

SUPPLIER QUALITY SURVEY

Survey completed by	Telephone Number:	Email Address
Name/ Title		

GENERAL INFORMATION			
Company Name:		Commodity:	
Address			
City	State/Province	Zip Code	Country
Telephone Number:	FAX Number		
Email Address	Web Site		Date Founded <input type="checkbox"/> Public <input type="checkbox"/> Private
Assessment Type: <input type="checkbox"/> Initial <input type="checkbox"/> Follow-Up <input type="checkbox"/> Surveillance	Years Supplying to Autosplice:		Audit Date:

MANAGEMENT		
President	Telephone Number:	Email Address
Chief Operating Officer	Telephone Number:	Email Address
Engineering	Telephone Number:	Email Address
Quality	Telephone Number:	Email Address
Manufacturing	Telephone Number:	Email Address
Marketing/Sales	Telephone Number:	Email Address
Customer Services		Email Address

CORPORATE DESCRIPTION	NUMBER OF EMPLOYEES		COMMENTS
	CORPORATE	LOCATION	
Research and Development			
Manufacturing Control			
Manufacturing	Direct		
	Indirect		
Quality Assurance	Quality Engineer		
	Quality Auditor		
	Others		
Administration			
Total			

SITE DESCRIPTION	(TO BE COMPLETED FOR EACH SITE)

MANUFACTURING FACILITY

Name			
Address			
City	State/Province	ZIP Code	Country
Telephone Number	FAX Number		
Email Address	Company Web Site	YEARS IN BUSINESS	
Principal Products/Services	Business Characterization (High Volume, Prototype shop, Quick turn-around...)		

FACILITY MANAGEMENT Telephone Number: Email Address

Plant Manager		
Manufacturing		
Engineering/Technical		
Material Control		
Production Control		
Quality Assurance		
Purchasing		
Sales/Marketing		

BUILDINGS SYSTEMS (INDICATE % COVERAGE)

	AGE	AREA (Sq. Ft.)	Construction (Wood/Brick)	Power Conditioning	Heating	Ventilation	Air Conditioning	Sprinklers	Waste Treatment	Other
Office										
Manufacturing										
Storage										
Planned additions										

SAFETY AND REGULATORY AGENCY REQUIREMENTS

Are fire extinguishers functional and accessible to employees?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	What is the distance to the nearest fire station? (in minutes)	
Do you conform to local/federal environment protection agency requirements?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Date of last OSHA visit Date of last EPA visit	
Are you currently operating under a waiver or in violation of local government requirements?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Other Agency Audits, UL, ISO 9000, NECQ, CSA Approval and Number	<input type="checkbox"/> UL # <input type="checkbox"/> ISO 9000# <input type="checkbox"/> CSA # <input type="checkbox"/> Other
Do you have a safety program? Describe below.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Hazardous Waste Number Trade Waste Account Number	

PLANT PERSONNEL (TOTAL EMPLOYEES)

Regular	Contract	Office	Technical/Engineering	Production	Fulltime QA	Part-time QA	Union	Non-Union	Union Name	Contract Expires (Date)

Quality System

Is your company QS/ISO certified?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	If so, indicate the date certified, complete and return first two cover sheet along with proof of certification and disregard the balance of this survey.	
Are you pursuing registration		<input type="checkbox"/> YES	<input type="checkbox"/> NO	If so, planned assessment date
In accordance with	QS9000 <input type="checkbox"/>	ISO 9001:2000 <input type="checkbox"/>	TS 16949 <input type="checkbox"/>	Other <input type="checkbox"/>
Or we have no activities or plans to pursue registration				

The twenty-one sections, in order of the occurrence are:

- | | |
|---|---|
| 1 Quality System | 12 Skill, Training & Certification |
| 2 Management Responsibility/Quality Policy/Organization | 13 Receiving Inspection |
| 3 Contract Review | 14 Product Identification and Traceability |
| 4 Design Control | 15 Handling, Storage, Packing Preservation and Delivery |
| 5 Purchasing | 16 Customer Satisfaction |
| 6 Process Control | 17 Internal Quality Audits |
| 7 Control of Inspection, Measuring and Test Equipment | 18 Inspection and Test Plan |
| 8 Control of Non-conforming Product | 19 Monitoring and measurement of Product |
| 9 Statistical Techniques | 20 Problem Solving |
| 10 Documentation Control | 21 Corrective and Preventive Action |
| 11 Control of Quality Records | |

A. Every assessment element is stated in five (5) classes of maturity with increasing proficiencies defined as follows:

1. **Awareness** – The supplier is aware of the requirement but has not started to implement.
2. **Initiation** – The supplier has started to implement the requirement (procedures started, responsibilities assigned, etc...)
3. **Development** – The Supplier is implementing the requirement, process is used, data is available, procedures completed.
4. **Acceptable** – The Supplier has a documented system, where required, which is implemented, actively applied, with results evident.
5. **Outstanding** – The desired class, where the Supplier has a well-defined system in place with ongoing results and continuous improvement evident.

B. The Assessment Form is designed to indicate increasing competency levels from left to right. This helps define actions necessary to improve the assessment rating and provide a guide for continuous improvement.

C. Supplier performs Self-Assessment, determines Self-Assessment score and collects supporting documentation in preparation for the AutosplICE Supplier Assessment.

D. AutosplICE performs pre assessment (in parallel with Supplier Self-Assessment).

E. AutosplICE performs validation audit and provides a final assessment after review of supporting documentation/evidence.

Section 1: Quality System		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Do you have a quality manual identifying the areas and policies of your quality system?					
2.	Are there formal documented procedures and practices available for employees to reference?					
3.	Quality planning to define and document how quality requirements will be met for products, process and services.					
4.	Are quality system procedures and instruction being maintained?					
REQUIRED CLASS: 4						
SUPPLIER SELF ASSESSMENT:						
AUTOSPLICE ASSESSMENT:						
COMMENTS:						

Section 2: Management Responsibility		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Does the company have a documented policy on its Quality Management System and philosophy?					
2.	Is this policy communicated and understood by all employees?					
3.	Executive management is responsible for ensuring the Quality policy is understood, implemented, and maintained at all levels?					
REQUIRED CLASS: 4						
SUPPLIER SELF ASSESSMENT:						
Autosplice ASSESSMENT:						
COMMENTS:						

Section 3: Contract Review		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Are there written procedures for contract review?					
2.	Are contract reviewed to ensure that customer requirements are defined and documented?					
3.	Are contracts reviewed to ensure that the capability to meet customer requirements exists?					
4.	Are records of contract reviews maintained?					
5.	Is there a formal system for reviewing all quotations and sales orders for feasibility and issues?					
6.	Is there a formal system for controlling order changes?					
REQUIRED CLASS: 4						
SUPPLIER SELF ASSESSMENT:						
AUTOSPLICE ASSESSMENT:						
COMMENTS:						

Section 4: Design Control		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Are there written procedures for control and verification of the product design?					
2.	Is project management approached used?					
3.	Are meeting minutes and/or actions items maintained from each meeting?					
4.	Has design input taken into consideration review of contract requirements, safety and environmental specification and specifications for material, produces and processes?					
5.	Is design output assessed for conformance with design input requirements?					
6.	Do participants of this design review included a cross functional team?					
7.	Has the company established and maintained documented procedures to control and verify the design of the product to ensure that the specified requirements are met?					
8.	Are design output documents reviewed before release?					
9.	Are documented design reviews planned and held and appropriate stages of design?					
REQUIRED CLASS: 4						
SUPPLIER SELF ASSESSMENT:						
AUTOSPLICE ASSESSMENT:						
COMMENTS:						

