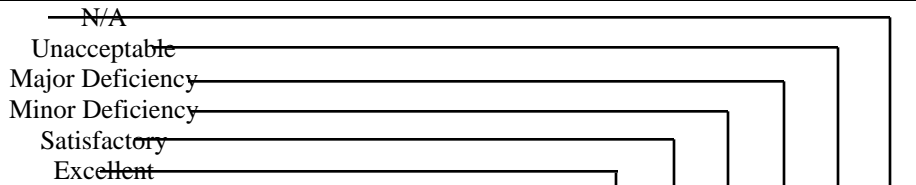


SUPPLIER QUALITY SYSTEM SURVEY



1. Does an Organizational Chart exist outlining Quality relationships relative to production and other departments? Yes No N/A 1 2 3 4 5 6
- Who is top management in the organization? _____
 - Who does Quality report to? _____
 - Is this supplier a division of a larger company? Yes No
 - Have job descriptions been developed for all employees? Yes No
2. Is there a Quality Manual containing procedures defining the organization, functions and operations of the Quality System? Yes No 1 2 3 4 5 6
- What Quality Systems are in effect? _____
 - Is the manual updated as changes occur? Yes No
 - Is the Quality System certified? Yes No
 - Does it contain procedures pertaining to customer support? Yes No
3. Does a control plan exist to summarize the Quality planning for products from receiving to shipping? Yes No 1 2 3 4 5 6
- Who develops the Quality Planning? _____
 - Does it contain the necessary information? Yes No
 - Is the Quality Planning in effect? Yes No
 - Has a process flow chart been developed to assist in the control plan? Yes No
4. Is there a documented system for ensuring that only the latest applicable drawings and specifications are in effect? Yes No 1 2 3 4 5 6
- Is there a log maintained to record the latest engineering changes, dates and revision levels? Yes No
 - Is all obsolete information removed from all points of use? Yes No
 - Is review of drawings and specifications to latest date and level verified annually? Yes No

SUPPLIER QUALITY SYSTEM SURVEY

5. Are documented internal system audits performed periodically that access compliance to Quality related systems, procedures and records retention? Yes No

- Are results and corrective actions reported to and reviewed by management? Yes No
- Are self-audits performed at least quarterly? Yes No

6. Is there a system for the organization and retention of all Quality Records? Yes No

- Are Quality system records retained 5 years? Yes No
- Are Quality Performance records retained 2 years? Yes No

Receiving

7. Are there written inspection instructions for incoming material? Yes No

- Is incoming material inspected and tested with results documented or does supplier receive Certificate of Analysis from sub-suppliers? Yes No
- Are sub-supplier certifications verified annually? Yes No
 - Is acceptance criteria zero defects? Yes No

8. Is incoming material identified to prevent mixing and use of defective stock? Yes No

- Is lot control utilized? Yes No

9. Are sub-suppliers encouraged to use SPC? Yes No N/A

- Is evidence of statistical control and capability required from sub-suppliers? Yes No

10. Does supplier periodically audit sub-suppliers? Yes No

- Are supplier surveys performed annually? Yes No

11. Are written inspection instructions utilized for each in-process operation and for outgoing material? Yes No

- Are they displayed or on file at each inspection location? Yes No
- Are in-process parameters tested with results documented? Yes No
 - Is acceptance criteria zero defects? Yes No

SUPPLIER QUALITY SYSTEM SURVEY

12. Do production operators have any responsibility for product quality or inspection? Yes No
- Do operators have the authority to shut an operation down when a nonconformance is detected? Yes No
13. Is there an effective system for the control of all material including segregation of non-conforming material? Yes No
- Is material identification, quarantine area etc. utilized? Yes No
14. Is a Certificate of Analysis supplied for each lot of products? Yes No
- Are containers identified with a shipping label? Yes No
 - Do documents contain the necessary information? Yes No
 - What information is provided to other customers? _____
15. Are handling, storage, & packaging adequate to preserve product quality? Yes No
- Are plant cleanliness, housekeeping, environmental and working conditions adequate? Yes No

