedures exist specifying its use, location, critical limits for detection, routine sensitivity check, maintenance, and recording of results?**	Not Applicable	The factory does not produce Softline products.
4.8.5	**Where applicable are all needles under control without any spare needles unsecured?**	Not Applicable	Factory did not use needles so this clause was not applicable
4.8.5.1	**Is there a process for the replacement of a worn or broken needle?**	Not Applicable	Factory did not use needles so this clause was not applicable
4.8.5.2	**Is there a process to handle and account for all parts of a broken needle?**	Not Applicable	Factory did not use needles so this clause was not applicable
4.8.5.3	**Does the factory retain all needle control records for a minimum of one year?**	Not Applicable	Factory did not use needles so this clause was not applicable
4.8.5.4	**Is appropriate action taken when a needle is missing or fragments cannot be found, including but not limited to metal detection procedures, quarantining, destroying batches of product that may be contaminated, etc?**	Not Applicable	Factory did not use needles so this clause was not applicable

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4.8.6	**If production and storage areas use wooden tools / equipments / surfaces, that can come in contact with materials, semi-finished goods, and/or products, have associated risks been evaluated and controlled?**	Deviation	Per onsite observation, some broken pallets were used and stored in the workshop, which could pose a risk of contamination.
5	**Product Control**		
5.1	**Reference Samples (Preproduction and Production Sample)**		
5.1.1	**Does the factory have a documented procedure to identify, select, categorize, handle, store, approve and use the pre-production and production reference samples?**	Full Compliance	Factory have a documented procedure to identify, select, categorize, handle, store, approve and use the reference samples (pre-production and production samples)
5.1.2	**Does the factory retain the samples which have been approved by the customer? If the customer approval is not possible, the sample representative of the agreed specification must be retained. Note: An exception for those samples that are physically very large or represent a very high cost, e.g. same style being produced in more than one line and/or one factory or one of a kind products.**	Full Compliance	The factory keeps samples for small products and for oversized products they keeps the approval technical files.
5.1.3	**Are the samples retained with a defined retention period and are they securely stored in a suitable environmental condition to maintain their original status?**	Full Compliance	The samples were retained 2 years in sample room.
5.2	**Chemical Control**		

Costco GMP Furniture Factory Assessment		Annual Audit	
Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
5.2.1	**Does the factory maintain a list of 'Approved Chemicals' for chemicals used as an ingredient or that come in contact with products? Does the list include corresponding brands/manufacturers? The list can be in an electronic format or in the computer system. Example - Enterprise Resource Planning (ERP)**	Full Compliance	A list of Approved Chemicals with Corresponding Brands / Manufacturers' area maintained for the chemicals used as an ingredient or in contact with the products. The list is in excel file.
5.2.2	**When chemicals are used as raw materials or ingredients, does the factory have documented procedures for managing, approving and controlling the engineering changes or product changes that may alter the chemical composition of the final product?**	Full Compliance	Chemical control procedure is established and well implemented
5.2.3	**Is the use of any substances classified as dangerous or of very high concern, in the country of sale, documented?**	Not Applicable	There was no dangerous or high concern substances used to produce the products so this clause was not applicable.
5.2.4	**When chemicals are used as raw materials or ingredients, are test reports or certificates of compliance available to demonstrate any presence of hazardous substances / Substances of Very High Concern (SVHC) in all incoming materials and components are below the threshold value for the country of sale?**	Full Compliance	The final products were sent outside for testing to make sure all product safety criteria are complied.

Costco GMP Furniture Factory Assessment		Annual Audit	
Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
5.2.5	**Does the factory have test reports on components or finished products that confirm regulated hazardous substances for the finished product are below the threshold value relating to the product safety regulations of the country in which the products are sold?**	Full Compliance	Test reports were provided to prove for the conformity
5.2.6	**Are controlled storage facilities provided for all chemicals used in the factory site (including but not limited to manufacturing, cleaning and pest control chemicals) as per the recommendations on the manufacturer label to avoid deterioration or degradation?**	Full Compliance	Chemical was put in secondary containers to prevent chemical spill off
5.2.7	**Are procedures, Safety Data Sheets (SDS), description or diagram for the handling of chemicals available at the point of use?**	Full Compliance	SDS/ handling instructions are available at the point of storage/ usage.
5.2.8	**Are segregation or other measures in place to avoid cross contamination or undesirable chemical reaction of chemical substances and/or preparations (e.g., acids and bases, flammables and oxidizers should not be stored together)?**	Full Compliance	Chemical was classified and arranged per considering their reaction with each other.
5.2.9	**Does the factory adopt FIFO (First in First out) logistic concept on its warehouse management for the chemicals with expiration dates (materials with earlier expiration dates should be used first)?** **Note: This applies to all chemicals used for manufacturing, cleaning, auxiliaries, and pest control**	Full Compliance	FIFO was applied to prevent the expiration of the chemical
5.2.10	**When using chemicals, are the production equipment and devices inspected and cleaned regularly between batches to avoid cross contamination?**	Full Compliance	Production equipment and devices are inspected and cleaned between batches.
5.3	**Product Packaging Materials**		
5.3.1	**Is product packaging assessed for fitness for purpose and determined suitable with regard to the following?**		
5.3.1.1	**Does the product packaging conform to an agreed and documented specification as well as legal requirements for the country of sale with regard to composition and recyclability?**	Full Compliance	The packaging testing was conducted to assess the ability to protecting the product from damage
5.3.1.2	**Maintaining the integrity of the product;**	Full Compliance	The packaging testing was conducted to assess the maintaining the integrity of the product

