MILEBOND
Factory Visit Check List

Initial factory visit · 7 sections · 68 questions. We use this checklist on every first visit — it separates a professional audit from a friendly tour. Certificates are claims; we verify them on-site.

SECTION 1 · Company Overview & Stability

WHO WE'RE ACTUALLY DEALING WITH

- [ ] 1. Company legal name
- [ ] 2. Headquarters address
- [ ] 3. Years in business
- [ ] 4. Parent company or subsidiaries
- [ ] 5. Key clients or industries served
- [ ] 6. Company ownership (public/private) & ownership structure
- [ ] 7. Mission statement or core values
- [ ] 8. Brief company history and major milestones
- [ ] 9. Names of key executives and management
- [ ] 10. Approximate turnover per year / sales
- [ ] 11. Export license
- [ ] 12. Markets where you are competitive — and why
- [ ] 13. Own brand and / or direct sales channel, domestic or global
- [ ] 14. Factory building: rented or owned; lease expiry date; rental fee / m²
- [ ] 15. Primary day-to-day account contact

SECTION 2 · Financial & Commercial Terms

CAN THEY STAY IN BUSINESS AND INVOICE PROPERLY

- [ ] 1. Audited financial statements for the last 2–3 years
- [ ] 2. Primary and key financial contacts
- [ ] 3. Major restructuring, mergers or acquisitions in the last 5 years
- [ ] 4. Other industries the company operates in
- [ ] 5. Pricing model (unit cost, subscription, tiered)
- [ ] 6. Breakdown of pricing structure
- [ ] 7. Volume discounts or long-term contract incentives
- [ ] 8. Warranties or guarantees on products / services
- [ ] 9. Confidentiality and data protection policies

SECTION 3 · Products & Services

CAN THEY MAKE WHAT YOU NEED

- [ ] 1. Detailed description of the products / services offered
- [ ] 2. Lead time for standard and custom orders
- [ ] 3. Minimum order quantity (MOQ)
- [ ] 4. Packaging types available (box + size, pillow bag, paper bag, etc.)
- [ ] 5. Product customization — and to what extent
- [ ] 6. Key differentiators from competitors
- [ ] 7. Why they are the best among other suppliers
- [ ] 8. Product roadmap (request relevant parts)
- [ ] 9. R&D; capability
- [ ] 10. Technologies and equipment used in manufacturing
- [ ] 11. Product obsolescence and end-of-life (EOL) notification process
- [ ] 12. How they stay current with industry trends and technology
- [ ] 13. R&D; department or innovation initiatives

SECTION 4 · Quality Management & Certifications

WHAT PROOF DO THEY ACTUALLY HAVE

- [ ] 1. Quality certifications held
- [ ] 2. Defective product / quality issue handling process
- [ ] 3. Examples of successful quality audits or client testimonials
- [ ] 4. Standard quality metrics (defect rate, PPM, OTD%) — recent data
- [ ] 5. Equipment calibration and maintenance frequency
- [ ] 6. Corrective and preventive action (CAPA) process
- [ ] 7. In-house testing capability and types of lab tests performed

SECTION 5 · Production & Operational Capabilities

CAN THEY DELIVER AT YOUR VOLUME

- [ ] 1. Manufacturing locations — list all sites
- [ ] 2. Current number of production lines
- [ ] 3. Annual production capacity
- [ ] 4. Current capacity utilization
- [ ] 5. Machinery brand & model for key processes; R&D; software (ProE / AutoCAD…)
- [ ] 6. Sourcing strategy for raw materials / components
- [ ] 7. Inventory management and on-time delivery process
- [ ] 8. Handling of demand fluctuations
- [ ] 9. Special packaging or labeling accommodation
- [ ] 10. Outsourced parts of the production process
- [ ] 11. Nearest port; delivery lead time from factory to port (ocean and air)
- [ ] 12. Logistics partners for shipping
- [ ] 13. Export experience by market; own logistics or not

SECTION 6 · Compliance & Data Security

DO THEY CLEAR THE LEGAL BAR

- [ ] 1. Social compliance and supply chain security certifications
- [ ] 2. Industry certifications — medical device, GMP, food, composite wood, etc.
- [ ] 3. Date of last audit and the result
- [ ] 4. Product safety and compliance documentation
- [ ] 5. Environmental management system (e.g. ISO 14001)
- [ ] 6. Health & safety management system (e.g. ISO 45001)
- [ ] 7. Environmental policy and track record
- [ ] 8. Code of conduct for labor and human rights (no child or forced labor)

SECTION 7 · References & Customers

WHO ELSE ALREADY RISKS MONEY ON THEM

- [ ] 1. 3–5 current client references in our or a similar industry
- [ ] 2. Top 5 largest customers — and which region
- [ ] 3. Percentage of revenue from the top three customers

How to use this checklist: complete Section 1–7 during the visit, keep notes in the margin, and pair it with the 27-point on-site audit and the 8-dimension A/B/C/D scorecard from your Milebond audit report. Contact: WhatsApp +86 150 5796 0102 · info@milebond.com