



The Powder Coating Institute

PCI 3000 Certification Program

Section 1: Purpose & Objectives of PCI 3000 Certification Program

1.0 What is certification?

- 1.0.1 Certification is the process by which The Powder Coating Institute has created an audit program to evaluate the business practices, process elements, equipment capabilities, employee competencies and quality control capabilities of a coater to produce a high quality powder coated product with a high degree of customer satisfaction.
- 1.0.2 Certification by no means is a determination of the quality of the powder coated product that will be produced. It only certifies that the coater has the capabilities and competencies to produce a high quality powder coated product.

1.1 Why certification?

- 1.1.1 The certified custom coater will benefit in the following ways.
 - 1.1.1.1 Utilize the expertise of the PCI Certification Process to evaluate and create a methodology to continually improve and enhance their powder coating business.
 - 1.1.1.2 Utilize the PCI world renowned logo and benefit from the high standards this image brings to elevate the image of the certified coater.
 - 1.1.1.3 To differentiate a certified custom coater from all other custom coaters and gain access to business opportunities requiring PCI certified applicators.
 - 1.1.1.4 Be represented as a certified coater on PCI websites and Powder Coated Tough publications.

1.2 Who can become certified?

- 1.2.1 The PCI 3000 certification program is designed and offered to all custom coaters applying powder coatings and is not exclusively designed for PCI category 5 member companies. Member companies will qualify for program discounts as long as they are PCI members in good standing.

1.3 What are the standards that can be selected for PCI 3000 Certification?

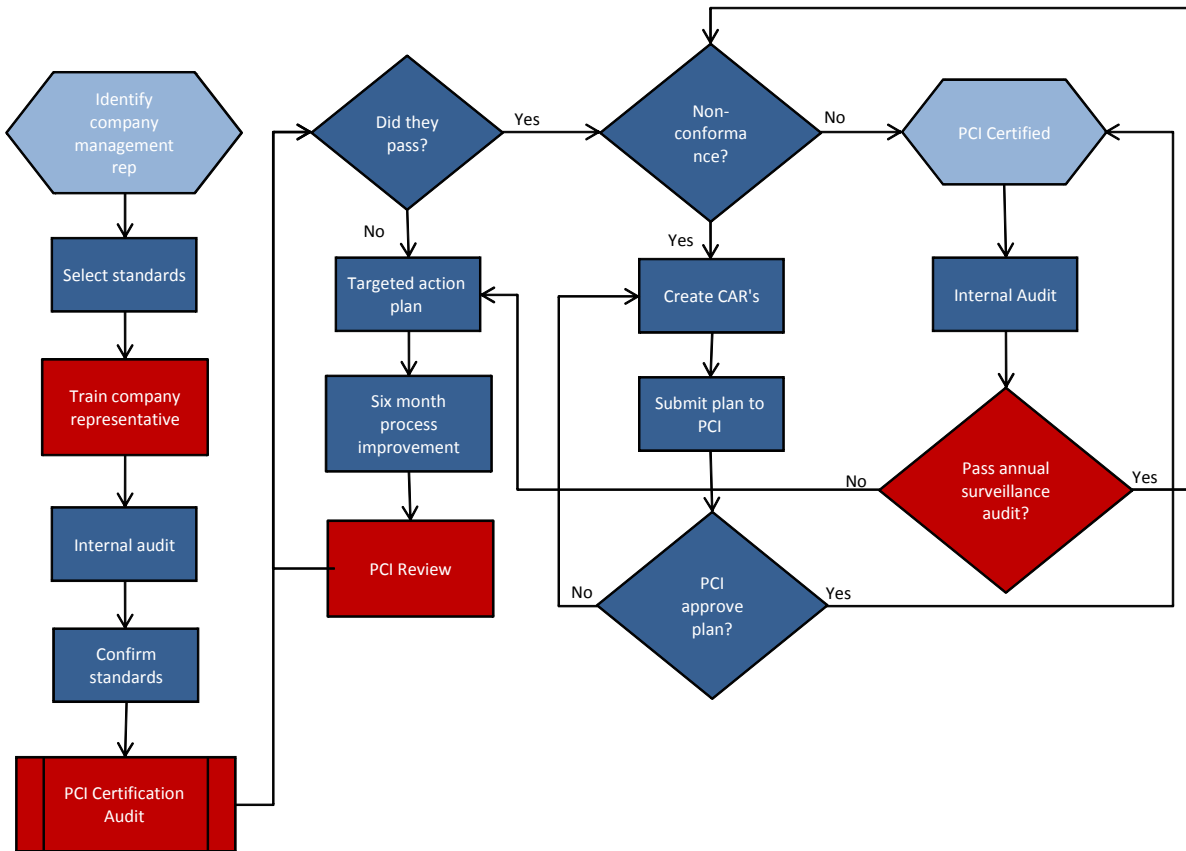
- 1.3.1 PCI 3000 A – is a certification for use of powder coatings on Aluminum surfaces.
 - 1.3.1.1 PCI 3000 A-1 is specifically for powder coaters required to meet AAMA 2603 performance standards.
 - 1.3.1.2 PCI 3000 A-2 is specifically for powder coaters required to meet AAMA 2604 performance standards.
 - 1.3.1.3 PCI 3000 A-3 is specifically for powder coaters required to meet AAMA 2605 performance standards.
- 1.3.2 PCI 3000 S – is a certification for use of powder coatings on Steel surfaces.
- 1.3.3 PCI 3000 H – is a certification for use of powder coatings on heat sensitive substrates; such as wood, MDF and/or plastics.
- 1.3.4 PCI 3000 F – is a certification for use of powder coatings on surfaces that require a functional performance and most commonly use mechanical pretreatment.

