WISE ASC Audit Checklist

Ready for WISE Certification? Review the following requirements to ensure your facility is prepared for a successful audit. Once you have the required documents in place, you are ready to schedule your audit.

PREREQUISITES FOR CERTIFICATION

1. Do you have an ISO 9001 or RIOS certificate?
2. Have you identified which level of authorization you will obtain? Please reference *Policies-and-Procedures-for-WISE-Authorized-Service-Centers Version 6* – Section 2, Authorization Levels.
3. Have your technicians completed WISE Certification in accordance with the level of authorization your facility is seeking? (Level 1 or Level 2)
4. Have you reviewed the WISE Policies and Procedures to ensure you have documentation equivalent to the requirements?
5. If you are R2 or e-Stewards certified, ensure you have additional documentation to address the following sections: 3.4.4, 3.4.5, 3.24, 3.26

WISE ASC CHECKLIST

- ☐ ISO 9001 or RIOS certificate (3.2)
- ☐ Sustainability Policy or R2 or e-Stewards certificate, if applicable (3.3)
- ☐ Roles & Responsibilities/Org Chart (3.4)
- ☐ Quality Objectives (3.4.2)
- ☐ QMS Manual, including Quality Policy (3.4.3)
- ☐ Customer feedback and service level metrics (3.4.4)
- ☐ Security Procedure (3.4.5)
- ☐ Disaster Recovery Plan (3.4.5)
- ☐ Last Management Review meeting records (3.4.6, 3.4.7)
- ☐ Process for customer contract review compliance (3.5), can review sample during audit
- ☐ Design Control Procedure, if applicable (3.6)
- ☐ Document Control Procedure (3.7)
- ☐ Control of External Provider Procedure (for purchasing) (3.8)
- ☐ Control of Customer Supplied Product Procedure (3.9)
- ☐ Inspection and Testing Procedure (3.12)
- ☐ Monitoring and Measurement Procedure (3.13)
  - Calibration records (3.13), can review sample during audit
- ☐ Correction Action Report for non-conforming products (3.13.1 & 3.14)
  - Corrective action records (3.13), can review sample during audit
- ☐ Handling, Storage and Packaging Procedure (3.15)
- ☐ Last Internal Audit record (3.17)
- ☐ Training Program (3.18)
- ☐ Repair Work Instructions (3.19)
  - ESD testing records, can review sample during audit
- ☐ Receiving Work Instructions, including how to use ERP (3.19.3)
- ☐ Triage Work Instructions (3.19.4)
- ☐ Disassembly Work Instructions (3.19.5)
- ☐ Repair Work Instructions (3.19.6)
- ☐ RF Work Instructions, if applicable (3.19.9)
- ☐ Sample functional test record – can review sample during audit (3.19.10)
- ☐ Sample data destruction record – can review sample during audit (3.19.11. 3.21)
- ☐ Quality Control Plan (3.19.12)
  - QC records – can review sample during audit (3.19.12)
- ☐ Vendor Approval Procedure (3.19.13)
- ☐ First Article Inspection Procedure (3.19.13)
- ☐ WISE certified technician records – can review sample during audit (3.20)
- ☐ Data Destruction Work Instructions (3.21)
- ☐ Battery Handling and Storage Procedures (3.22, A.1 – A.6, sample training record)
- ☐ Emergency Action Plan (3.23)
  - Latest emergency drill record (3.23)
- ☐ First Aid Procedures (3.24)
- ☐ Contingency Plan (3.26)
- ☐ Alarm system testing records (3.27)
- ☐ Documented incident escalation framework and contact info (3.27)
- ☐ Video surveillance records – 60 days – can review sample during audit (3.27)
- ☐ BOL of shipping batteries to R2 certified recycler (A.6) – can review sample during audit
- ☐ Third-Party Repair procedure
- ☐ Third-Party Repair approved vendors list

wise
Wireless Industry Service Excellence

Questions? Contact programs@wisecertification.com