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To: IGMAC® Participants and Auditors

From: Administrative Management Systems

Date: March 14, 2025

Subject: IMPORTANT REMINDER IGMAC® Changes – Quality Assurance Program Requirements

Summary of Changes:
This is a reminder that due to the recent Normalization between the IGCC®/IGMA® and IGMAC® Certification Program Procedural Guide IGMAC participants must have a quality assurance system in place as per Guideline 10.0 below from the IGCC®/IGMA® and IGMAC® Certified Products Directory:

10.0 QUALITY ASSURANCE (QA) PROGRAM

IGCC®/IGMA® and IGMAC® require licensees to have a working quality assurance program for the fabrication of insulating glass. IGCC® has established use of the IGMA TM-4000-02(07) "Insulating Glass Manufacturing Quality Procedures Manual", though the direct use of the TM-4000-02(07) is at the participants discretion, and not a requirement. The IGMA TM-4000-02(07) "Insulating Glass Manufacturing Quality Procedures Manual," an FGIA technical manual which establishes general requirements for quality systems and provides practical solutions for implementing such a system. IGCC®/IGMA® and IGMAC® do not define the specifics of the quality assurance system which should be appropriate for the type, range and volume of work performed. Adherence is verified during twice per year audits.

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These requirements were adopted to improve the overall quality of IG units in the program, and also to satisfy requirements established by the Department of Housing and Urban Development, HUD, the National Fenestration Rating Council (NFRC) and other regulatory and consumer driven organizations.

A licensee's QA program shall contain the following: (Modified 02/03/2015)

1) A quality systems manual
2) A designated person responsible for quality assurance
3) Process Control
4) Inspection and Testing (Spacer, Desiccant, Sealant, Gas Fill, Finished Product, Glass)
5) Calibration
6) Non-Conforming Products and Corrective Action
7) Storage and Handling
8) Field Service
9) Internal Quality Audits
10) Training
11) Statistical Techniques

What does this mean for Participants?

Conformance to the minimum quality assurance requirements will be verified during twice per year audits. Please see the following Plant Quality Assurance Program minimum requirements below followed by an example Plant Audit Form your auditor will complete at each plant inspection:

1) A quality systems manual
   - The organization shall establish and maintain a single organized location for all quality system related information, known as a quality manual.

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- The quality manual shall include the scope of the quality system, documented procedures, and a description of the workings of the quality management system.

2) A designated person responsible for quality assurance

- Top management shall appoint a representative who's responsible for ensuring the required quality processes are established, implemented and maintained; reporting to management of the quality system, ensuring the promotion of awareness of customer requirements throughout the organization. This person shall have appropriate experience and training.

3) Process Control

- The individual areas involved in the manufacturing of insulated glass units need to be defined. Once defined, each area needs a detailed best practice procedure (written) that establishes uniformity in the process.
- Some of the key process areas are Component Preparation, Glass Cutting & Washing, Unit Assembly, Unit Sealing, Packaging, Storage, and Transport.

4) Inspection and Testing (Spacer, Desiccant, Sealant, Gas Fill, Finished Product, Glass)

- The manufacturer shall establish and implement the inspection, testing or other activities necessary for ensuring that purchased products, components, and materials, as well as finished products, meet purchase requirements or specifications.
- Each critical component, material or process shall have some form of inspection or testing including finished products. The inspection or test performed, and the frequency shall be documented.

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5) Calibration
- Test Equipment used in the quality inspection process must be maintained, identifiable and have record for determining accuracy.

6) Non-Conforming Products and Corrective Action
- The manufacturer shall establish a procedure to specify how Non-Conforming materials are identified, documented, controlled, and disposed. Corrective action(s) shall be initiated to prevent reoccurrence.

7) Storage and Handling
- Documented procedures and work instructions shall be established and maintained for the handling, labeling, storage, packaging, preservation, and delivery of products.
- The manufacturer shall develop and implement a process that identifies the expiration date of component material(s) and how to handle any product(s) that has expired.

8) Field Service
- The manufacturer shall establish a process for identifying and resolving external customer feedback.

9) Internal Quality Audits
- The manufacturer shall establish a quality audit system to ensure the procedures in the quality manual are being followed and to determine the effectiveness and accuracy of the quality systems.
- Quality personnel shall initiate audits, and if applicable delegate them to internal personnel.
- Quality Audits shall be conducted on a minimum of an annual basis.

10) Training
- The manufacturer shall establish a system for identifying the training of personnel.

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- Management shall be responsible for identifying and maintaining the training requirements, conduct evaluation of training, and maintain the training records.

11) Statistical Techniques
- The manufacturer shall establish a procedure to gather data from processes, testing and inspections that ensures consistent quality.

How is Non-Compliance Addressed?

All non-conformances will be documented as a "finding" by your auditor and a manufacturer will have 30 days to submit proof of the finding resolution to IGMAC staff within 30 days of the plant inspection. If more time is needed, an extension can be requested by contacting IGMAC office staff at IGMAC@amscert.com.