1.4 Objectives

- 1.4.1 The objective of this certification is to offer custom coaters the opportunity to differentiate themselves from other custom coaters. The process is intended to improve and enhance their ability to apply powder coatings, optimize the performance, raise the standards of the industry and recognize the merits of a capable custom coater.
- 1.4.2 Offer standards to consistently rate powder coating processes focused on 12 main areas.
 - 1.4.2.1 Pretreatment
 - 1.4.2.2 Ovens and Curing
 - 1.4.2.3 Application Area
 - 1.4.2.4 Quality Control
 - 1.4.2.5 Training
 - 1.4.2.6 Maintenance
 - 1.4.2.7 Customer Satisfaction
 - 1.4.2.8 Safety
 - 1.4.2.9 Process Control
 - 1.4.2.10 Quoting and Warranty Policies

- 1.4.2.11 Incoming Quality Control
- 1.4.2.12 Loading, Unloading and Packaging

Section 2: Process Flow for Certification of PCI 3000



Definition and explanation on each step of the process flow.

1. Process Flow

1.1. Identify Company Management Representative

1.1.1. This person will be the responsible for working with PCI throughout the certification process.

- 1.1.2. This person must have a good working knowledge of powder coating and all of the processes of a powder coating operation.
- 1.1.3. The management representative should have management duties and responsibilities within the custom coaters organization
- 1.1.4. If the management representative is not a director within the custom coater organization he/she should report to a director of the organization.
- 1.1.5. Should the management representative leave or no longer have the custom coater management responsibilities the custom coater must provide PCI written notice and a replacement must be selected and scheduled training within 90 days to maintain certification.
- 1.1.6. This management representative will be responsible for all internal audits, all Corrective Action Reports (CAR's) as well as any Targeted Action Plan (TAP's) necessary to gain or maintain certification.

1.2. Select Standard(s)

- 1.2.1. While today there are four (4) different standards available it will be the responsibility of the management representative representative to determine which standards are best suited for the company.
- 1.2.2. PCI 3000A is designed for the application of powder on aluminum substrates. This is not designed to authorize or certify a powder coater to meet AAMA specifications.
 - 1.2.2.1. For custom coaters required to meet AAMA performance standards one of the following categories must be selected.
 - 1.2.2.1.1. PCI 3000 A-1 for AAMA 2603
 - 1.2.2.1.2. PCI 3000 A-2 for AAMA 2604
 - 1.2.2.1.3. PCI 3000 A-3 for AAMA 2605

1.3. Management Representative Training

- 1.3.1. The selected management representative must have completed and passed PCI training before he/she will be qualified as the representative for the Certification program.
- 1.3.2. The management training process is a full day session with a portion of it in a classroom and a portion of it in the plant.

1.3.3. This training program is designed for more than one to attend; if the custom coating organization would like to train more than one person so they have a backup it is strongly supported by PCI.

1.4. Internal Audit

1.4.1. The internal audit is designed for the certified organization to evaluate their process and competencies as it relates to the Certification Program to gain an understanding of what standards they could pursue as well as prepare them for the PCI Audit.

