



## 360 Quality Code

### Guidance notes for inspections of Container Depots

February 2016

#### **Preface**

These guidance notes relate to the 360 Quality Code prepared and released by the 360 Quality Association. They provide more detailed information on selected items of part 9 to the Code in order to harmonize possible variations in the interpretations by inspectors. These guidance notes have been prepared jointly by the members of the 360Q Association and the affiliate members of the Association.

#### **Conduct of Inspections**

Reefer containers are occasionally becoming damaged during handling in the supply chain. These damages need to be inspected and when needed repaired in order to transport cargo in a food safe manner. Reefer container box repairs are mostly executed at depots. The necessary repairs should be executed accurately and durable.

To verify the accuracy of the estimates and the quality of the repairs the inspectors physically checks 5 containers.

The inspector shall provide comments on the questions of the checklist in the comments column whenever "No" or "N.A." is selected.

In case more than one marking is made ('Yes' and 'No') for any item in the Checklist the cells for this item will be high-lighted with a red background.

The inspector should complete the entire checklist.

#### **Outsourcing**

In some depots activities are being outsourced. As the depot will remain responsible, the depot must have access to underlying documents that proves the quality of the services. A statement by the supplier that all complies with requirements is insufficient. This paragraph is applicable for all subjects below.

#### **Professional judgment**

The inspector should always use his professional judgment to complete the guidelines given in this document. Whenever the inspector uses his/her professional judgment he/she should make an appropriate entry in the inspection report.

#### **Scoring System**

The inspector shall use the Inspection Checklist for Container Depots published by the 360 Quality Association. The subjects for the inspection are divided into 5 groups. Each group



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and question has a weight depending upon its importance in preventing damage. To qualify for the 360 Quality certificate the depot must score as follows:

- a) a minimum of 60% of the points in each of the groups: Accuracy of estimation and Quality of estimates and repairs.
- b) a minimum of 70% of the points in total.



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#### 1. MANAGEMENT PROCESSES & STAFF TRAINING

The Depot should be aware of their responsibility in the supply chain. The main focus of depots is the durability of the repairs!

Staff should be acquainted with IICL repair methods.

1.1 Are the estimators trained?

*The inspector checks if training schedules (for example dealer trainings) and planning are available in order to keep the knowledge of the estimators up to date. Latest service bulletins need to be distributed and estimators must be acquainted with these. If training records of estimators are not available the rating will be "No".*

1.2 Are the welders certified?

*The inspector checks randomly if valid certificates are present for the welders. If such a certificate is not present the rating will be "No".*

1.3 Are training records available for employees who execute and inspect the repairs?

*The inspector checks if employees who execute and inspect the repairs are acquainted with requirements (such as IICL) and have followed (latest) dealer trainings. If training records are not available the rating will be "No".*

1.4 Is the depot conducting Pre Trip Inspections of reefer containers according to the recommended 360 Quality recommendations?

*The inspector must check if the depot conducts Pre Trip Inspection of reefer containers according to the 360 Quality recommendations. If this is not the case, the rating will be "No". If the depot does not conduct or arrange Pre Trip Inspections the rating will be "N.A.".*

#### 2. EQUIPMENT & TRANSPORT OF CONTAINERS IN THE DEPOT

Equipment which is used in the depot should be maintained in good order and condition in order to avoid damages to containers during transport in the depot.

2.1 Is rolling equipment in visually good condition (container forklifts, reach stackers)?

*The inspector checks randomly if the condition of container forklifts and reach stackers is visually good. On the container forklifts and reach stackers an inspection sticker (or colour code) should be present that this equipment is safe to use. If any abnormal damage is observed on the equipment or the inspection sticker is absent the rating will be “No”.*

2.2 Are records available to prove regular inspection of the container forklifts and reach stackers?

*The inspector checks if maintenance records and certificates of container forklifts and reach stackers are available. If such records are not present the rating will be “No”.*

2.3 Are container cranes present with automatic spreaders (including flippers) and rotating devices?

*The inspector checks the presence of container cranes with automatic spreaders and rotating devices to lift containers. An inspection sticker should be present that this equipment is safe to use. If such a container crane is not present or the inspection sticker is absent the rating will be “No”. If the depot does not handle containers on/of ships or barges the rating will be “N.A.”.*

2.4 Are records available to prove regular inspection of container cranes with automatic spreaders (including flippers) and rotating devices?

