



Supplier Questionnaire

Company Information	
Company Name:	Date:
Mailing Address (Street, City, State, Zip):	
Supplier of:	Main Phone:
Web Address:	Main Fax:
Comments:	

Contact Information	
General Manager / CEO:	Telephone Number: Email Address:
Plant Manager:	Telephone Number: Email Address:
Quality:	Telephone Number: Email Address:
Sales:	Telephone Number: Email Address:
Customer Service:	Telephone Number: Email Address:
Shipping:	Telephone Number: Email Address:

Quality System	
Does your organization have an established quality management system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what is your organization currently accredited to?	
<input type="checkbox"/> ISO9001 <input type="checkbox"/> A2LA <input type="checkbox"/> NAV LAB <input type="checkbox"/> LAB <input type="checkbox"/> CQI-9 (2nd Edition) <input type="checkbox"/> CQI-11 (1st Edition) <input type="checkbox"/> ISO9002 <input type="checkbox"/> TS16949 <input type="checkbox"/> CNLA <input type="checkbox"/> ISO14001 <input type="checkbox"/> ISO-IEC17025 <input type="checkbox"/> CQI-12 (1st Edition) <input type="checkbox"/> Other - Please Specify	
Comments:	
<p>If your organization is <u>not</u> currently accredited to one of the above, please complete the rest of this survey. If your organization <u>is</u> accredited to one of the above, then please email a copy of your certification, accreditations and/or scope to hrichardson@fastcoind.com or fax it to 616-389-1395 attn: Heather Richardson.</p>	



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QUALITY SYSTEM INFORMATION		
Management Responsibility		
Has management defined and documented its quality policy, which includes objectives for and commitment to quality?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is the quality policy communicated, understood and maintained throughout the organization?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Does management review all quality system elements at defined intervals to ensure its continuing suitability and effectiveness?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Quality System		
Is a quality system established, documented and maintained?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Has a quality manual covering the elements of ISO-9000 or QS-9000 been prepared?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are supporting procedures documented for each element of the quality manual?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is there a documented planning process?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are feasibility reviews conducted to confirm design and manufacturing process compatibility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are engineering requirements satisfied at the specified statistical process capability index?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are control plans developed and utilized?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are control plans revised as appropriate when process changes are made?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are PPM's established for quality measurables? Identify below your PPM levels for your major customers.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Contract Review		
Do procedures ensure customer requirements are deployed into the quality system?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Design Control		
Do documented procedures control and verify product design?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Design plans are established and responsibilities assigned for each product?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Resources and facilities are available for computer aided design, engineering and analysis?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Formal design reviews are conducted at appropriate stages per the design plan?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
There are records demonstrating design verification completion?	<input type="checkbox"/> Yes	<input type="checkbox"/> No



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Is performance testing tracked for conformance to specification? Yes No

Comments

Document & Data Control

Are there documented procedures for controlling quality system documents and data? Yes No

Established procedures ensure appropriate documents are available at all essential operations? Yes No

Comments

Purchasing

Documented procedures ensure purchased products conform to the specified requirements? Yes No

Sub-contractors are evaluated and selected for their ability to satisfy quality requirements? Yes No

Comments

Control of Customer-Supplied Product

There are documented procedures for controlling customer-supplied product? Yes No

Comments

Product Identification and Traceability

Documented procedures ensure product identification through all stages of production, delivery, and installation? Yes No

Is product traceability maintained and documented? Yes No

Comments

Process Control

Processes, which directly affect quality, are identified and planned for accordingly? Yes No

Processes are performed under controlled conditions? Yes No

Do controlled conditions include compliance to: quality plans, procedures, workmanship criteria, and process capability requirements? Yes No

Are monitoring or process control techniques used when process results cannot be verified by inspection and testing? Yes No

Process monitoring requirements and operator instructions are documented? Yes No

Do procedures ensure the customer's process capability requirements are satisfied? Yes No

Comments



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Inspection and Testing		
Procedures defining inspection and testing activities are documented?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do quality plans (Control Plans) or procedures define inspection and test requirements?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is the amount and nature of receiving inspection based on subcontractor control and records of conformance?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Product is inspected and tested as required within the quality plans or procedural requirements?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Process improvement activities utilize defect prevention methods?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Final inspection and testing is conducted according to the quality plan or procedural requirements?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Documented procedures ensure products are not shipped until all requirements are completed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Control of Inspection, Measuring and Test Equipment		
There are documented procedures to control, calibrate and maintain the inspection measuring and test equipment?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
All equipment is calibrated at prescribed intervals, against certified masters with a valid relationship to an international or national calibration standard?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do procedures ensure the handling, storage and preservation of test equipment is controlled?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Inspection and Test Status		
Established procedures identify the inspection and test status of products?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Inspection and test status is maintained as defined within quality plans (Control Plans) or procedures?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Control of Nonconforming Product		
There are documented procedures to identify, evaluate, segregate and control nonconforming product?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Repaired or reworked products are re-inspected or tested according to quality plans or documented procedures?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Corrective and Preventive Action		
Documented procedures define corrective and preventive action requirements?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
A formal problem solving method is defined and utilized to address nonconformance?	<input type="checkbox"/> Yes	<input type="checkbox"/> No



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Appropriate corrective actions and process changes are implemented to prevent recurrence?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Handling, Storage, Packaging, Preservation and Delivery		
Documented methods address product handling to prevent damage or deterioration?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Documented systems ensure materials are labeled and shipped according to customer requirements?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
There is a defined system to monitor and track performance to delivery requirements?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Control of Quality Records		
Documented procedures address the control of quality records?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Quality records demonstrating conformance to requirements are maintained?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Quality records are legible, readily retrievable, and accessible for customer evaluation as required?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Internal Quality Audits		
Documented procedures address internal quality audit requirements?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Internal audits are completed as planned?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Corrective actions are implemented on a timely basis?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Training		
Documented procedures identify training needs and ensure training is provided to personnel performing activities affecting quality?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Personnel are qualified based on education, training and/or experience as required?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Servicing		
Procedures are established for communication of information on service concerns to manufacturing, engineering and design activities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		



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Statistical Techniques		
Statistical requirements have been defined for establishing, controlling and verifying the capability of process parameters and product characteristics?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do documented procedures define the control and application of statistical techniques?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Appropriate statistical tools are included within control plans?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
The concepts of variation control (stability) and capability are understood throughout the organization?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Which computer software is used to generate this data?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

Please remember to email a copy of your certification, accreditations and/or scope to hrichardson@fastcoind.com or fax it to 616-389-1395
attn: Heather Richardson.

Survey Prepared By: _____
Title: _____
Date: _____