1.4.2. The internal audit should also be a means to better understand their qualifications and ultimately know when or if a company is a candidate for Certification.

1.5. Confirmation of Appropriate Standards

1.5.1. Once an internal evaluation is complete and the standards are confirmed then the custom coater will be ready to order their Certification audit from PCI and an application form must be completed and sent to PCI for acceptance and scheduling.

1.6. PCI Certification Audit

1.6.1. All PCI audits are done at the custom coaters site.

1.6.2. All PCI audits are for one location only.

1.6.3. While a certification can be for multiple lines, all lines must be at the same address.

1.6.4. Audits will be a full day session and the content will vary. The following is a typical agenda

1.6.4.1. Management Meeting and Discovery Process

1.6.4.2. Plant tour and visual evaluation

1.6.4.3. Interviews and discussion with key personnel

1.6.4.4. Review of record keeping, logs and audits

1.6.4.5. System and process evaluation in plant to include all facets of the powder coating process.

1.6.4.6. Closing meeting with management and management representative.

1.6.4.7. The follow-up report with the scoring will be delivered within two weeks

1.7. Targeted Action Plan (TAP)

1.7.1. If a TAP is required it means that the score of the PCI audit did not meet the minimum score to become certified.

1.7.2. A list of TAP's will be given to the custom coater and the management representative must establish the necessary improvements to meet the minimum standard and ultimately become certified.

1.7.3. No more than six months are allowed for process improvements

1.7.4. PCI must review these improvements before certification is authorized.

1.7.5. Typically these can be handled in a conference call but in some cases additional field audit will be required.

1.8. Non – Conformances

1.8.1. These are improvement opportunities found during the PCI audit process.

1.8.2. These are not TAP's they are improvements that were noted and must be address however, the custom coater still met the minimum score to gain certification.

1.9. Corrective Action Report (CAR's)

1.9.1. PCI will give the custom coater a list of CAR's that must be worked on and reported back to PCI with quarterly updates to maintain certification.

1.9.2. Initially custom coater must have a CAR improvement plan

1.9.3. PCI must approve all improvement plans

1.9.4. PCI will supply forms to be used on all CAR's

1.9.5. A log must be maintained for all CARs and made available for reviews at the request of PCI.

1.10. PCI Certification

- 1.10.1. Once the custom coater has achieved PCI 3000 Certification they will be allowed to use approved PCI logos to promote their qualification.
- 1.10.2. Listed on PCI website as a Certified Applicator
- 1.10.3. The ability to purchase multiple products to promote their organization as PCI 3000 Certified
- 1.10.4. Gain the ability to quote jobs that require PCI certification

1.11. On-Going Internal Audits

- 1.11.1. The management representative will be responsible for on-going internal audits.
- 1.11.2. These audits must be performed at least quarterly.
- 1.11.3. While PCI does not require a submission of quarterly audits, PCI will request a record of these audits to be reviewed during an annual surveillance audit.
- 1.11.4. Internal audits are the mechanism to work on continuous improvements in all aspects of the powder coating process.

1.12. Surveillance Audits

- 1.12.1. These annual audits will be used to maintain certification.
- 1.12.2. These will be used to review the same areas that first gained the custom coaters certification with the expectation of improvement in every area.
- 1.12.3. These audits will always be done at the custom coater's facility with a similar agenda to the PCI Certification Audit.
- 1.12.4. Management Representative must be present and available during this audit.

1.13. Adding Standards to Existing Certification

- 1.13.1. A formal request must be made to add additional standards to an existing certification.
- 1.13.2. During the surveillance audit is a very good time to add standards, however these can be added at anytime.

Section 3: Audit Areas Needed for Certification

1. 3.1 Pretreatment

- 1.1. The expectations of the audit are that the pretreatment process will meet the minimum standards to satisfy the market served.
- 1.2. Does the custom coater keep appropriate logs to maintain a high quality pretreatment system?
- 1.3. Are personnel adequately training to support the current pretreatment system?
- 1.4. Is pretreatment in good working order?
- 1.5. Multiple samples will be taken and evaluated from pretreatment system.
- 1.6. Multiple evaluations will be made pertaining to the pretreatment system.
- 1.7. Is pretreatment adequate for all substrates being cleaned?
- 1.8. Is pretreatment adequate for all soils needing to be removed?
- 1.9. Are there any routine tests conducted to confirm satisfactory pretreatment results?
 - 1.9.1. White Glove
 - 1.9.2. Water Break Free
 - 1.9.3. Adhesion
 - 1.9.4. Corrosion
 - 1.9.5. Coating Weight