Costco GMP Furniture Factory Assessment		Annual Audit	
Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
5.3.1.3	**Protecting the consumer from injury; and**	Full Compliance	The packaging testing was conducted to assess the Protecting the consumer from injury
5.3.1.4	**Preventing contamination**	Full Compliance	The packaging testing was conducted to assess to ensure preventing contamination
5.3.2	**Does the product packaging conform to an agreed and documented specification and legal requirements of the country of sale with regard to composition, recyclability?**	Full Compliance	The packaging was sent to external lab for testing to ensure the conformity
5.3.3	**Are packaging materials effectively protected before being returned to storage?**	Deviation	During on-site observation, it was noted that some packaging materials (lining roll and carton box) at final inspection area and packing area were placed directly on the floor, which could pose a risk of contamination.
5.3.4	**Where staples or other metal closures are used for packaging, are appropriate precautions taken to prevent the risk of contamination, damage or injury to the product or consumer?** **Note: If metal staples or metal closures are not used, then this clause should be rated as N/A.**	Not Applicable	No staples or metal closure are used for packaging.
5.4	**Control of Non conforming Materials**		
5.4.1	**Does the factory establish documented procedures for the control of non-conforming materials and products?** **This includes but is not limited to rejections, segregation, acceptance by concession or regrading of the product for an alternative use.**	Full Compliance	A document procedure is in place to formalize the control of NC materials (including chemicals), semi-finished products and final products.
5.4.2	**Are the procedures for handling non-conforming materials and products understood by the authorized personnel and implemented effectively?**	Full Compliance	No sign of mis-handling of the non-conforming materials and products throughout the production processes.
5.4.3	**Are all non-conforming materials and products and their packaging, handled or disposed of according to the nature of the problem and/or the specific customer or legislative requirements?**	Full Compliance	NC materials/ products are disposed of in accordance to the requirements.
5.4.4	**Are all records kept for the non-conformities and subsequent actions taken?**	Full Compliance	The facility have the corrective and preventive action taken place with regard the identified NC products with records maintained.
5.5	**Product Transport, Storage and Distribution**		
5.5.1	**Are equipment's used for product transportation clean, hygienic, and well maintained?**	Full Compliance	Transportation is observed in proper conditions.

Costco GMP Furniture Factory Assessment		Annual Audit	
Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
5.5.2	**Are vehicles loaded and unloaded in a covered area or in covered bays to prevent the risk of contamination and/or damage?**	Full Compliance	It was noted that the loaded/ unloaded under roofed areas.
5.5.3	**Where the product needs specific environmental requirements to prevent degradation, are these conditions documented, maintained and monitored during the transportation, storage and distribution?**	Full Compliance	The specific environment was defined to control the humidity and temperature. Records were provided.
5.6	**Stock Control and Product Release**		
5.6.1	**Does the factory establish a procedure ensuring only products conforming to specifications/defined quality are dispatched?**	Full Compliance	The stock control procedure was established that includes the release by authorized personnel, all inspections and testing shall be successfully completed and documented to verify legislative and other defined requirements are met.
5.6.2	**Do the procedures for product dispatch include the following?**		
5.6.2.1	**a) released ONLY by authorized personnel?**	Full Compliance	The personnel who had the authority for product release was defined in SOP
5.6.2.2	**b) all inspections and testing shall be successfully completed and documented to verify legislative and other defined requirements are met.**	Full Compliance	All inspections are completed and recorded to verify legislative and other defined requirements are met.
5.6.3	**Where home-workers or subcontractors are used, are the same procedures for products dispatch (as Q5.6.1 & Q5.6.2) applied to the works/products done by home-workers or subcontractors?**	Full Compliance	It was noted that the dispatch procedure were applied to products done by subcontractors
5.6.4	**Are controls for correct stock rotation in place to ensure materials and products used in the correct order and within the allocated shelf or usage life, where applicable?**	Full Compliance	The materials/ products are used in correct order to ensure their usage life. Mostly based on FIFO practices.
6	**Product Testing and Product Claims**		
6.1	**Product Testing**		

Costco GMP Furniture Factory Assessment		Annual Audit	
Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
6.1.1	**Has the factory established procedures to undertake or subcontract the analysis and/or testing according to the product type and intended retail market?**	Full Compliance	The testing procedures was established showing testing/ analysis were undertaken based on product type and intended retail market.
6.1.2	**Does a documented testing plan exist which includes sample size, frequency, test method and pass/fail criteria for all tests on raw materials, work-in-process and finished products, to ensure that the final product meets regulatory and customer requirements?**	Full Compliance	Testing plan was established
6.1.3	**For those tests on finished products, which factory performs in-house (and does not utilize services of external accredited lab), does the in-house testing comply with the requirements of an approved Independent Laboratory Accreditation Standard or equivalent?** **Note: This clause is applicable only for those tests on finished products, which factory performs in-house and does not utilize services of external accredited lab.**	Not Applicable	Final products were sent to external lab for testing. Internal test is served for internal quality control purpose only.
6.2	**Product Claims**		
6.2.1	**Does the factory undertake product testing or inspections to validate and verify any stated claims about a product specification, quality or performance?**	Full Compliance	Final products were sent to accredited external lab for testing
7	**Process Control**		
7.1	**Control of operations**		
7.1.1	**Are preproduction meetings undertaken prior to new or substantially changed products being produced, to evaluate and approve the processes?**	Full Compliance	Pre-production meetings are held with clear output.

Costco GMP Furniture Factory Assessment		Annual Audit	
Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
7.1.2	**In the event of deviation of the process from specification, is corrective action taken and recorded?**	Full Compliance	The corrective action was taken for deviation of the process from specification with record retained.
7.2	**Control of incoming components and raw materials**		
7.2.1	**Are there documented approval procedures for raw materials and incoming goods, which assure conformance to agreed specifications, requirements and documented positive batch release including compliance to safety and regulatory requirements for the country in which the products will be sold?**	Full Compliance	The factory has procedures to specify, validate, and approve incoming materials, which shall include any testing, inspection, or review of certificates of analysis.
7.2.2	**Is there documented evidence of the inspection status of incoming components and raw materials?**	Full Compliance	Per observation noted that the inspection status of incoming material were clearly identified by label and designated storage area
7.2.3	**Do the incoming goods procedures cover subcontracted work and work performed outside of the primary site?**	Full Compliance	Factory had incoming good procedures covering subcontracted work
7.3	**Calibration and control of measuring and monitoring devices**		
7.3.1	**Has all equipment used in measurement to assure product quality and safety, and accept or reject activities, been effectively calibrated at defined frequency?**	Full Compliance	All equipment are calibrated in a effective way with clearly identification.
7.3.2	**Is measuring equipment suitably identified to trace back to its calibration status and period of validity?**	Full Compliance	Calibration records were available for review.
7.3.3	**Are procedures in place for actions to be taken if equipment is found not to be operating within specified tolerances and/or limits?**	Full Compliance	Factory has equipment control procedures which include actions to be taken if equipment is found not to be operating within specified tolerances and limits
7.4	**Equipment and tooling maintenance**		
7.4.1	**Is equipment properly specified before use and are operating parameters for production equipment and tooling determined, validated and implemented as part of the control plan, so as to minimize the risk to product safety, legality and quality, where applicable?**	Full Compliance	Equipment's were specified for the intended purpose and properly maintained
7.4.2	**Is there a documented system for planned maintenance covering all items of equipment and tools which are critical to product safety, legality and quality?**	Full Compliance	Factory has maintenance plan for all equipment's
7.4.3	**Are preventative maintenance schedules or cycles documented and on schedule?**	Full Compliance	Schedule are documented as planned.