Section 5: Purchasing		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Are documented procedures in place to ensure that purchased product conforms to specified requirements?					
2.	Does a system exists which measures the performance of the supplier and communicates such information to the supplier? (i.e., supplier rating system)					
3.	Does the company evaluate and select subcontractors on their ability to meet requirements including quality systems and quality assurance requirements?					
4.	Are there records (or a list) of acceptable subcontractors?					
5.	Is there a means of ensuring that subcontractor's quality system controls are effective? (Audit, periodic reviews of history or other means)					
6.	Do purchasing documents (contracts and purchasing orders) uniquely describe the product ordered? (This may be type, class, style, grade, model, part number, etc.) Are quality provisions included?					
7.	Has a system been established with the supplier for identification and verification of corrective action?					
8.	Is supplier performance monitored? If so, What areas are monitored and is there documented evidence?					
REQUIRED CLASS: 4						
SUPPLIER SELF ASSESSMENT:						
AUTOSPLICE ASSESSMENT:						
COMMENTS:						

Section 6: Process Control		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5

1.	Are process capabilities established and maintained on all major processes? (critical parameters)					
2.	Are in-process inspections, test operations, and processes properly specified and performed?					
3.	Are Production processes that directly affect quality identified and are there documented work instructions for each of these identified processes?					
4.	Are the results of in-process inspections used in the promotion of effective preventative action and corrective action?					
5.	Is preventative maintenance performed on the equipment and facilities?					
6.	Have "special processes" been identified (see ISO for definition)?					

REQUIRED CLASS: 4
SUPPLIER SELF ASSESSMENT:
AUTOSPLICE ASSESSMENT:

COMMENTS:

Section 7: Control of Inspection, Measuring and Test Equipment		STATUS				
		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
DESCRIPTION OF PROGRAM						
1.	Are procedures documented to control, calibrate and maintain inspection, measuring and test equipment used to ensure product conformance to requirements?					
2.	Are all inspections, measuring equipment used in a manner that ensures a known uncertainty, which is consistent with the required capability? (i.e. gage R & R)					
3.	Is trace-ability to NIST maintained?					
4.	Is there a documented calibration system in use?					
5.	Does the system specify calibration intervals?					
7.	Do procedures define what constitutes a significantly out-of-tolerance condition for each gage/equipment?					
8.	Are items that are not calibrated to their full capacity labeled as such?					
9.	Are labels of other means provided to monitor equipment adherence to calibration schedules?					

REQUIRED CLASS: 4
SUPPLIER SELF ASSESSMENT:
AUTOSPLICE ASSESSMENT:

COMMENTS:

Section 8: Control of Non-conforming Product		STATUS				
		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
DESCRIPTION OF PROGRAM						
1.	Does the company have documented and maintained procedures to ensure that nonconforming products are prevented from unintended use?					
2.	Is non-conforming material identified, segregated from regular production material, and properly dispositioned?					
3.	Do procedures provide for material review by a committee consisting of Quality and Engineering (as a minimum), to determine the disposition of non-conforming materials? (Deviating from drawings or specification)					
4.	Is there a designated holding area for non-conforming material?					

REQUIRED CLASS: 4

SUPPLIER SELF ASSESSMENT:
AUTOSPLICE ASSESSMENT:
COMMENTS:

Section 9: Statistical Techniques		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Have statistical techniques (required for verifying the acceptability of process capability and product characteristics) been identified? (Where appropriate.)					
2.	Is there a written statistical process control procedure?					
3.	Have process capabilities studies been performed?					
4.	Are procedures that control the reaction to out-of-control situations adequate and effective?					
5.	Is SPC training provided?					
6.	Is CPK tracking performed for critical characteristics, with plans to achieve CPK = 1.5 with a target of CP 2.0?					
7.	Are control charts and other process controls properly implemented?					

REQUIRED CLASS: 4
SUPPLIER SELF ASSESSMENT:
AUTOSPLICE ASSESSMENT:
COMMENTS:

Section 10: Document Control		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Are there written procedures to control all documents and forms?					
2.	Are document changes reviewed and approved by the same functions/organizations that performed the original review?					
3.	Are obsolete documents promptly removed from all points of issue or use?					
4.	Is there a master list, which identifies the current revision of released documents?					