2. 3.2 Ovens and Curing

- 2.1. Temperature controls
- 2.2. Oven temperature balance
- 2.3. Cleanliness of ovens
- 2.4. Who controls oven set points and when and how are they authorized to be changed?
- 2.5. Does custom coater have an understanding of the cure cycle requirements for different metal masses?
- 2.6. Dry off oven condition
- 2.7. Is booster used and how are set points determined?

2.8.Vestibules condition and functionality.

2.9.Exhaust condition

2.10. While PCI will not certify any oven for safety, the safety elements of the oven(s) will be reviewed.

2.11. Are burner filters maintained?

2.12. Is there any preventive maintenance schedule for burners and fans?

2.13. Is there any documentation routine evaluation of oven drying and cure cycle times and temperatures?

3. 3.3 Application Area

3.1.Cleanliness of entire application area?

3.2.Is climate controlled and how?

3.3.Is there a dedicated application area or room?

3.4.What is the quality of the incoming compressed air?

3.5.Is the compressed air from a dedicated source?

3.6.Does the customer reclaim over-sprayed powder?

3.7.Condition of the collection system(s)?

3.8.Manual guns

3.8.1. Condition of manual guns

3.8.2. Output of manual guns (Kv)

3.8.3. Replacement parts on hand?

3.8.4. Pump conditions

3.8.5. Hopper conditions

3.8.6. Are hoses dedicated to colors

3.8.7. Lighting in application areas

3.8.8. Ground at point of application

3.8.9. Protective wear of those in application area

3.8.10. Education of those in application area

3.8.11. Application technique

3.8.12. Condition and length of hoses and/or delivery system to gun

3.8.13. Reject rates for application related problems

3.9.Collection Booths

3.9.1. Condition of collection system(s)

- 3.9.2. Is color change procedure documented and is it checked and cross-checked?
- 3.9.3. Educations of those involved in color change and/or clean up of booth.
- 3.9.4. Condition of walls of collection system
- 3.9.5. Condition of fluidized beds on collection system?
- 3.9.6. Condition of all gauges pertaining to collection system?
- 3.9.7. Cross drafts?
- 3.9.8. Booth air velocity.
- 3.9.9. Is volume (CFM) of compressed air sufficient to support system?
- 3.9.10. The use of compressed air as a cleanup tool?
- 3.9.11. Pump maintenance?
- 3.9.12. Gun maintenance?
- 3.9.13. Booth maintenance?
- 3.9.14. Where is powder stored?
- 3.9.15. How is powder fed into system?
- 3.9.16. Proximity to potential contamination causes?
- 3.9.17. Personnel on-off shifts and their educational level?
- 3.9.18. General cleanliness of booth and reclaim system.

4. Incoming Quality Control

- 4.1. How are incoming parts evaluated and approved for coating?
 - 4.1.1. Are parts counted and recorded?
 - 4.1.2. Are parts evaluated?
 - 4.1.3. Are parts held in a staging area before coating and how long?
 - 4.1.4. Who can reject incoming parts for coating?
- 4.2. How is powder coating evaluated and approved for use?
 - 4.2.1. Is powder coating logged in by batch number?
 - 4.2.2. Is powder coating sprayed before use?
 - 4.2.3. Are retains kept for powder coatings?
 - 4.2.4. Is powder well maintained in climate control area?
 - 4.2.5. How are Material Safety Data Sheets (MSDs) maintained?
 - 4.2.6. Are Technical Data Sheets (TDS's) available?
 - 4.2.7. How is powder rotated for use? Is first in, first out (FIFO) inventory management system used?
 - 4.2.8. Who can reject an incoming powder coating?

- 4.2.9. What are the steps to assure replacement without use?
- 4.2.10. Are coatings evaluated in a controlled, well-lit area using a consistent light source?

5. Training

- 5.1. How is personnel selected for the powder application area?
- 5.2. Is there a leveling system?
- 5.3. Is outside training used for all powder coating personnel?
- 5.4. Are applicators certified for job?
- 5.5. Are supervisors certified for job?
- 5.6. What is the overall team's understanding of the powder coating process?
- 5.7. Is there an internal training program?