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Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
7.4.4	**Are engineering and maintenance workshops controlled to prevent contamination risks to the product? Are the workshops organized, clean, and tidy to allow safe, efficient and good-quality work?**	Full Compliance	Factory has equipment maintenance procedure and implement well. The workshop is in good condition to minimize risk of contamination.
7.4.5	**Do machines, equipment, fixtures, tools and measurement equipment appear to be clean in good condition and well maintained?**	Full Compliance	Per observation it was noted that machines, equipment, fixtures, tools and measurement equipment were in good condition and well maintained
7.5	**Final product packing and control**		
7.5.1	**Do procedures exist to specify and control the packing of finished product, taking into account customer requirements and product safety?**	Full Compliance	Factory has procedure to control the packing of finished product to ensure the customer requirement
7.5.2	**Has the factory verified that the information shown on primary consumer package labels, including bar codes and outer cartons, are correct and met the customer specification, regulatory and safety requirements of the region of intended sale?**	Full Compliance	The information shown on package labels including bar codes and outer cartons were checked to ensure correct and meet the customer specification, regulatory and safety requirements of the region of intended sale.
7.6	**Random Inspections**		
7.6.1	**Are in-line inspections carried out during assembly of the product**	Full Compliance	Per observation noted that Inline QC inspected during assembly of the product
7.6.2	**Procedures shall be in place to randomly sample and inspect work-in-process according to customer or internal in-process-quality-control (IPQC) requirements.**	Full Compliance	Factory has procedures for randomly sample and inspect work-in-process according to requirements.
7.6.3	**Products shall be inspected for appearance, size, color and workmanship prior to packing as per customer or internal requirements.**	Full Compliance	The products were inspected for appearance, size, color and workmanship prior to packing as requirements.
7.6.4	**Product standards and guidelines shall be available to, and used by, trained factory inspectors.**	Full Compliance	Per observation noted that the product standards and guidelines were available and used by inspectors.
7.7	**Industry Module**		
7.7.1	**Incoming Material Inspection**		

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Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
7.7.1.1	**Where appropriate, raw materials shall be fumigated.**	Full Compliance	The wood materials were fumigated by supplier
7.7.1.2	**The storage area shall protect the raw materials and/or components from effects of weather, contamination and/or infestation.**	Full Compliance	Per observation noted that the storage warehouse protect the raw material from effects of weather, contamination and infestation.
7.7.1.3	**An inspection plan, defect classification, sample size, and accept/reject criteria for incoming materials and component shall be defined & implemented.**	Full Compliance	The inspection plan, defect classification, sample size, and accept/reject criteria for incoming materials and component were defined & implemented.
7.7.1.4	**The factory shall segregate Fire Resistant Foam and fabric from non Fire Resistant Foam and fabric.**	Not Applicable	The facility does not use foams and fabric.
7.7.1.5	**The factory shall have independent test certificates for batches of Fire Resistant Foam and fabric.**	Not Applicable	The facility does not use foams and fabric.
7.7.1.6	**For key natural materials such as wood and leather, the species (such as basswood, maple, etc.), the grade and COO (Country of Origin) should be defined and marked properly for traceability at the entire processes from material purchase to the finished products.**	Full Compliance	Wood, MDF and plywood were defined and mark with grade and COO for traceability at the entire processes from material purchase to the finished products.
7.7.1.7	**Where applicable, the factory shall have requirements for Composite Wood material (Plywood, particle Board and MDF board) purchasing, testing, storage and usage to make sure compliance to CARB regulation.**	Full Compliance	Factory have requirements for Composite Wood material (Plywood, particle Board and MDF board) purchasing, testing, storage and usage to make sure compliance to CARB regulation.
7.7.1.8	**Materials shall have independent test certificates to assure conformity with destination market and/or customer requirements regarding phthalates.**	Not Applicable	Factory did not produce for children so this clause was N/A.
7.7.1.9	**Fabrics shall be inspected according to 4-point, 10-point, or specified system before cutting.**	Not Applicable	The facility does not use foams and fabric.
7.7.2	**Lumber Processing**		

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Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
7.7.2.1	**Cutting of Raw Lumber (N/A if no Raw Lumber processing on-site)**		
7.7.2.1.1	**Guards shall be fitted to all cutting machines and utilized while the machine is in use.**	Not Applicable	No this process in facility, so this clause was not applicable
7.7.2.1.2	**Raw lumber dimensions shall be checked against an approved sample, specifications, or drawings following cutting.**	Not Applicable	No this process in facility, so this clause was not applicable
7.7.2.2	**Chemical Treatment and Kiln Drying (N/A if no on-site chemical treatment or Kiln Drying)**		
7.7.2.2.1	**The chemical treatment area is restricted to operators that have received documented training on the handling of hazardous chemical substances.**	Not Applicable	Factory did not have chemical treatment, so this clause was N/A.
7.7.2.2.2	**Controls shall be in place to check and monitor the chemical used for chemical treatment process.**	Not Applicable	Factory did not have chemical treatment, so this clause was N/A.
7.7.2.2.3	**Access to hazardous chemicals shall be restricted.**	Not Applicable	Factory did not have chemical treatment, so this clause was N/A.
7.7.2.2.4	**Temperature and relative humidity within the kiln shall be monitored to ensure compliance.**	Not Applicable	Factory did not have chemical treatment, so this clause was N/A.
7.7.2.2.5	**Temperature variations within the kiln shall be monitored.**	Not Applicable	Factory did not have chemical treatment, so this clause was N/A.
7.7.2.2.6	**Moisture content of the wood shall be evaluated to ensure required levels have been reached.**	Not Applicable	Factory did not have chemical treatment, so this clause was N/A.
7.7.3	**Rough Cutting, Shaping, Drilling, Planing Processes**		
7.7.3.1	**Detailed work instructions or drawings shall be provided for operator reference at cutting, shaping, drilling and sanding operations.**	Full Compliance	Work instructions and drawings were available at workplace for operator reference.
7.7.3.2	**Jigs, fixtures, or patterns shall be used to control part shape and/or hole location**	Full Compliance	Jigs, fixtures were used to control part shape and hole location

