Supplier Questionnaire and Check List

The purpose of this questionnaire and check list is to give you, our vendor, the opportunity to perform a self-evaluation of your manufacturing or distribution facilities from a quality and operations standpoint. The questions are self-explanatory. This check list can, if administered properly, be a valuable management tool.

SOR is working according to the International Standard Organization's 9001 Quality Program Requirements of ISO 9001.

Perhaps you will find that many of the questions relate to quality and operational practices that are already documented and in place in your facility. If so, circle **YES** to the right of the question. Circle **NO** if the practice is not in place. If you find that a particular question does not apply to your operations, circle **N/A**. All questions must be answered.

When you have completed this questionnaire and check list, please return it to:

SOR Inc., Supply Chain Management
14685 West 105th Street
Lenexa, KS 66216

Phone: 913-888-2630
Return to buyer who requested this information.

Purchase order commitment for custom product is contingent upon approval of the INITIAL SAMPLE INSPECTION REPORT.
Thank you for your cooperation and assistance in maintaining our Approved Vendor List at SOR.

Company Name_____ Phone_____

Address_____ Fax_____

City, ST Zip_____ Website_____

Product Line(s)_____

Type of Operation_____

Equipment List_____

Ownership ❑ Publicly Held ❑ Privately Held # of Employees_____ Total Annual Sales_____

How Long in Business?_____

Corporate Officer's Name	Title	Phone Number

Quality Manager's Name	Phone Number	E-mail Address
Sales Manager's Name	Phone Number	E-mail Address
Inside Sales Contact's Name	Phone Number	E-mail Address
Major Customers and Locations		
Do you do business internationally?	❑ Yes ❑ No	If yes, where?
Prepared by		Date

Supplier Questionnaire and Check List

MANUFACTURING AND OPERATIONS				
1	Is there an effective program of identifying and eliminating all forms of non-value-added processes (waste) in all operations?	Yes	No	N/A
2	Do you have written work instructions detailing the manner of production, the equipment and tools to be used, and the details assembly operations?	Yes	No	N/A
3	Do you have a preventative maintenance system for your production equipment?	Yes	No	N/A
4	Is your company involved in Lean of Six-Sigma production activities?	Yes	No	N/A
5	Does your company meet all safety, health, and environmental regulation?	Yes	No	N/A
6	What is your current percentage of capacity being utilized?			
7	What percentage of your products are delivered to the customer on time?			
8	What is the expected growth of your company in the next 3 years?			
9	Who in your company is authorized to place a “hold” on its manufactured products due to quality non-conformance?			
10	What expansion plans do you have in the next 5 years?			
11	What is the size (in sq. ft.) of the manufacturing portion of your facility?			
12	How long have you been in your current manufacturing facility?			
13	What is your current rate of employee turn-over in production?			
14	What efforts are made to systematically understand and eliminate start-up problems with new products?			
15	What programs or processes are in place for cost reduction and improving productivity?			
16	Please provide the equipment type, manufacturer, model #, and age of the equipment that will be used to produce our products. TYPE _____ MANUFACTURER & MODEL # _____ AGE OF EQUIPMENT _____ _____ _____ _____ _____ _____ _____ _____ _____ _____			
17	In order for us to evaluate and verify the quality and on-time delivery of products, please provide the following information for two or three of your key U.S. customers. COMPANY NAME _____ CITY-STATE _____ CONTACT NAME _____ PHONE NUMBER _____ _____ _____ _____ _____ _____ _____ _____ _____			
GENERAL				
18	Do you accept blanket purchase orders with JIT delivery?	Yes	No	N/A
19	Do you have registration by ISO? If yes, Quality Standard:_____ Registering Firm:_____ PLEASE SEND A COPY OF YOUR REGISTRATION CERTIFICATE ALONG WITH THIS QUESTIONNAIRE	Yes	No	N/A
	If you are ISO Registered, please send a copy of your registration certificate. You do not need to fill out the rest of the checklist. If you are not ISO registered, but feel you are ISO compliant, you still must complete the balance of this check list. Internal compliance to a standard is not sufficient for automatic approval.			