6. Maintenance

- 6.1. Is there a planned maintenance program?
- 6.2. Are all necessary spare parts on hand?
- 6.3. Is there an established schedule for cleanup and equipment maintenance?
- 6.4. Is there any routine contractor maintenance performed on equipment?
- 6.5. Who is responsible for filter inspection and change?
- 6.6. Are logs maintained?

7. Customer Satisfaction

- 7.1. Does the custom coater have a program to evaluate customer satisfaction?
- 7.2. Does the custom coater have a Customer Satisfaction Index?
- 7.3. Does the custom coater have a process to improve in areas where they are deficient in customer satisfaction?
- 7.4. How are complaints handled?
- 7.5. Are complaints collected or logged in?
- 7.6. Is customer satisfaction part of management meetings?
- 7.7. Is there a philosophy of customer satisfaction in the organization?

8. Safety

- 8.1. Does the custom coater have a safety culture?

- 8.2. Do they have safety meetings?
- 8.3. Do they have a safety manager?
- 8.4. Do they track injuries?
- 8.5. Do they track unsafe conditions?
- 8.6. If a person is injured on the job, how is that incident handled?
- 8.7. Is there an understanding of root cause analysis and is it used?
- 8.8. Are there rules in place regarding the use of Personal Protection Equipment (PPE)?
- 8.9. Do personnel use PPE appropriately?
- 8.10. How are safety rules enforced?
- 8.11. Does the coater use safe and appropriate clean up methods?

9. Process Control

- 9.1. Does the custom coater have a process control system?
- 9.2. Are jobs monitored through the entire coating process with a job tracker?
- 9.3. On the job tracker are the following noted:
 - 9.3.1. Line Speed
 - 9.3.2. Part hanging configuration
 - 9.3.3. Cure Temp
 - 9.3.4. Pretreatment requirements
 - 9.3.5. Quality control expectations
 - 9.3.6. What is a reject?
 - 9.3.7. Powder Coating to be used?
 - 9.3.8. Typical amount of coating to be used?
 - 9.3.9. Film Thickness specification?
 - 9.3.10. Packaging needs?
 - 9.3.11. Part count?
 - 9.3.12. Completion date requested?
 - 9.3.13. Any unique specifications or requests?
- 9.4. Does custom coater have an electronic tool for process control?

10. Quoting and Warranty Policies

- 10.1. How are incoming Requests for Quote (RFQ's) handled?
- 10.2. Who can quote a job?
- 10.3. How are quoted jobs maintained?

- 10.4. Review typical quote?
- 10.5. How long are quotes good for?
- 10.6. How is process determined from RFQ?
- 10.7. Does custom coater have a warranty or guarantee on their coating?
- 10.8. How is this program and language written to protect the custom coater?
- 10.9. Does the custom coater have certification from any other organization that may support the use of warranties or guarantees?
- 10.10. How is the costing of a job determined for a quote?
- 10.11. After the job is in-house is there a comparison between quoted cost and actual cost?
- 10.12. How is the job in-house compared to job quoted?
- 10.13. How are proto types done?
- 10.14. Are proto types kept for comparison purposes?

11. Final Quality Control

- 11.1. How is quality defined?
- 11.2. Is there a quality manual?
- 11.3. Are rejects clearly defined and understood?
- 11.4. What tests are performed on a routine bases?
- 11.5. Is there an evaluation area?
- 11.6. Is there consistent lighting in the evaluation area?
- 11.7. Is test equipment calibrated?
- 11.8. Who can reject parts?
- 11.9. Does custom coater periodically do accelerated testing?
- 11.10. What tests are performed outside?
- 11.11. Is retain maintained?
- 11.12. Is the original prototype maintained for comparison?

12. Loading, Unloading and Packaging

- 12.1. How are parts loaded?
- 12.2. Is there a clear understanding of hanging configuration?
- 12.3. Is there a good ground and do loaders understand how to check?
- 12.4. Are the racks well maintained and fully loaded?
- 12.5. Is conveyor clean and/or can it be a cause for contamination?