Costco GMP Furniture Factory Assessment		Annual Audit	
Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
7.7.3.3	**Part and/or hole dimensions shall be checked against an approved sample, specifications, or drawings.**	Full Compliance	Per observation noted that Inline QC checked part and hole dimensions against an approved sample, specifications, drawings.
7.7.3.4	**Issuance of abrasive material shall be monitored so as to ensure the correct abrasive usage as per the customers specification.**	Full Compliance	The issuance of abrasive material were monitored to ensure the correct abrasive usage as per the customers specification.
7.7.3.5	**Detailed work instructions or drawings shall be provided for operator reference in the sanding area.**	Full Compliance	Work instructions was available at workplace for operator reference.
7.7.3.6	**Product which has completed the sanding process shall be verified against an approved sample or standards prior to being release to the next stage.**	Full Compliance	Products after sanding process were verified against an approved sample or standards prior to being release to the next stage.
7.7.3.7	**All sanding residue shall be removed prior to release to the next stage of production.**	Full Compliance	All sanding residue was removed prior to release to the next stage of production.
7.7.4	**Die Cutting and Bundling**		
7.7.4.1	**Cutting methods and equipment shall be used according to type of fabric or material being cut**	Not Applicable	No such process at facility
7.7.4.2	**Procedures or work instructions will define cut height and other parameters such as pressure based on material type and thickness**	Not Applicable	No such process at facility
7.7.4.3	**Cut panels shall be checked against marker, approved pattern, or approved sample to identify any defective, shaded, or incorrectly cut parts.**	Not Applicable	No such process at facility
7.7.4.4	**Cut panel replacement procedures shall be in place to replace defect panels with fabric or material from the same dye lot or batch.**	Not Applicable	No such process at facility
7.7.5	**Sewing/Looping**		
7.7.5.1	**Sewing/looping lines shall be organized in accordance with process flow, with work instruction.**	Not Applicable	No such process in this facility
7.7.5.2	**Controls shall be in place to check and monitor panel quality (skipped stitch, broken stitch, etc.).**	Not Applicable	No such process in this facility
7.7.6	**Molding, Gluing, Welding, Cold Staking, Screwing, Pressing and Lamination**		

Costco GMP Furniture Factory Assessment		Annual Audit	
Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
7.7.6.1	**Process parameters shall be as defined in the control plan, work instruction, or set-up sheet.**	Full Compliance	Process parameters were defined in work instruction
7.7.6.2	**Process parameters (cycle time, temperature, pressure) shall be monitored.**	Full Compliance	Process parameters (cycle time, temperature, pressure) were monitored.
7.7.6.3	**Use of reground materials for production shall be in accordance with material manufacturers recommendation or the customer specification**	Not Applicable	No such process in facility, so this clause was not applicable
7.7.6.4	**Trimming of molded parts shall be conducted in a well lighted area with specifications or work instructions.**	Not Applicable	No such process in facility, so this clause was not applicable
7.7.6.5	**First pieces after machine set-up shall be compared to standards and/or approved samples prior to actual production.**	Full Compliance	It was noted that the first pieces were compared to standards and approved samples prior to actual production.
7.7.6.6	**Factory shall have procedures defined for glue mixing, usage time frame, and disposal to avoid use of expired glue.**	Full Compliance	Factory have procedures defined for glue mixing, usage time frame, and disposal to avoid use of expired glue.
7.7.6.7	**Procedures on glue application has been defined per every product which include application method, time, and testing for its effectiveness.**	Full Compliance	Procedures on glue application has been defined per every product.
7.7.6.8	**Lamination procedures are defined for different combinations of materials including time and temperature requirements.**	Not Applicable	No such process in facility, so this clause was not applicable
7.7.6.9	**Controls of conditioning (drying/annealing/quenching) process which include pressure, temperature, cycle time should be controlled and recorded.**	Full Compliance	Procedure and/or work instruction and records are available to demonstrate that the pressure, temperature and cycle time are controlled and records are showing acceptable range for the parameters and actions to be taken when any of the parameters is outside of range.
7.7.7	**Coating and Finishing**		
7.7.7.1	**All coating containers shall be sealed when not in use.**	Full Compliance	All coating containers were sealed when not in use.
7.7.7.2	**All coating material shall be stored in atmospheric conditions as specified by the manufacturer.**	Full Compliance	Per observation noted that all coating materials were store in atmospheric conditions as specified by manufacturer
7.7.7.3	**All coating material shall be agitated and mixed as per the manufacturers instructions.**	Full Compliance	Per observation and record review, it was noted that all coating material were agitated and mixed as per the manufacturers instructions.
7.7.7.4	**The viscosity and color of the coating shall be verified prior to use.**	Full Compliance	Coating was verified prior to use.

Costco GMP Furniture Factory Assessment		Annual Audit	
Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
7.7.7.5	**All coating shall be filtered prior to usage where manufacturers instructions recommend it.**	Full Compliance	All coating were filtered prior to usage where manufacturers instructions recommend it.
7.7.7.6	**The factory shall define the steps and spec for painting process to meet customer's finish requirement.**	Full Compliance	Per observation and record review, it was noted that the factory define the steps and spec for painting process to meet customer's finish requirement.
7.7.7.7	**Control of drying process which includes temperature, relative humidity, timing , coating methods should be monitored and recorded .**	Full Compliance	The drying process was controlled and monitored by experience technical about humidity, time, coating method.
7.7.8	**Stuffing**		
7.7.8.1	**The factory shall take steps to ensure that no paper, polythene, floor sweepings or other contaminants, e.g. dust, are mixed in with the crumb foam operation.**	Not Applicable	No such process in this facility
7.7.8.2	**Procedures or W/I for controlling weight of stuffing is per product specification or customer requirement.**	Not Applicable	No such process in this facility
7.7.9	**Stamping, Pressing, Lathing and Engraving (N/A if no such processes)**		
7.7.9.1	**Stamping / pressing / lathing / engraving process procedure, parameters and specs (pressure, speed, laser intensity etc.) shall be defined in the control plan, work instruction, or set-up sheet.**	Not Applicable	No such process in facility, so this clause was not applicable
7.7.9.2	**Stamping / pressing / lathing / engraving process parameters and specs (pressure, speed, laser intensity etc.) shall be monitored.**	Not Applicable	No such process in facility, so this clause was not applicable
7.7.9.3	**Procedures and controls shall be in place to check and monitor stamped, pressed, lathed, engraved part quality (position, finishing, deformation, dimension etc.).**	Not Applicable	No such process in facility, so this clause was not applicable
7.7.9.4	**First pieces after machine set-up shall be compared to standards and/or approved samples prior to actual production.**	Not Applicable	No such process in facility, so this clause was not applicable
7.7.10	**Assembly**		
7.7.10.1	**All hardware shall be verified for fit qualities prior following line changeover.**	Full Compliance	All hardware were check verified for fit qualities prior following line changeover.

