



QUALITY OPERATING SYSTEM ASSESSMENT

Effective September 1, 1996, the attached QOS Assessment will be used globally as the standard for assessing a QOS for Q1 certification and re-certification.

One of the strategies of Ford 2000 is to implement best practices on a global basis. This QOS Assessment replaces the North American and European QOS Assessment & Rating Procedures developed in 1993.

To develop the QOS Assessment, a global, cross-organisational team used the prior North American and European QOS Assessment & Rating Procedures as baselines. Strengths and weaknesses of the prior assessments were evaluated. The team agreed that the new QOS Assessment would incorporate the following strengths:

- Can be completed as a self-assessment without STA or Ford Automotive Operations Quality Office present.
- Simple "yes/no" scoring versus a numerical scale.
- Easy to complete "value-added exercise" versus a bureaucratic paperwork exercise.
- Clearly defined "pass/fail" criteria.
- Concise, clear wording that is easily translated into many languages.
- Applicable to all activities: Ford internal activities, external suppliers, manufacturing, and service organisations.
- Less prescriptive -- an assessment tool, not a training document.

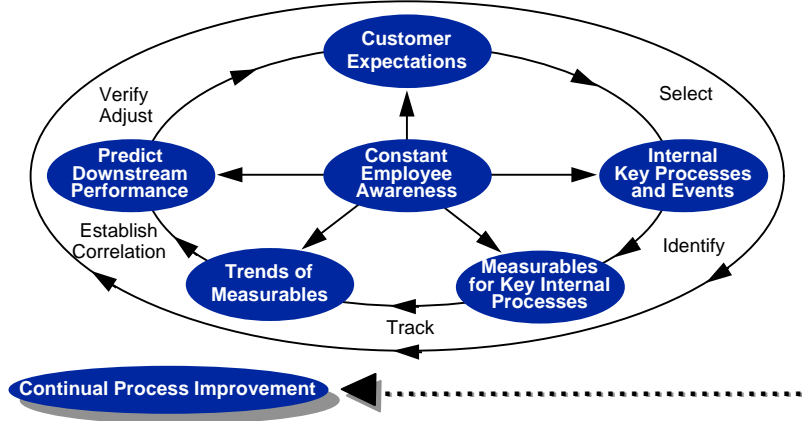
Please direct all questions regarding the QOS Assessment to your STA Engineer or,

Ford Automotive Operations Quality Office
DTC

16630 Southfield
Suite 42D34
Allen, Park MI 48101
(313) 390-4923

QOS ASSESSMENT FORM

Quality Operating System.....



QOS Assessment	Date:
<input type="checkbox"/> Meets QOS Requirements <input type="checkbox"/> Does Not Meet QOS Requirements	

Directions:

- Complete both sides of this form.
- If **all** QOS evaluation criteria on the reverse side of this page are met (answered "Yes") place a check in the "**Meets QOS Requirements**" box above. If **one or more** evaluation criteria are not met (answered "No") place a check in the "**Does Not Meet QOS Requirements**" box.
- Contact your STA Engineer or the FAO Quality Office with any questions.

Location Evaluated	Assessment Method
Company Name:	<input type="checkbox"/> Self-Assessment <input type="checkbox"/> On-Site Ford Assessment <input type="checkbox"/> Off-Site Ford Assessment
Location:	
GSDB Code:	

Assessor's Information	
Assessor's Name:	Assessor's Phone Number:
Assessor's Title:	Assessment Date:

Supplier Acknowledgment of Ford Assessment:	
Supplier Signature:	Acknowledgment Date:

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QOS ASSESSMENT FORM

Directions:

Evaluate each criterion under each heading below. If the criterion is met, place a check in the box next to the criterion. If **all** criteria under a heading are met place a check in the "**Yes**" column. If **one or more** criteria are not met, place a check in the "**No**" column. **Evidence supporting your QOS Assessment must be provided to Ford Motor Company upon request.**

Yes	No	Evaluation Criteria
<input type="checkbox"/>	<input type="checkbox"/>	<p>Communication</p> <ul style="list-style-type: none"> <input type="checkbox"/> Employees at all levels are aware of the QOS process. <input type="checkbox"/> Senior management has communicated clear expectations of the QOS process. <input type="checkbox"/> On-going performance is communicated regularly. <input type="checkbox"/> The QOS methodology has been communicated to your supply base if applicable.
<input type="checkbox"/>	<input type="checkbox"/>	<p>Teamwork</p> <ul style="list-style-type: none"> <input type="checkbox"/> A champion is identified for each measurable and is actively involved with teams. <input type="checkbox"/> Teams are allocated the resources necessary to function effectively. <input type="checkbox"/> Cross-functional problem solving and quality improvement teams have been established to work on opportunities identified by the QOS process.
<input type="checkbox"/>	<input type="checkbox"/>	<p>Management Review</p> <ul style="list-style-type: none"> <input type="checkbox"/> Regularly scheduled reviews are held. <input type="checkbox"/> Evidence exists to support the QOS process. <input type="checkbox"/> On-going performance is tracked. <input type="checkbox"/> Status of action plans and problem solving activities are reviewed.
<input type="checkbox"/>	<input type="checkbox"/>	<p>Measurables</p> <ul style="list-style-type: none"> <input type="checkbox"/> Internal and external customer expectations are identified. <input type="checkbox"/> Selected measurables relate to key processes and predict internal and external customer satisfaction.
<input type="checkbox"/>	<input type="checkbox"/>	<p>Quantifying Tools</p> <ul style="list-style-type: none"> <input type="checkbox"/> Performance analysis over time used. <input type="checkbox"/> Performance targets identified. <input type="checkbox"/> Problem prioritization used. <input type="checkbox"/> Structured problem solving used.
<input type="checkbox"/>	<input type="checkbox"/>	<p>Continual Improvement</p> <ul style="list-style-type: none"> <input type="checkbox"/> The QOS process provides examples of quantifiable improvements which are significant and sustainable. <input type="checkbox"/> Improvement trends correlate to measurables of internal and external customer satisfaction.
<input type="checkbox"/>	<input type="checkbox"/>	<p>Dynamic Process</p> <ul style="list-style-type: none"> <input type="checkbox"/> Senior management champions the QOS process and ensures its on-going effectiveness. <input type="checkbox"/> Periodic contact is made with internal and external customers to verify or update expectations. <input type="checkbox"/> Periodic reviews of key processes and measurables are made to ensure their continued suitability and effectiveness.