- 12.6. Are parts hung in a consistent way?
- 12.7. Line density?
- 12.8. Are parts evaluated for soils or other contaminations?
- 12.9. Can parts be rejected at load area?
- 12.10. How are parts handled during unloaded?
- 12.11. How are parts stacked or collected after unloaded?
- 12.12. Is there touch up at unload area, and does it match color/performance?
- 12.13. Can the person(s) unloading parts reject?
- 12.14. How are parts packaged?
- 12.15. Is there consistency in packaging?
- 12.16. Is there a specification for packing?
- 12.17. Can packaging cause damage to coating?
- 12.18. Temperature of parts at packaging?

Section 4: Management Considerations, Recommendation and Non-Conformances - Forms and Templates

- 1. Management Considerations
 - 1.1. These are considerations that PCI will offer the custom coater that could be considered for improvements. These will not affect the coater's ability to obtain certification.
- 2. Recommendations
 - 2.1. These are to be considered areas where the coater can become more efficient, effective, for cost reductions, energy conservation, waste management, improved productivity, reduce rejects etc....
 - 2.2. Initially these recommendations will not affect certification, however the expectation is that these areas of improvement will become more critically evaluated in future audits up to being considered as a non-conformance.
- 3. Non-Conformance
 - 3.1. All non-conformance areas sighted during the PCI certification audit must have a CAR associated with them.
 - 3.2. If one element has enough non-conformances to score below the minimum threshold certification will be denied and the coater can move into a TAP program.

3.3.If the cumulative score of all the elements falls below the minimum threshold, due to non-conformances, then certification will be denied and the coater can move into the TAP process.

The Powder Coating Institute Certification Program

(SAMPLE) Corrective Action Plan

Written Action Plan (xx/xx/xx)

Out of Compliance	Improvement Expectation	Action to be Taken	Time Frame
1.No Logs for Pretreatment System	Establish the use of a log for Pretreatment	Create a daily log with a check list for Pretreatment system and maintain for review.	Completion date May 1, 2009
2. Customer has evaluated customer satisfaction	Establish a customer satisfaction program / Index	Create methodology to track and record customer satisfaction with a follow up program for complaints and review trends	April 2010
3. Safety is not a discussed at meeting nor are accidents recorded and evaluate.	Make safety a part of business philosophy	Add safety to management meetings as an agenda items and record accidents and review	Dec 31, 2009

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PCI CERTIFICATION PROGRAM

Corrective Action Report

Company Name:		CAR No.	
PCI Rep. (print)		Company Rep. (print)	
CAR Name:			Date to Complete
Level of Corrective Action <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low			
Non-Compliance			
Improvement Expectation			
Action to be taken			
Action taken			
Comments			
Re-evaluation meeting scheduled for:			
Company Rep. Signature	X	Completion Date	
PCI Rep. Signature	X	Approved Date	
Additional Comments			

Section 5: PCI 3000 Scoring Matrix

	FAILURE	SCORE
1. 3.1 Pretreatment		
1.1.	The expectations of the audit are that the pretreatment process will meet the minimum standards to satisfy the market served.	n/a
1.2.	Does the customer keep appropriate logs to maintain a high quality pretreatment system?	10
1.3.	Are personnel adequately training to support the current pretreatment system?	7
1.4.	Is pretreatment in good working order?	7
1.5.	Multiple samples will be taken and evaluated from pretreatment system.	7
1.6.	Multiple evaluations will be made pertaining to the pretreatment system.	7
1.7.	Is pretreatment adequate for all substrates being cleaned?	10
1.8.	Is pretreatment adequate for all soils that need to be removed?	7
1.9.	Are there any routine tests conducted to confirm satisfactory pretreatment results?	n/a
1.9.1.	White Glove	3
1.9.2.	Water Break Free	7
1.9.3.	Adhesion	7
1.9.4.	Corrosion	7
1.9.5.	Coating Weight	7
	50	86
2. 3.2 Ovens and Curing		
2.1.	Temperature controls	10
2.2.	Oven temperature balance	10
2.3.	Cleanliness of ovens	7
2.4.	Who controls oven set points and when and how are they authorized to be changed?	5
2.5.	Does coater have an understanding of the cure cycle requirements for different metal masses?	5
2.6.	Dry off oven condition	7
2.7.	Is booster used and how are set points determined?	n/a
2.8.	Vestibules condition and functionality.	5
2.9.	Exhaust	7
2.10.	While PCI cannot and will not certify any oven for safety the safety elements of the oven(s) will be reviewed.	10
2.11.	Are burner filters maintained?	5
2.12.	Is there any preventive maintenance schedule for burners and fans?	7
2.13.	Is there any documentation routine evaluation of oven drying and cure cycle times and temperatures?	7
	50	85
3. 3.3 Application Area		
3.1.	Cleanliness of entire application area?	7
3.2.	Is climate controlled and how?	5
3.3.	Is there a dedicated application area or room?	3
3.4.	What is the quality of the incoming compressed air?	10
3.5.	Is the compressed air from a dedicated source?	3
3.6.	Does the customer reclaim over-sprayed powder?	n/a
3.7.	Condition of the collection system(s)?	7
3.8.	Manual guns	
3.8.1.	Condition of manual guns	7
3.8.2.	Output of manual guns (Kv)	7
3.8.3.	Replacement parts on hand?	5
3.8.4.	Pump conditions	7
3.8.5.	Hopper conditions	7
3.8.6.	Are hoses dedicated to colors	3
3.8.7.	Lighting in application areas	7
3.8.8.	Ground at point of application	10
3.8.9.	Protective wear of those in application area	7
3.8.10.	Education of those in application area	10
3.8.11.	Application technique	7
3.8.12.	Condition and length of hoses and/or delivery system to gun	7
3.8.13.	Reject rates for application related problems	7
	126	