REQUIRED CLASS: 4
SUPPLIER SELF ASSESSMENT:
AUTOSPLICE ASSESSMENT:
COMMENTS:

Section 11: Control of Quality Records		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Has the company established & maintained documented procedures for the identification, collection, indexing, access, filling, storage, maintenance and disposition of quality records?					
2.	Are the company records stored and retained to be readily retrievable and in a safe environmental to prevent damage or deterioration?					

REQUIRED CLASS: 4 SUPPLIER SELF ASSESSMENT: AUTOSPLICE ASSESSMENT:
COMMENTS:

Section 12: Skills, Training & Certification		STATUS				
		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
DESCRIPTION OF PROGRAM						
1.	Are records of training maintained?					
2.	Does the company maintain procedures for identifying the training needs and provide for the training of all personnel performing activities affecting quality?					
3.	Does a policy exist which encourages the cross training and rotation of personnel, and is this policy used as the basis of job progression?					

REQUIRED CLASS: 4 SUPPLIER SELF ASSESSMENT: AUTOSPLICE ASSESSMENT:
COMMENTS:

Section 13: Receiving Inspection		STATUS				
		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
DESCRIPTION OF PROGRAM						
1.	Are receiving inspection facilities and equipment adequately and properly maintained?					
2.	Are receiving inspection procedures documented and followed?					
3.	Are receiving inspection results used for corrective and preventive action?					

REQUIRED CLASS: 4 SUPPLIER SELF ASSESSMENT: AUTOSPLICE ASSESSMENT:
COMMENTS:

Section 14: Product Identification and Traceability		STATUS				
		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
DESCRIPTION OF PROGRAM						
1.	Does the company have documented procedures for product identification from receipt and during all stages of production, delivery and installation?					
2.	Where traceability is a specified requirement are documented procedures in place to allow unique identification of lots or batches of product?					
3.	Is the identification information recorded?					
4.	Are procured items identified with some means of trace-ability (serial number, lot number, date code, etc.)?					

REQUIRED CLASS: 4 SUPPLIER SELF ASSESSMENT: AUTOSPLICE ASSESSMENT:
COMMENTS:

Section 15: Handling, Storage, Packing, Preservation and Delivery		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Are temperature, humidity, laminar flow controls in place to prevent contamination, and to assure dimensional stability? Where applicable					
2.	Are procedures established and maintained for handling, storage, packaging and delivery of product?					
3.	Are there methods of handling product that prevent damage or deterioration?					
4.	Are there methods/procedures in place to monitor your own delivery performance and ensure 100% on time delivery?					
5.	Does your company test packaging to ensure product will be delivered without damage under normal shipping conditions?					
REQUIRED CLASS: 4						
SUPPLIER SELF ASSESSMENT:						
AUTOSPLICE ASSESSMENT:						
COMMENTS:						

Section 16: Customer Satisfaction		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Is there a measurement system in place to assess the customer's perception of product performance?					
2.	Is an independent (unbiased) customer survey routinely conducted?					
3.	Are there specific goals for achieving Total Customer Satisfaction, both internal and external?					
4.	Does management regularly review and assess all operating systems to determine if barriers to customer satisfaction exist and are appropriate action plans then implemented?					
5.	Are all findings of customer dissatisfaction reported back to the proper organization for analysis and corrective action?					
6.	Are customer satisfaction requirements formally defined and documented, and are they based on customer input?					
CLASS REQUIRED: 4						
SUPPLIER SELF ASSESSMENT:						
AUTOSPLICE ASSESSMENT:						
COMMENTS:						

Section 17: Internal Quality Audits		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Are audits and follow up actions carried out in accordance with written procedures?					
2.	Is corrective action taken on any deficiencies found by the audit?					
3.	Are their documented procedures maintained for planning and implementing internal quality audits to verify effectiveness and whether actual quality activities and results comply with the formal quality system?					
4.	Are the audits scheduled on the basis of the status and importance of the audited activity?					
REQUIRED CLASS: 4						
SUPPLIER SELF ASSESSMENT:						