Costco GMP Furniture Factory Assessment		Annual Audit	
Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
7.7.10.2	**Fasteners shall be installed to proper torque as recommended by the manufacturer or specified in the product specification**	Full Compliance	Fasteners were installed to proper torque as recommended by the manufacturer or specified in the product specification
7.7.10.3	**Each batch of component parts shall be verified for fit qualities with corresponding parts prior to use in production**	Full Compliance	Each batch of component parts were verified for fit qualities with corresponding parts prior to use in production
7.7.10.4	**Detailed work instructions, drawings and/or reference samples for every product shall be provided for operator reference at assembly operations.**	Full Compliance	Work instructions with requirements, drawings and samples are provided for operator to reference.
7.7.10.5	**Procedures and controls shall be in place to check and monitor assembled component/product quality (alignment, position, quantity etc.).**	Full Compliance	Procedures and control were in place to check and monitor assembled component/ product quality (alignment, position, quantity etc.).
7.7.10.6	**First pieces after line set-up shall be compared to standards and/or approved samples prior to actual production.**	Full Compliance	There was first pieces record available to compare to standards and approved samples by QC prior to actual production.
7.7.11	**All Instructions and Components Intended for Customer Assembly In- House/ On-Site Testing**		
7.7.11.1	**All instructions shall be verified against the product specification to ensure that the correct language for the country of distribution has been included.**	Full Compliance	All instructions were verified against the product specification to ensure that the correct language for the country of distribution has been included.
7.7.11.2	**Component parts shall be added in sufficient quantity so as to allow full assembly of the product.**	Full Compliance	Component parts were added in sufficient quantity so as to allow full assembly of the product.
8	**Personnel Training and Competency**		
8.1	**Does the factory establish training procedures?**	Full Compliance	Training procedure reflects the competencies required of each employee to carry out his/her task.
8.2	**Does the factory determine necessary competence for personnel performing work impacting product safety, legality and quality?**	Full Compliance	The competency of the personnel performing work impacting product safety, legality, and quality was defined clearly in the SOP
8.3	**Does the factory regularly identify training needs (including refresher training) for personnel performing work that affects product safety, legality and quality?**	Full Compliance	The facility regularly identified the training needs of all departments.

Costco GMP Furniture Factory Assessment		Annual Audit	
Clause #	**Sectional Scope & Clause Requirements**	**Assessment Result**	**Audit Findings**
8.4	**Are personnel performing work that affects product safety, legality and quality (including temporary personnel and contractors) appropriately trained and instructed prior to commencing work and adequately supervised throughout the working period?**	Full Compliance	It was noted that all employees should be trained in the standards and procedures that relate directly to their specific responsibilities, as well as those policies that affect product safety
8.5	**Are the personnel, who have a direct effect on the safety, quality or legality of products, trained to ensure understanding of risk assessment procedures or outcomes as necessary for their activity?**	Full Compliance	It was noted that the relevant personnel were trained to ensure understanding of risk assessment procedures for their activity.
8.6	**Are the effectiveness of trainings evaluated?**	Full Compliance	The effectiveness of training was evaluated via exam quiz. Appropriate records were provided for review.
8.7	**Are up-to-date training records stored in a secure way such that privacy of personnel is protected?**	Full Compliance	Training records are up-to-date and stored in a secure way
8.8	**Are the personnel performing work that affects product safety, legality and quality demonstrably competent to carry out their activity?**	Full Compliance	Per random interview, It was noted that QC and workers know their duty well.

Corrective Action Plan (CAP) Report

Costco GMP Furniture Factory Assessment

Factory Name:	BRANCH HOANG THONG WOOD ONE MEMBER COMPANY LIMITED			Factory Representative Name and Signature:	Auditor Signature:
Address:	Lot 2D3-2D4, CN3-CN8-CN10 Street, Tan Binh Industrial Park, Vinh Tan Ward				
Report number:	FA25-01733	Auditor Name:	Le Nguyen; Toan Nguyen	Factory Comments (if any):	
Audit Type:	Annual Audit	CAP Desktop Review done by:			
Audit Date:	14 October 2025	Evidence Reviewed by:			

To be Completed by 3rd party - within 5 working days from Audit Date				To be Completed by Factory - within 10 working days from Audit Date			To be Completed by 3rd Party - within 2 working days from the receipt of CAPA from Factory		CAP Evidence Collection - To be Completed within 30 calendar days from last audit date		
1	2	3	4	5	6	7	8	9	10	11	12
Clause No.	Original Clause Requirement	Levels of Non-Conformance	Audit Findings	Corrective Action Plan	Responsible Persons	Due Date	Agreement with factory or Comments for Revision	Objective Evidences Required	Objective Evidences	CAPA Validation Results	Remarks
2.2.2	Where manufacturing sites have no responsibility for product design, is the factory provided with a validated copy of the product risk assessment? Note: If factory produces ONLY self designed products, then this clause should be marked N/A.	MINOR	Factory had product risk assessment however it was incomplete.								
2.2.3.1	User types (e.g., new born, young children, vulnerable people i.e., elderly, disabilities)	MODERATE	User types was not defined in product risk assessment								
2.2.3.2	Product use (e.g., behavior, durability, user awareness, information and advice)	MODERATE	Product use was not defined in product risk assessment								
2.3.4	Does the factory implement risk management systems based on a systematic risk assessment system to assure product safety legality and quality?	MODERATE	The factory conducted a Process Risk Assessment and product risk assessment but not completed.								
3.5.1	Are there procedures for approval and an on-going monitoring program for sub-contractors and suppliers of all raw materials, packaging, and utilities? Does factory use the results of the approval process to determine acceptable/non acceptable sources?	MINOR	Supplier evaluation Procedure document no.#GMP-34 was established; however, it was inconsistent with records, missing the time of cooperation and production type.								