*The inspector checks the presence of maintenance records of the container crane, automatic spreader (including flippers) and rotating devices. If such records are not present the rating will be “No”. If the depot does not handle containers on/off ships or barges the rating will be “N.A.”.*

2.5 Are containers secured during transport in the depot?

*The inspector checks that containers during internal transport are secured. If containers are not secured during transport the rating will be “No”.*

2.6 Are electrical reefer sockets present and well maintained?

*The inspector checks the presence of electrical reefer sockets and the condition of these. If reefer sockets are not present or damaged the rating will be “No”.*

2.7 Is the depot area paved, in good condition and clean?

*The inspector checks if the depot area is paved and clean without obstructions to avoid instable transport. If this is not the case the rating will be “No”.*

### **3. WAREHOUSE & REPAIR SHOPS**

Good house keeping is the first impression of the depot. A clean and organised work environment has mostly its spin-off to the quality of the repair on the container.

- 3.1 Is good housekeeping done in the material warehouses on a regular basis?  
*The inspector checks the cleanliness of the warehouse. If the warehouses are not clean the rating will be "No".*
- 3.2 Is good housekeeping done in the paint warehouses on a regular basis?  
*The inspector checks the cleanliness of the paint warehouse. If the paint warehouses are not clean the rating will be "No".*
- 3.3 Is labelling correctly applied in the material warehouse and the paint warehouse?  
*Material and paint in stock should be clearly labelled to avoid that wrong material is used during the repair. The inspector checks the presence of labels on the racking. If labels are absent or difficult to read the rating will be "No".*
- 3.4 Are paint and primer compatible with existing?  
*The inspector checks that paint and primer used for repairs are compatible with the original paint and primer. Examples of correct paint are: two component coating or zinc coating. If compatible paint is not used the rating will be "No".*
- 3.5 Are the repair shops clean and tidy?  
*The inspector checks the cleanliness of the repair shop. The inspector takes in consideration that work is executed in this area. If excessive dirt is present the rating will be "No".*
- 3.6 Is the repair facility equipped with welding, straightening, riveting, paint equipment and foaming equipment?  
*The inspector checks the presence of the mentioned equipment in the depot. If 3 of the above mentioned equipment is not present the rating will be "No".*
- 3.7 Does the depot have a steam-clean facility?  
*The inspector checks the presence of a steam-clean facility.. If a steam clean facility is not present on the depot the rating will be "No".*
- 3.8 Is the steam-clean facility clean and tidy?  
*The inspector checks the cleanliness of the steam-clean facility. If the steam-clean facility is dirty the rating will be "No".*

- 3.9 Are certificates for foam and bonding glue available?  
*The inspector checks the presence and validity of these certificates. If certificates are absent or expired the rating will be "No".*
- 3.10 Are gas cylinders and inflammable substances properly stored and secured?  
*The inspector checks if gas cylinders and inflammable substances are stored separately in a safe and dry place, protected from damage and secured for safety reasons. If one of these requirements is not met the rating will be "No".*
- 3.11 Is the depot able to test the refrigerant is not contaminated by harmful substances according to the IICL requirements and is a testing procedure implemented in the daily operations?  
*The inspectors checks if a procedure is present to test the quality of the refrigerant with a special test kit. Testing records should be available for newly obtained refrigerant, recycled refrigerant and for initial reefer unit checks. If testing or records of testing is not present or implemented the rating will be "No".*

#### 4. ACCURACY OF ESTIMATES

In case a container is damaged an estimate of the necessary repairs is executed by certified personnel. Repairs should be executed according to IICL requirements. A good estimate gives the correct basis for durable repairs.