AUTOSPLICE ASSESSMENT:
COMMENTS:

Section 18: Inspection and test Plan		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Are procedures documented and maintained for all inspection and testing activities that verify product conformance to requirements?					
2.	Are records providing evidence of product inspection and/or testing established and maintained?					
3.	Does the company use markings, stamps, tags, labels, or their suitable means to identify conforming and nonconforming products after inspection and testing?					
4.	Are test and inspection personnel trained in the procedures of their operations, and are those procedures being followed?					
REQUIRED CLASS: 4						
SUPPLIER SELF ASSESSMENT:						
AUTOSPLICE ASSESSMENT:						
COMMENTS:						

Section 19: Monitoring & Measurement of product		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Is there a system that monitors and measures characteristics of product to verify that the products requirements are fulfilled?					
2.	Is "accept/reject" criteria defined and available for use?					
3.	Are records kept for evidence of conformity with the acceptance criteria?					
REQUIRED CLASS: 4						
SUPPLIER SELF ASSESSMENT:						
AUTOSPLICE ASSESSMENT:						
COMMENTS:						

Section 20: Problem Solving		STATUS				
DESCRIPTION OF PROGRAM		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Are employees trained in problem solving techniques, in comparison to the needs of the organization?					
2.	Does the organization utilize participate problem solving techniques to identify, measure and resolve internal and external problems?					
3.	Are problem-solving efforts timely and effective?					
4.	Are applied resources sufficient to remove problem solving constraints?					
5.	Are statistical techniques used for problem solving?					
6.	Is quality data used to identify barriers, and to determine the priority of problems?					
7.	Is there a policy/procedure that includes the use of problem solving techniques to systematically drive reduction in variability?					

REQUIRED CLASS: 4 SUPPLIER SELF ASSESSMENT: AUTOSPLICE ASSESSMENT:
COMMENTS:

Section 21: Corrective and Preventive Action		STATUS				
		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
DESCRIPTION OF PROGRAM						
1.	Are there documented procedures for implementing the appropriate corrective and preventive actions for nonconformity's?					
2.	Is root-cause analysis performed for non-conformances?					
3.	Is positive action taken to prevent recurrence of problems, and are there documented reports/records?					
4.	Do procedures and systems exist for ensuring that replies are made to customer requests for correction action within the time limit specified?					
5.	Is root cause failure analysis performed for internal and external failures, and is appropriate corrective action implemented?					
6.	Does the company use disciplined problem-solving methods for internal and external non-conformances?					
REQUIRED CLASS: 4 SUPPLIER SELF ASSESSMENT: AUTOSPLICE ASSESSMENT:						
COMMENTS:						

Supplier Assessment Summary		STATUS				
Supplier Name:		Awareness Class 1	Initiation Class 2	Development Class 3	Acceptable Class 4	Outstanding Class 5
1.	Quality System					
2.	Management Responsibility/Quality Policy/Organization					
3.	Contract Review					
4.	Design Control					
5.	Purchasing					
6.	Process Control					
7.	Control of Inspection, Measuring and Test Equipment					
8.	Control of Non-conforming					
9.	Statistical Techniques					

10.	Documentation Control					
11.	Control of Quality Records					
12.	Skill, Training & Certification					
13.	Receiving Inspection					
14.	Product Identification and Traceability					
15.	Handling, Storage, Packing Preservation and Delivery					
16.	Customer Satisfaction					
17.	Internal Quality Audits					
18.	Inspection and Test Plan					
19.	Product inspection					
20.	Problem Solving					
21.	Corrective and Preventive Action					
REQUIRED CLASS: 4						
SUPPLIER SELF ASSESSMENT:						
AUTOSPLICE ASSESSMENT:						
COMMENTS:						