To be Completed by 3rd party - within 5 working days from Audit Date				To be Completed by Factory - within 10 working days from Audit Date			To be Completed by 3rd Party - within 2 working days from the receipt of CAPA from Factory		CAP Evidence Collection - To be Completed within 30 calendar days from last audit date		
1	2	3	4	5	6	7	8	9	10	11	12
Clause No.	Original Clause Requirement	Levels of Non-Conformance	Audit Findings	Corrective Action Plan	Responsible Persons	Due Date	Agreement with factory or Comments for Revision	Objective Evidences Required	Objective Evidences	CAPA Validation Results	Remarks
3.6.2	Are raw materials (including packaging), work in progress, re-works and finished products identified to ensure traceability?	MINOR	During on-site observation, it was noted that at least 02 wooden pallets in the painting area were missing required ID labels, posing a direct risk to product traceability.								
3.7.4	Does factory conduct mock recall test to check effectiveness of Product Recall procedure at least once a year?	MINOR	Mock-up recall test was not conducted to check the effectiveness of product recall at least once a year.								
3.11.2	All corrective actions and follow-ups related to internal audits are satisfactorily completed?	MINOR	The factory conducts an internal audit annually, and an audit plan and a checklist are available. However, the factory did not take appropriate action to close all non-conformities identified during the internal audit.								
3.11.3	Are internal audits carried out by competent personnel, who shall be independent of the area of operation being assessed?	MINOR	There was only 01 IQA has certificate, there was no training records for other IQAs.								
4.7.1	Is there sufficient lighting in the factory, including the production floor, inspection areas, test areas, storage areas, maintenance areas, finishing and packing areas, etc? Production >=550 Lux Inspection >=750 Lux Warehouse/Storage and Loading >=150 Lux Carton Packing Area >=300 Lux	MINOR	There was insufficient light at: Cutting area: 525 lux Final Inspection area: 688 lux Finished goods warehouse: 141 lux								

To be Completed by 3rd party - within 5 working days from Audit Date				To be Completed by Factory - within 10 working days from Audit Date			To be Completed by 3rd Party - within 2 working days from the receipt of CAPA from Factory		CAP Evidence Collection - To be Completed within 30 calendar days from last audit date		
1	2	3	4	5	6	7	8	9	10	11	12
Clause No.	Original Clause Requirement	Levels of Non-Conformance	Audit Findings	Corrective Action Plan	Responsible Persons	Due Date	Agreement with factory or Comments for Revision	Objective Evidences Required	Objective Evidences	CAPA Validation Results	Remarks
4.8.1	Is storage and movement of goods (from receipt of raw materials to delivery of finished products) done with appropriate equipment's and practices, to eliminate any risk of product contamination and damage?	MODERATE	During on-site observation, it was noted that 02 semi-products at painting area were placed directly on the floor, which could pose a risk of contamination.								
4.8.6	If production and storage areas use wooden tools / equipments / surfaces, that can come in contact with materials, semi-finished goods, and/or products, have associated risks been evaluated and controlled?	MINOR	Per onsite observation, some broken pallets were used and stored in the workshop, which could pose a risk of contamination.								
5.3.3	Are packaging materials effectively protected before being returned to storage?	MINOR	During on-site observation, it was noted that some packaging materials (lining roll and carton box) at final inspection area and packing area were placed directly on the floor, which could pose a risk of contamination.								

Version 05.1 - May 20,2024

Costco Pre- Audit Questionnaire (PAQ)

Instruction:

1. All suppliers/facility must complete the following sections: 1, 2, 3, 7 and 8
2. All suppliers/facility must complete the following sections if the facility to be audited does Manufacturing: 1,2, 3, 4, 7 and 8
3. All suppliers/facility must complete the following sections if the facility is a packaging/warehouse facility that does Assembly Work on site : 1,,2, 3, 4, 7 and 8
4. All suppliers/facility must complete the following if the site is a cosmetics/personal care item manufacturer: 1,2,3, 4, 6, 7 and 8.
5. All suppliers/facility must complete the following sections if the facility is only a warehouse/distribuition center with no assembly work: 1, 2, 5, 7 and 8

1. Facility Site Overview

Facility Name (as per business license)	BRANCH HOANG THONG WOOD ONE MEMBER COMPANY LIMITED
Facility Address (as per business license)	Lot 2D3-2D4, CN3-CN8-CN10 Street, Tan Binh Industrial Park, Vinh Tan Ward, Ho Chi Minh City, Vietnam
Facility Phone Number	
URL/Web Address	furniturehth.com
Name of Contact	Alex Nguyen
E-mail address	thien.nguyen@furniturehth.com
Year Facility Established	2018
Type of Facility (yes or no)	**Manufacturer ?** Yes
	Warehouse/DC ?
	Cosmetics/Personal Care Items Facility?
Number of Buildings at Site / Description	5
Total Production Area M^2	50,000
Total Warehouse Area M^2	6048

Does factory provide permission for 3rd party auditor to take photographs in all storage and production areas during Costco audit?* (yes or no) Yes

***Photos are required by Costco**

2. Facility Site Personnel

2.1 Key Staff	Name	Tel	E-mail	Year(s) in Position at Company	Year(s) at Company
General Manager	Zou Hui Ming	755-8978988		4	4
Quality/Technical Manager	Le Manh Cuong			5	5
Production Manager	Chen Fang Hong			4	4
R & D Manager	Le Tien Phi			1	1
Health & Safety Officer	Vo Van Vu			4	4
Security Representative/Officer	Vo Van Vu			4	4
Equipment Maintenance	Vo Van Vu			4	4
Others (please specify)	Vo Van Vu				

2.2 Personnel / Headcount by Department

Department	Full time	Part time	Sub Total
Production	362		362
Non-production	30		30
Office/ Admin staff/ Manager	16		16
Other			0
		Grand Total:	408

3. Export Markets & Key Clients

Markets	% of Total Business Volume
U.S. / North America	80
E.U.	5
Asia	
Others	15
Domestic	

Key Clients (past 12 months) N/A

Customers	% Business	Type of Products	Market(s)
Example : ABC	EXP : 25%	Example : PP WOVEN SHOPPING BAGS	Example : EU, US, ASIA
Whalen	20	Furniture product (Corner desk, table, ...)	USA
The Home Depot	20	Butcher Block Countertop	USA
Lowes	20	Butcher Block Countertop	USA
Kunjek	20	Workbench	USA
Giga Cloud, Sagant	10	Vanity	USA
Others	10	Rubberwood top, Components, ...	USA

4. MANUFACTURING FACILITIES (includes Cosmetics/Personal Care Items as well Packaging Facilites that do Assembly Work)- Product Capabilities

4.1 What items the factory produced in past 12 months?

Product Category	Subcontracted Processes	Peak Season	Monthy Quatity in Units
Example: Woven Tops	Example: Embroidery	Example: July- October	Example: 125,000 units monthly
Rubberwood Board		Feb - May	300,000
Workbench		Yearly	60,000
TV Console		Feb-May	9,000

4.2 What are the current items being produced?

Product Category	Material	Client	Ship date	Monthly Production (units)
Example. WOVEN TOPS	Example : 100% Cotton	Example : ABC	Example : 9/10/2020	Example : 300000
Rubberwood Board	100% Rubberwood Solid	Home Depot		7,000
Workbench	100% Rubberwood Solid	Kunjek Tools		3,000
TV Console	Rubberwood Soli + MDF + Veneer	Better Furniture		600

