WISE Qualified Service Provider Checklist

Required Documentation Submission Instructions
The following documents are required for the WISE Qualified Service Provider Program. Prior to scheduling an audit, applicants shall submit all required documentation to WISE for an initial review and completeness assessment.

Each document shall be submitted as a separate PDF file and named according to the following convention:

Document Number_Company Name_Document Name
The company name shall match the legal entity name provided on the application, and the document name shall match the corresponding title listed in the Required Documentation Checklist.

File Naming Example:
01_CTIA_Company Quality and Sustainability Policy

Where multiple policies, procedures, or records collectively satisfy the requirements of a single checklist item, applicants shall consolidate those materials into a single PDF document and submit them under the applicable document number and title.

Where a single document satisfies the requirements of multiple checklist items, applicants shall assign the file name in accordance with the applicable document number and title and upload a duplicate copy of the document for each checklist item it satisfies. This ensures all required documentation can be accurately mapped to the corresponding checklist requirement during the review process.

Failure to provide complete documentation or to follow the prescribed file naming convention may delay the document review process and the scheduling of the audit.

wise
Qualified Service Provider

Checklist of Required Documents

01 Company Quality (2.2.1) and Sustainability Policy (2.1)

02 Roles & Responsibilities/Org Chart (2.2)

03 Quality Objectives/goals (2.2.2)

04 Customer feedback and service level metrics (2.2.2)

05 Device Processing Procedure to include: (one for each device sold)

- Purchasing (2.3 and 2.3.1)
- Declaration of Inventory Sourcing Procedures (2.3.1)
- Receiving (2.5 and 2.9.1)
- Data Destruction Work Instructions (2.9.2 and 2.9.3)
  - Sample data destruction record (2.10)
- Tracking (2.4)
- Inspection and Testing Procedure (2.5)
  - Sample functional test record (2.9.3.1)
- Handling, Storage and Packaging Procedure (2.8)
- Cosmetic Grading criteria and procedures (2.9.4)
- Kitting and Shipping procedures (2.14)

06 Third-Party Repair procedure (2.6) and Third-Party Repair approved vendors list (2.6)

07 Corrective Action Procedure for non-conforming products (2.7)

- Corrective action records (2.7)

08 WISE certified technician records (2.12)

09 Battery Handling and Storage Procedures (2.13), Battery Handling SOP (2.13) and Battery Training Safety Evidence (2.13.1)

10 Return Policy (2.14.2)

11 Emergency Action Plan (2.15) and First Aid Procedures (2.16)

12 Facility Map (2.17)

13 Security Procedure (2.19) and Video surveillance records – 60 days (2.19)

Questions? Contact qualified@wisecertification.com