3.9.	Collection Booths		
3.9.1.	Condition of collection system(s)		7
3.9.2.	Is color change procedure documented and is it checked and cross- checked?		7
3.9.3.	Educations of those involved in color change and/or clean up of booth.		10
3.9.4.	Condition of walls of collection system		7
3.9.5.	Condition of fluidized beds on collection system?		7
3.9.6.	Condition of all gauges pertaining to collection system?		5
3.9.7.	Cross drafts?		5
3.9.8.	Booth air velocity.		7
3.9.9.	Is volume (CFM) of compressed air sufficient to support system?		10
3.9.10.	The use of compressed air as a clean up tool?		7
3.9.11.	Pump maintenance?		7
3.9.12.	Gun maintenance?		7
3.9.13.	Booth maintenance?		7
3.9.14.	Where is powder stored?		7
3.9.15.	How is powder fed into system?		5
3.9.16.	Proximity to potential contamination causes?		5
3.9.17.	Personnel on-off shifts and their educational level?		7
3.9.18.	General cleanliness of booth and reclaim system.		7
		145	117
4.	Incoming Quality Control		
4.1.	How are incoming parts evaluated and approved for coating?		
4.1.1.	Are parts counted and recorded?		10
4.1.2.	Are parts evaluated?		10
4.1.3.	Are parts held in a staging area before coating and how long?		5
4.1.4.	Who can reject incoming parts for coating?		5
4.2.	How is powder coating evaluated and approved for use?		
4.2.1.	Is powder coating logged in by batch number?		5
4.2.2.	Is powder coating sprayed before use?		3
4.2.3.	Are retains kept for power coatings?		3
4.2.4.	Is powder well maintained in climate control area?		10
4.2.5.	How are Material Safety Data Sheets (MSDs) maintained?		10
4.2.6.	Are Technical Data Sheets (TDS's) available?		3
4.2.7.	How is powder rotated for use? Is first in, first out (FIFO) inventory management system used?		7
4.2.8.	Who can reject an incoming powder coating?		5
4.2.9.	What are the steps to assure replacement without use?		3
4.2.10.	Are coatings evaluated in a controlled, well-lit area using a consistent light source?		7
		40	86
5.	Training		
5.1.	How is personnel selected for the powder application area?		10
5.2.	Is there a leveling system?		5
5.3.	Is outside training used for all powder coating personnel?		7
5.4.	Are applicators certified for job?		10
5.5.	Are supervisors certified for job?		10
5.6.	What is the overall teams understanding of the powder coating process?		10
5.7.	Is there an internal training program?		5
		35	57
6.	Maintenance		
6.1.	Is there a planned maintenance program?		10
6.2.	Are all necessary spare parts on hand?		5
6.3.	Is there an established schedule for cleanup and equipment maintenance?		7
6.4.	Is there any routine contractor maintenance performed on equipment?		5
6.5.	Who is responsible for filter inspection and change?		5
6.6.	Are logs maintained?		10
		30	42