Findings or issues identified during the certification process will not impact a plant's certification status as long as the plant makes a genuine effort to resolve them within the specified time frame set by the certification body. However, if the plant fails to address the findings within the given period, it could lead to consequences, including potential loss of certification.

Implementation Timeline

Auditors will begin verifying the updated plant quality assurance requirements at each plant inspection starting in the **F25 (March 15th- September 14th, 2025)** audit cycle and moving forward.

IGMAC office staff are on hand to provide additional guidance of resolutions and to provide extensions as needed throughout this transition.

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Thank you for your attention to these matters. If you have any questions, please feel free to contact us any time and, as always, thank you for your support of the IGCC®/IGMA® & IGMAC® Certification process.

Best Regards,

Kristin Best

IGCC®/IGMA® & IGMAC® Program Manager

Plant Audit Form - Example

Plant Name
Plant Address

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Sackets Harbor, NY 13685
Phone: (315) 646-2234
Fax: (315) 646-2297
Email: IGMAC@amscert.com

1)

	Item	Observation	Is Compliant?
1)	**Audit Date**		

2) Quality Systems Manual

	Item	Observation	Is Compliant?
1)	**Does a manual exist (Yes or No)**		☐ Yes ☐ No
2)	**If Yes is it used & maintained (provide version and revision date)**		☐ Yes ☐ No

3) Designated Person

	Item	Observation	Is Compliant?
1)	**A person shall be designated responsible for the quality function (Name of Person)**		
2)	**Email address**		
3)	**Plant Contact**		
4)	**Plant Contact Email**		

4) Process Control

	Item	Observation	Is Compliant?
1)	**Do written procedures exist for the fabrication of IG (ie Work Instructions)**		☐ Yes ☐ No

5) Non-Conforming Products/ Corrective Action

	Item	Observation	Is Compliant?
1)	**Does a procedure exist to address non-conforming material or product**		☐ Yes ☐ No

6) Storage/Handling

	Item	Observation	Is Compliant?
1)	**Is a process defined for the handling and storage of products and materials to prevent damage or deterioration?**		☐ Yes ☐ No

7) Field Service

	Item	Observation	Is Compliant?
1)	**Does a system exist to resolve customer complaints?**		☐ Yes ☐ No

8) Training

	Item	Observation	Is Compliant?
1)	**Does a system exist to identify and document personnel training?**		☐ Yes ☐ No

9) Internal Quality Audits

	Item	Observation	Is Compliant?
1)	**Are quality system reviews being conducted and documented at least annually?**		☐ Yes ☐ No

10) Statistical Techniques

	Item	Observation	Is Compliant?
1)	**Are statistical techniques used to ensure consistent quality?**		☐ Yes ☐ No

11) Inspection and Testing Identify the component or product test or inspection and the frequency performed. Verify records are up to date, current, and contain initials/dates.

	Item	Observation	Is Compliant?
1)	**Connector/Spacer**		☐ Yes ☐ No
2)	**Primary Seal**		☐ Yes ☐ No
3)	**Secondary Seal**		☐ Yes ☐ No
4)	**Desiccant**		☐ Yes ☐ No
5)	**Gas Filling**		☐ Yes ☐ No
6)	**Finished Products/Other**		☐ Yes ☐ No
7)	**Glass**		☐ Yes ☐ No

12) GCIA Inspection

	Item	Observation	Is Compliant?
1)	**What gas or gases are being used? (argon, krypton, mix, other)**		
2)	**Is the same equipment used to fill all gases?**		
3)	**What equipment is used to fill all gases? (ie single/dual lance, vacuum chamber)**		

4)	**Is the equipment calibrated for gas fill level? (Yes,if no - explain)**	☐ Yes ☐ No

13) Calibration

	Item	Observation	Is Compliant?
1)	**Is equipment used for measurements calibrated?**		☐ Yes ☐ No

14) Expiration Dates

	Item	Observation	Is Compliant?
1)	**If any material (sealant, spacer, desiccant) expiration dates have expired, are procedures being followed to address?**		☐ Yes ☐ No

15) Permanent Label

	Item	Observation	Is Compliant?
1)	***Check for unauthorized use of certification label**		☐ Yes ☐ No
2)	**Permanent Label (CPD Label)**		☐ Yes ☐ No

16) **Validate last inspection issues resolved

	Item	Observation	Is Compliant?
1)	**Review prior audit worksheet findings**		☐ Yes ☐ No

17)

	Item	Observation	Is Compliant?
1)	**Comments**		
2)	**Findings and Corrective Action Requests**		

3) **How was the Audit conducted? (Remote, Physical Inspection, or Hybrid)**

By checking this box we have reviewed the following referenced information: Plant Audit forms and Product Sample Receipt Forms and to the best of our knowledge, agree with the information presented as an accurate assessment of the Licensee's Certification Status and Assessment of Compliance. Further, by signing this document, the Licensee's Plant contact certifies that certification labels, as applicable, are being applied only on product eligible for certification and that have been produced in the same manner and with the same material design as certification test/evaluation

☑ Check this Box to Confirm

Signatures

Auditor 3/14/2025

Plant Rep 3/14/2025

Rep