4.3.Processes - Machinery

Processes	Machinery	Units	
Example : SEWING MACHINES	Example : SINGLE NEEDLE	Example : 2	
Cutting Machine	Single Needle	3	
Sanding Machine	Single Needle	10	
CNC Machine	Single Needle	3	
UV Machine	Single Needle	1	
Drilling Machine	Single Needle	20	

4.4 List of Process Being Subcontracted

Name of Subcontractor	Proccess	Subcontractor Address
Example: ABC Embroidery	Example: Embroidery	Example: 1234 Main Street, New York, NY, 12345
Wang Shun	Veneer Laminate	Land plot number 75, map sheet number 10, Quarter 03, Hoi Nghia Ward, Tan Uyen Town, Binh Duong Province

4.5 List of All Main Materials used in past 12 months

Material Name	Imported (Y/N)	Country of Origin
Example : 100% PP	Exp : Y	Example : INDIA
Rubberwood Solid	N	Vietnam
PB	N	Vietnam
MDF	N	Vietnam
Veneer (OAK, Birch, ...)	Y	China
Poplar	Y	USA

Version 05.1 - May 20,2024

Costco Pre- Audit Questionnaire (PAQ)

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4. All suppliers/facility must complete the following if the site is a cosmetics/personal care item manufacturer: 1,2,3, 4, 6, 7 and 8.
5. All suppliers/facility must complete the following sections if the facility is only a warehouse/distribuition center with no assembly work: 1, 2, 5, 7 and 8

5. Warehouse/Packaging Facilities with NO Assembly Work (only)

Is the facility solely responsible for packaging & shipping?	Yes
What products does the warehouse/packagining facility handle?	Yes
Does the facility do any assembly work of the product?	Yes
Which companies does the company receive product from to package & ship for Costco?	
Does the facility do any cross docking function? If so please explain.	No
Does the company subcontract any work?	No

Name of Subcontractor	Proccess	Subcontractor Address
Example: ABC Embroidery	Example: Embroidery	Example: 1234 Main Street, New York, NY, 12345

6. Cosmetics/Personal Care Facility (only)

Does the facility create formulations for the product	No
Do any of the products have therapeutic claim?	No
Is the product shipped from the facilty directly to the client or is it sent to another loacation for filling and packaging?	
Please identify the name/address of the location that is used for filling or packaging if other than site being audited.	
Are therapeutic claims made for the product that the faclity handles/manufactures?	

7. Quality Control Management

Are QA/QC inspectors independent of production?	Yes
Who does the QC/QA Manager/Supervisor report to?	Yes
How many QA/QC in total?	Top Manager
	25

8. Management Systems and Accreditation

(please attach copies of each)

Accreditation		Certification number	YES/NO	Certifying Body	Date	Expiry
ISO 9001	ISO 9001		No			
ISO 14001	ISO 14001		No			
BRC Standard - Consumer Products	BRC Standard - Consumer Products		No			
Other -	Other -					
Other-	Other-					
Other_	Other_					

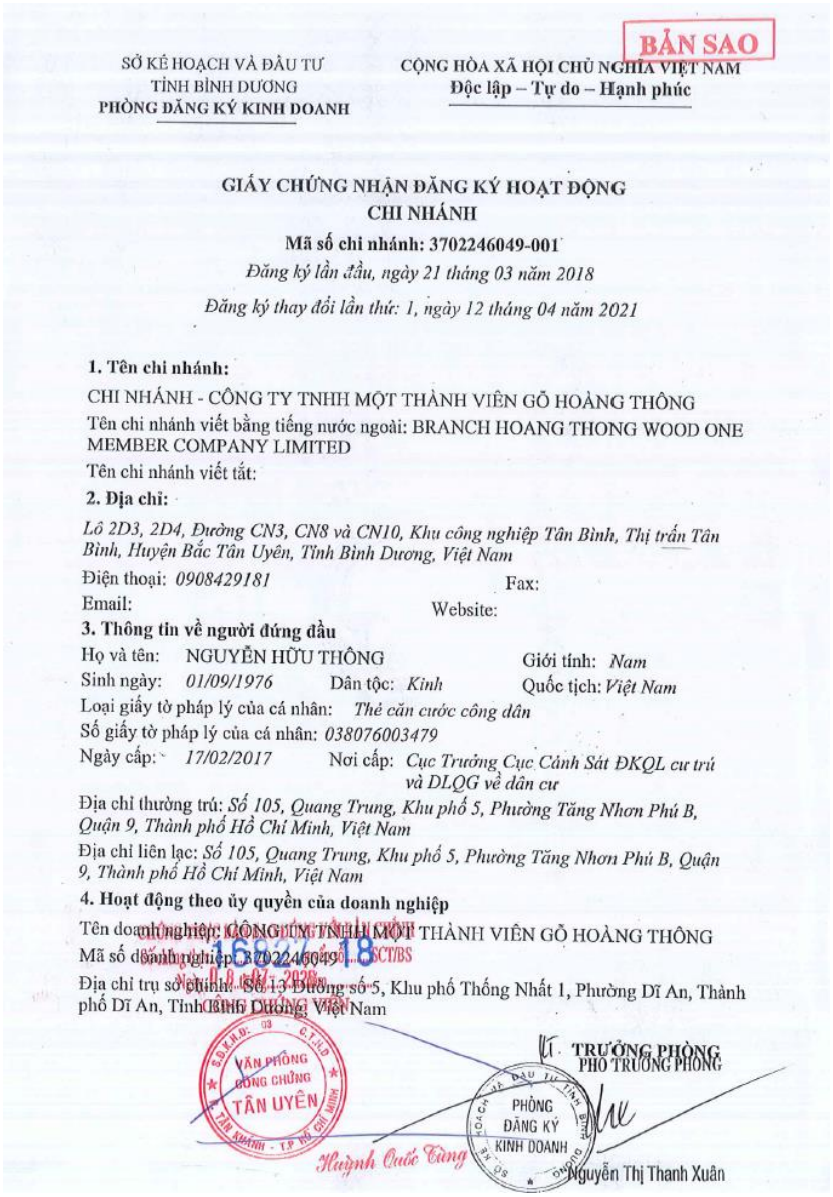
Is product certification done in terms of selling destination? (e.g., UL for US, CCC for China, CE for Europe…) at the factory?