- 4.1 Are estimates complete and correct?  
*The inspector checks if the estimates are complete and correct. If this is not the case, the rating will be "No"*
- 4.2 Is combination work mentioned on the estimate?  
*Combination work is present in case more repairs need to be executed which are located adjacent to each other. These repairs take less man hours than each single repair. The inspector checks if combination is mentioned on the estimate. If the combination work can not be mentioned on the estimate, the rating will be "No".*
- 4.3 Are wear and tear items separately mentioned on the estimate?  
*The inspector checks that wear and tear items are mentioned separately on the estimate so that the customer can authorize such repairs. If this is not the case, the rating will be "No".*

## 5. QUALITY OF ESTIMATES AND REPAIRS

In order to arrange a proper transfer of the estimate to the repair worker a 'work order' is generated. On this 'work order' the materials are listed which are needed for the repair. Based on the workmanship and the IICL knowledge of the worker the repair should be executed correctly. As a general rule of thumb the materials used for the repairs need to be equal or better than the original material ("like for like").

In order to assess the workmanship and quality of the repair a final inspection of 5 containers should be checked to verify the result of estimates and repairs.

Based on the estimates received at question 4.1 the inspector executes a visual inspection on the container. In case the container is not repaired only the completeness of the estimate can be checked. In case the container is repaired the completeness of the estimate and the quality of the repair can be checked.

Clean containers and operational drains are essential from food safety perspective. Before delivery of the container for loading/stuffing the containers must be free of odour.

- 5.1 Is the worker sufficiently instructed what to do and which materials to use?  
*The inspector checks the presence of a 'work order'. On this 'work order' the materials are listed which should be used for the repair. If such a 'work order' is not present the rating will be "No".*
- 5.2 Are certified materials used?  
*The inspector randomly checks the certificates of materials used for repairs. If certificates are not present the rating will be "No".*
- 5.3 Are the correct fastening materials used (rivets, bolts)?  
*The inspector checks the application of the correct fastening materials. In the work order the fastening materials are mentioned. If there is no proof about the correct application of fastening materials the rating will be "No".*
- 5.4 Is the insulation foam correctly applied?  
*Insulation foam can be applied in blocks or by spraying. In both cases the area needs to be de-greased and a primer applied to ensure the correct adhesion. The inspector checks if foaming is correctly applied. If this is not the case the rating will be "No".*
- 5.5 Is sealing correctly applied?  
*Before sealing can be applied the surface needs to be cleaned and de-greased, thoroughly. A sealing is mostly applied between two metal areas to make it watertight. Around a patch repair the sealing needs to be visible. If sealing is not applied correctly the rating will be "No".*

- 5.6 Is welding correctly prepared and applied?  
*Welding area's need to be ground and wire brushed. The inspector checks the correct preparation of the weld and if the correct welding process is applied. If this is not the case the rating will be "No".*
- 5.7 Is straightening correctly applied?  
*The inspector checks straightening is correctly applied in case heavy dents are present. After execution of straightening, the dent should be within IICL limits. If these limits cannot be met the rating will be "No".*
- 5.8 Is the surface preparation and painting correctly applied?  
*The inspector checks if the surface preparation and painting is correctly applied and according to paint manufacturer's recommendations. If this is not the case, the rating will be "No".*
- 5.9 Are repairs properly executed according to IICL requirements?  
*The inspector compares the repair method is according to IICL. If this is not the case, the rating will be "No".*
- 5.10 Is a post repair inspection executed and documented?  
*The inspector verifies if the final repair is inspected by a foreman and documented. If this is not the case, the rating will be "No".*
- 5.11 Are the containers clean and free of odour after cleaning?  
*The inspector checks the smell inside the container and presence of any contaminants. If the containers are not free of odour the rating will be "No".*
- 5.12 Are the drain holes free of dirt?  
*The inspector checks the presence of dirt and the correct working of the drain holes. If the drain holes are dirty or not working correctly the rating will be "No".*