7. Customer Satisfaction

7.1.	Does the customer have a program to evaluate customer satisfaction?	10
7.2.	Does the customer have a Customer Satisfaction Index?	5
7.3.	Does the customer have a process to improve in areas where they are deficient in customer satisfaction?	7
7.4.	How are complaints handled?	7
7.5.	Are complaints collected or logged in?	5
7.6.	Is customer satisfaction part of management meetings?	7
7.7.	Is there a philosophy of customer satisfaction in the organization?	10
		25
		51

8. Safety

8.1.	Does the customer have a safety culture?	10
8.2.	Do they have safety meetings?	7
8.3.	Do they have a safety manager?	7
8.4.	Do they track injuries?	5
8.5.	Do they track unsafe conditions?	3
8.6.	If a person is injured on the job, how is that incident handled?	5
8.7.	Is there an understanding of root cause analysis and is it used?	5
8.8.	Are there rules in place regarding the use of Personal Protection Equipment (PPE)?	7
8.9.	Do personnel use PPE appropriately?	10
8.10.	How are safety rules enforced?	7
8.11.	Does the coater use safe and appropriate clean up methods?	7
		36
		73

9. Process Control

9.1.	Does the customer have a process control system?	10
9.2.	Are jobs monitored through the entire coating process with a job tracker?	7
9.3.	On the job tracker are the following noted:	7
9.3.1.	Line Speed	5
9.3.2.	Part hanging configuration	5
9.3.3.	Cure Temp	5
9.3.4.	Pretreatment requirements	5
9.3.5.	Quality control expectations	5
9.3.6.	What is a reject?	5
9.3.7.	Powder Coating to be used?	10
9.3.8.	Typical amount of coating to be used?	5
9.3.9.	Film Thickness specification?	7
9.3.10.	Packaging needs?	5
9.3.11.	Part count?	7
9.3.12.	Completion date requested?	7
9.3.13.	Any unique specifications or requests?	10
9.4.	Does customer have an electronic tool for process control?	5
9.5.		60
		100

10. Quoting and Warranty Policies

10.1.	How are incoming Requests for Quote (RFQ's) handled?	7
10.2.	Who can quote a job?	5
10.3.	How are quoted jobs maintained?	7
10.4.	Review typical quote?	7
10.5.	How long are quotes good for?	5
10.6.	How is process determined from RFQ?	5
10.7.	Does customer have a warranty or guarantee on their coating?	7
10.8.	How is this program and language written to protect the customer?	5
10.9.	Does the customer have certification from any other organization that may support the use of warranties or guarantees?	5
10.10.	How is the costing of a job determined for a quote?	5
10.11.	After the job is in-house is there a comparison between quoted cost and actual cost?	7
10.12.	How is the job in-house compared to job quoted?	7
10.13.	How are proto types done?	7
10.14.	Are proto types kept for comparison purposes?	7
		43
		86

11.	Final Quality Control		
11.1.	How is quality defined?		10
11.2.	Is there a quality manual?		10
11.3.	Are rejects clearly defined and understood?		10
11.4.	What tests are performed on a routine bases?		10
11.5.	Is there an evaluation area?		10
11.6.	Is there consistent lighting in the evaluation area?		7
11.7.	Is test equipment calibrated?		7
11.8.	Who can reject parts?		5
11.9.	Does customer periodically do accelerated testing?		5
11.10.	What tests are performed outside?		5
11.11.	Is retain maintained?		5
11.12.	Is the original prototype maintained for comparison?		7
		60	91

12.	Loading, Unloading and Packaging		
12.1.	How are parts loaded?		7
12.2.	Is there a clear understanding of hanging configuration?		10
12.3.	Is there a good ground and do loaders understand how to check?		10
12.4.	Are the racks well maintained and fully loaded?		10
12.5.	Is conveyor clean and/or can it be a cause for contamination?		5
12.6.	Are parts hung in a consistent way?		10
12.7.	Line density?		5
12.8.	Are parts evaluated for soils or other contaminations?		5
12.9.	Can parts be rejected at load area?		7
12.10.	How are parts handled during unloaded?		5
12.11.	How are parts stacked or collected after unloaded?		5
12.12.	Is there touch up at unload area, and does it match color/performance?		5
12.13.	Can the person(s) unloading parts reject?		5
12.14.	How are parts packaged?		5
12.15.	Is there consistency in packaging?		7
12.16.	Is there a specification for packing?		7
12.17.	Can packaging cause damage to coating?		7
12.18.	Temperature of parts at packaging?		5
		65	113

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