Quality Management System

QUALITY CONTROL				
20	Is the responsibility for quality control and planning clearly defined and documented?	Yes	No	N/A
21	Is there a quality control manual?	Yes	No	N/A
22	Are all parts easily identified with respect to job number and the manufacturing operations which have been performed?	Yes	No	N/A
23	Are non-conforming products segregated or tagged with a description of the deviation and a notation explaining action to be taken?	Yes	No	N/A
24	Is there a system which assures that all applicable specifications, requirements and/or drawings are available and current for each part?	Yes	No	N/A
25	Are corrective action systems in effect for both in-house and customer identified problems? Is there appropriate follow-up to determine if corrective actions are effective, and are they documented?	Yes	No	N/A
26	Is there a systematic program to:	Yes	No	N/A
	Inspect new gauge and/or test equipment to design specifications?	Yes	No	N/A
	Calibrate and approve gauge and/or test equipment prior to use?	Yes	No	N/A
	Document that gauge and/or test equipment is periodically inspected and calibrated to standards traceable to the NIST or another national standard?	Yes	No	N/A
27	Are appropriate gauges available to facilitate process control?	Yes	No	N/A
28	Is corrective action taken when gauges and/or test equipment is found to be out of calibration?	Yes	No	N/A
PROCUREMENT CONTROL				
29	Do you have a system to assure that procured services, processes, materials, or articles are controlled to drawing, purchase order, and specification requirements?	Yes	No	N/A
30	Are applicable drawings, specifications, and changes referenced or included on your purchase order? Are these purchase orders reviewed to assure correctness?	Yes	No	N/A
31	Do you test and/or verify material and processes to determine conformance to specified requirements?	Yes	No	N/A
32	Do you receive chemical and physical material test reports and/or certifications with raw material purchases? Are copies maintained as historical records?	Yes	No	N/A
SUB-SUPPLIER CONTROL				
33	Are your supplier's manufacturing locations audited to assure that adequate quality control programs exist? Are the audits documented?	Yes	No	N/A
34	Are there formal procedures and requirements to assure the quality of all incoming materials? Are written inspection and systematic laboratory test inspections available for incoming materials? Are copies of these records maintained for a minimum of five years?	Yes	No	N/A
35	Do you have a process for approving and qualifying new suppliers? Do you track quality and delivery performance of your suppliers?	Yes	No	N/A
IN-PROCESS CONTROL				
36	Are inspection instructions available for inspectors and manufacturing operators prior to production to identify key characteristics of each job?	Yes	No	N/A
37	Do you have a material review action procedure and a material review board to review deviated or scrapped parts to determine a course of action to alleviate non-conforming parts?	Yes	No	N/A

OUT-GOING CONTROLS				
38	Is there a final inspection and/or test of finished parts prior to shipment?	**Yes**	**No**	**N/A**
39	Are written inspection instruction sheets available for the final inspection procedure? Are inspections being performed according to the instruction sheets and are final inspection records being logged? If not, what evidence is offered to support compliance to specifications prior to shipment?	**Yes**	**No**	**N/A**
40	Do all inspections, up to and including the final inspection, provide evidence that all print specifications and contract requirements have been met? Are all non-conforming parts identified, segregated and held awaiting final disposition?	**Yes**	**No**	**N/A**
41	Does the supplier analyze non-conforming products returned by customers, determine the failure, and take appropriate action? Is corrective action recorded and the history maintained?	**Yes**	**No**	**N/A**
42	Do you document cause of failure and do a trend analysis?	**Yes**	**No**	**N/A**
43	Are handling, storage, and packaging adequate to preserve product quality and conform to contract requirements?	**Yes**	**No**	**N/A**
STATISTICAL PROCESS CONTROL (SPC)				
44	Is statistical process control utilized?	**Yes**	**No**	**N/A**
45	Is SPC being correctly utilized throughout the manufacturing operations? Is there ongoing training and evaluation in these techniques?	**Yes**	**No**	**N/A**
46	Is there a plan to react to out-of-control and unstable conditions?	**Yes**	**No**	**N/A**
47	Are there charts and/or records that indicate that SPC has been achieved and that process capability has been demonstrated?	**Yes**	**No**	**N/A**
48	Do you perform machine capability studies on your equipment?	**Yes**	**No**	**N/A**
INTERNAL QUALITY SELF-AUDIT SYSTEM				
49	Are internal quality audits performed? Are corrective actions taken to upgrade the system in areas of problems? Are the audits and corrective actions documented?	**Yes**	**No**	**N/A**
COMMENTS				