Nonconformance Control

16. Is there an established plan for corrective action in the event discrepant material is detected? Yes No
- Are materials identified and segregated? Yes No
 - Are responsible management Personnel alerted to Quality concerns? Yes No
 - Is the customer notified when suspect material may have been shipped? Yes No
17. If discrepant material is reworked/sorted, is it re-inspected and approved through the normal inspection process? Yes No
18. Is there a system for documenting corrective actions to prevent recurrence? Yes No
- Statistical information where applicable? Yes No

Gage/Test Equipment

19. Is there a documented program for Control of Calibration and Maintenance of Test/Inspection Equipment? Yes No
- Do records identify gage number, calibration procedure, specification, date calibrated, results, signed, date due, etc.? Yes No

SUPPLIER QUALITY SYSTEM SURVEY

20. Is accuracy verified at established frequency against masters?
 Yes No
- Is there traceability to NIST or International equivalent?
 Yes No
21. Are gage/test equipment repeatability & reproducibility studies performed?
 Yes No
- Is corrective action taken when variation is excessive? Yes No
- Continuous Improvement**
22. Are control charts utilized for process parameters and/ or product characteristics?
 Yes No
- Are control charts properly constructed for the characteristics being controlled? Yes No
 - Are out-of-control conditions including non-random patterns being noted on charts and corrective action taken to bring the process back to control? Yes No
 - Are written plans for improvement generated to reduce source of variation? Yes No
23. Are process capability studies conducted on process parameters and/or product characteristics?
 Yes No
- Can supplier exceed minimum CPK? Yes No
 - Are written plans for improvement generated when control and/or capability (product or process) are not indicated? Yes No
 - What capability is provided to other customers? _____
24. Does the supplier provide a process capability quarterly summary ongoing?
 Yes No This summary to include the following:
- Cover Letter Yes No
 - Organizational chart, control plans, and revised flow charts
 Yes No
 - Long term process capability form Yes No
 - Supplier verification documents, as required Yes No
 - Continuous improvement plan, provided annually Yes No

SUPPLIER QUALITY SYSTEM SURVEY

25. Has a continuous improvement plan been developed to promote a total organizational commitment to continuously improve quality and productivity through reduction of variation and waste, with the aim to improve internal/external customer satisfaction? Yes No
- Does it plan for the education and training of all employees, including management and staff to improve their understanding of theory and job related skills relative to team building, problem solving, statistics, leadership, products, systems, etc.? Yes No
 - Does it describe future activities for improvement pertaining to this survey and full business assessment? Yes No
 - Is the plan endorsed by senior management and supported by the allocation of resources? Yes No
 - Is the plan updated quarterly and developed annually by all disciplines within the organization? Yes No

SUPPLIER QUALITY SYSTEM SURVEY

Guideline Values Established for All Questions

<u>Rating</u>	<u>Points</u>	
1	4	Excellent: Demonstrates high capability, Continuous improvement process in place. Performance history indicates past improvement.
2	3	Satisfactory: Effective planning and implementation demonstrated. System operation, and commitment meets clients expectations.
3	2	Minor deficiency: Improvement in the System or its implementation are necessary to result in demonstrated performance improvements.
4	1	Major deficiency: Major improvement in the system or its implementation are necessary to meet clients expectations.
5	0	Unacceptable: System doesn't exist for the expectation under review. Commitment to improve not demonstrated with a documented plan.

Computation of System Survey Results

Quality System Score	Rating	Frequency	Factor	Total
	1	_____	4	_____
	2	_____	3	_____
	3	_____	2	_____
	4	_____	1	_____
	5	_____	0	_____
		Over all point score		<input type="text"/> A
	N/A	_____	2	<input type="text"/> B
		Frequency Total		<input type="text"/> C(Should be 25)
			Total possible points = 100 - B =	<input type="text"/> D
			Overall Score = A / D x 100 =	<input type="text"/>
Quality System Category	100-85	Excellent	<input type="checkbox"/>	
	84-70	Satisfactory	<input type="checkbox"/>	
	69-50	Minor Deficiencies	<input type="checkbox"/>	
	49-25	Major Deficiencies	<input type="checkbox"/>	
	24-0	Unacceptable	<input type="checkbox"/>	

Conformance to Supplier Quality System Survey

Requires a 70 percent minimum Quality score (Category: Satisfactory or higher). Regardless of the Quality System Category assigned, the supplier to forward the system survey improvement plan with timing for each question rated below satisfactory.