Product certification name	Certification number	Yes	Certifying Body	Date	Expiry
Writing Desk			UL		

Alex Nguyen/ Sales Manager	2025/5/9
Name & Signature of Supplier Representative/ Title	Date
Alex Nguyen/ Sales Manager	2025/5/9
Name & Signature of Factory Representative/Title	Date

DIGITAL PHOTO FORM

Report No. FA25-01733
Factory: BRANCH HOANG THONG WOOD ONE MEMBER COMPANY LIMITED
Audit Date: October 14th, 2025



BẢN SAO

SỞ KẾ HOẠCH VÀ ĐẦU TƯ
TỈNH BÌNH DƯƠNG
PHÒNG ĐĂNG KÝ KINH DOANH

CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM
Độc lập – Tự do – Hạnh phúc

GIẤY CHỨNG NHẬN ĐĂNG KÝ HOẠT ĐỘNG CHI NHÁNH

Mã số chi nhánh: 3702246049-001

Đăng ký lần đầu, ngày 21 tháng 03 năm 2018

Đăng ký thay đổi lần thứ: 1, ngày 12 tháng 04 năm 2021

1. Tên chi nhánh:

CHI NHÁNH - CÔNG TY TNHH MỘT THÀNH VIÊN GỖ HOÀNG THÔNG

Tên chi nhánh viết bằng tiếng nước ngoài: BRANCH HOANG THONG WOOD ONE MEMBER COMPANY LIMITED

Tên chi nhánh viết tắt:

2. Địa chỉ:

Lô 2D3, 2D4, Đường CN3, CN8 và CN10, Khu công nghiệp Tân Bình, Thị trấn Tân Bình, Huyện Bắc Tân Uyên, Tỉnh Bình Dương, Việt Nam

Điện thoại: *0908429181* Fax:

Email: Website:

3. Thông tin về người đứng đầu

Họ và tên: NGUYỄN HỮU THÔNG Giới tính: *Nam*

Sinh ngày: *01/09/1976* Dân tộc: *Kinh* Quốc tịch: *Việt Nam*

Loại giấy tờ pháp lý của cá nhân: *Thẻ căn cước công dân*

Số giấy tờ pháp lý của cá nhân: *038076003479*

Ngày cấp: *17/02/2017* Nơi cấp: *Cục Trưởng Cục Cảnh Sát ĐKQL cư trú và DLQG về dân cư*

Địa chỉ thường trú: *Số 105, Quang Trung, Khu phố 5, Phường Tăng Nhơn Phú B, Quận 9, Thành phố Hồ Chí Minh, Việt Nam*

Địa chỉ liên lạc: *Số 105, Quang Trung, Khu phố 5, Phường Tăng Nhơn Phú B, Quận 9, Thành phố Hồ Chí Minh, Việt Nam*

4. Hoạt động theo ủy quyền của doanh nghiệp

Tên doanh nghiệp: CÔNG TY TNHH MỘT THÀNH VIÊN GỖ HOÀNG THÔNG

Mã số doanh nghiệp: 3702246049

Địa chỉ trụ sở chính: Số 13 Đường số 5, Khu phố Thống Nhất 1, Phường Dĩ An, Thành phố Dĩ An, Tỉnh Bình Dương, Việt Nam

VĂN PHÒNG CÔNG CHỨNG TÂN UYÊN

Huỳnh Quốc Tùng

KT. TRƯỞNG PHÒNG
PHÓ TRƯỞNG PHÒNG

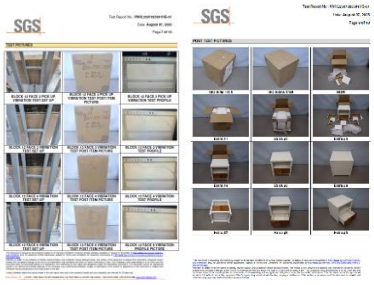
PHÒNG ĐĂNG KÝ KINH DOANH

Nguyễn Thị Thanh Xuân

Factory business license (Full size, clear photo)

Photo 1) Exterior 1	Photo 2) Exterior 2	Photo 3) Factory Name Board
		
Photo 4) Loading Area	Photo 5) Metal free zone in	Photo 6) Metal free zone out
	N/A	N/A
Photo 7) Production Process- 1 Cutting	Photo 8) Production Process- 2 Gluing	Photo 9) Production Process- 3 Drilling (The semi-finished goods in the photo were placed on pallets to prevent direct contact with the floor)
		
Photo 10) Production Process- 4 Sanding	Photo 11) Production Process- 5 Painting	Photo 12) Production Process- 6 Assembling

		
Photo 13) Packaging Area 1 (The packaging materials in the photo were placed on pallets to prevent direct contact with the floor)	Photo 14) Pakaging Area 2 (The finished goods cartons in the photo were placed on plywood boards and pallets to prevent direct contact with the floor)	Photo 15) Pest control Rodent
		
Photo 16) Pest control Flying	Photo 17) Receiving Area 1	Photo 18) Receiving Area 2 (The materials in the photo were placed on pallets to prevent direct contact with the floor)
		
Photo 19) Lux readings 1 Sufficient lighting at IQC area: 1593 lux	Photo 20) Lux readings 2 Sufficient lighting at Sanding area: 889 lux	Photo 21) Lux readings 3 Sufficient lighting at Painting area: 982 lux

		
Photo 22) Lux readings 4 Sufficient lighting at Packing area: 417 lux	Photo 23) Needle exchange area	Photo 24) Product/s supplied to the client, or the main product/s
	N/A	
Photo 25) Warehouses, chemical storage areas	Photo 26) Laboratory facilities in the factory, if any. (The facility does not have an in-house laboratory. Testing of goods is conducted by a fully accredited third-party laboratory)	Photo 27) Good practices: The finished goods warehouse is spacious, properly stored and well-organized.
		
Photo 28) Product defects during product sample inspection, if applicable.	Photo 29) Silica gel/anti mold tablets at storage and transportation	Photo 30) N/A

Non-conforming photos with clause number

		
Photo 1) NC-3.6.2- At least 02 wooden pallets in the painting area were missing required ID labels, posing a direct risk to product traceability.	**Photo 2) NC-4.7.1- Lighting was insufficient in Cutting area: 525 lux**	**Photo 3) NC-4.7.1- Lighting was insufficient in Final Inspection area: 688 lux**
		
Photo 4) NC-4.7.1- Lighting was insufficient in Finished goods warehouse: 141 lux	**Photo 5) NC-4.8.1- 02 semi-products at painting area were placed directly on the floor, which could pose a risk of contamination.**	**Photo 6) NC-4.8.6- Some broken pallets were used and stored in the workshop, which could pose a risk of contamination.**
		
Photo 7) NC-5.3.3- Some packaging materials (lining roll and carton box) at final inspection area and packing area were placed directly on the floor, which could pose a risk of contamination.	**Photo 8) N/A**	**Photo 9) N/A**