

***SUPPLIER QUALITY SURVEY***

***Appendix M – Manufacturer / Processor***

| ***To be completed by NORDAM:*** | ***Supplier #*** |  | ***Request Tracker #*** |  |
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|  |
| ***Company name***(as it appears on your company’s tax return) |  |

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| **Manufacturer / Processor** | *Organization that uses machines, tools and labor to produce goods for use or sale. Complete this form if you do not have AS9100 certification.* |

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|  | QUALITY SYSTEM | **YES** | **NO** | **NA** |
| 1 | Do you have a quality manual? **Specify the latest revision level and date of the quality manual:** |  |  |  |
| 2 | Is the quality manual current and readily available to employees? |  |  |  |
|  | TRAINING | **YES** | **NO** | **NA** |
| 3 | Is there a training program to ensure that all personnel are qualified for the specific tasks performed? |  |  |  |
| 4 | Are records of an employee’s certificates, on-the-job training (OJT) and formal classroom training maintained for a minimum of two years after the employee’s termination? |  |  |  |
|  | TECHNICAL DATA AND DOCUMENT CONTROL | **YES** | **NO** | **NA** |
| 6 | Are current technical data such as OEM data, drawings, and process specifications readily available to operating personnel? |  |  |  |
| 7 | Is there a system for controlling revision levels of drawings, specifications and other technical data? |  |  |  |
| 8 | Does the system notify relevant personnel when revisions occur? |  |  |  |
| 9 | Is the document control system periodically audited to ensure continued compliance with customer requirements? |  |  |  |
|  | CONTRACT REVIEW | **YES** | **NO** | **NA** |
| 10 | Is there a system to ensure contract requirements are identified and can be met prior to acceptance? |  |  |  |
| 11 | Is there a system to ensure that revised contract requirements are evaluated and communicated to the appropriate functions? |  |  |  |
|  | SUPPLIER’s PURCHASE ORDER CONTROL | **YES** | **NO** | **NA** |
| 12 | Do Supplier’s purchase orders clearly flow-down and define requirements including quality / FAA requirements, drawing and specification requirements with revision levels where appropriate? |  |  |  |
| 13 | Is there a system for monitoring sub-tier supplier performance? |  |  |  |
| 14 | Do you have a sub-tier supplier corrective action system? |  |  |  |
| 15 | Are Supplier’s purchase orders reviewed for accuracy and clarity before release? |  |  |  |
| 16 | Are purchase order revision levels controlled? |  |  |  |

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|  | PRODUCT IDENTIFICATION AND TRACEABILITY | **YES** | **NO** | **NA** |
| 17 | Are material and product identification maintained from receipt through delivery? |  |  |  |
| 18 | Do you identify the inspection status of products in process? |  |  |  |
| 19 | Are controls in place to ensure counterfeit or suspect unapproved parts are not included in product(s) delivered to NORDAM? Attach objective evidence demonstrating the controls are part of your Quality System, e.g., procedures, work instructions, training program.  |  |  |  |
| 20 | Are controls in place to identify and manage parts, materials, or other commodities made obsolete by revision changes, REACH, EPA regulatory restrictions and similar causes that could affect deliveries to NORDAM? |  |  |  |
|  | PROCESS CONTROL | **YES** | **NO** | **NA** |
| 21 | Do work instructions provide detailed, sequential steps including inspection points?  |  |  |  |
| 22 | Is there a system to prevent unauthorized changes? |  |  |  |
| 23 | Are the personnel performing work identified by stamp and/or signature? |  |  |  |
| 24 | Do work instructions and technical data indicate correct drawing revision levels? |  |  |  |
|  | TOOLING FIXTURECONTROL | **YES** | **NO** | **NA** |
| 25 | Are Tooling fixtures properly identified, stored and controlled to prevent misuse and damage? |  |  |  |
| 26 | Are tooling fixtures used for inspection purposes periodically inspected and results documented? |  |  |  |
| 27 | Are any tooling fixture calibration intervals more than 12 months?  |  |  |  |
| 28 | Is there a system to maintain accurate records of tooling fixture ownership? |  |  |  |
|  | NORDAM OWNED OR FURNISHED TOOLING WITHIN SUPPLIER’S CUSTODY OR CONTROL (“NORDAM Tooling”) | **YES** | **NO** | **NA** |
| 29 | (For current NORDAM suppliers) Attach a copy of your last annual physical inventory, containing tooling numbers, of all NORDAM Tooling. |
|  | STAMP CONTROL | **YES** | **NO** | **NA** |
| 30 | If inspection stamps are used, is there a documented procedure to control their use?  |  |  |  |
|  | RECEIVING INSPECTION | **YES** | **NO** | **NA** |
| 31 | Is there a system for inspection of purchased parts and materials to ensure compliance with purchase order requirements? |  |  |  |
| 32 | Are received parts and materials controlled to prevent release prior to certificate of conformity? If your answer is “NO”, describe your positive recall system. |  |  |  |
| 33 | Are raw materials periodically tested to validate certificates of conformance and certificates of analysis? |  |  |  |
| 34 | Are acceptance criteria clearly defined for all inspections and tests performed? |  |  |  |
| 35 | If an acceptance sampling plan is used, state the standard. |
|  | CONTROL OF NONCONFORMING PRODUCT AND CORRECTIVE ACTION | **YES** | **NO** | **NA** |
| 36 | Is nonconforming material properly identified, segregated, and records of disposition maintained? |  |  |  |
| 37 | Are reworked or repaired product re-inspected to original criteria? |  |  |  |
| 38 | Is there a process for corrective action and identifying the root cause? |  |  |  |
|  | MATERIAL HANDLING, AND STORAGE (WAREHOUSING) | **YES** | **NO** | **NA** |
| 39 | Is material stored to protect from damage, deterioration, loss and unauthorized release? |  |  |  |
| 40 | Is there a process to control limited life materials? |  |  |  |

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|  | CALIBRATION (MEASURING TOOLS & TEST EQUIPMENT) | **YES** | **NO** | **NA** |
| 41 | When utilizing external Calibration Services, are there controls in place to minimize the risk of damage/deterioration to the products during packaging, production and transport/shipping processes?  |  |  |  |
| 42 | Is there a system to ensure all measuring tools and test equipment used for product acceptance are calibrated?  |  |  |  |
| 43 | Are calibration standards traceable to acceptable national standards, e.g., NIST?” |  |  |  |
| 44 | Do the calibration records include the following: |  |  |  |
| 1. Defined calibration intervals
 |  |  |  |
| 1. Calibration due dates
 |  |  |  |
| 1. Identification of calibration status
 |  |  |  |
| 1. Actual numerical results of the calibration
 |  |  |  |
| 1. Date and due date of calibration
 |  |  |  |
| 1. Person or company who performed the calibration
 |  |  |  |
| 1. Calibration standard used
 |  |  |  |
| 1. Item number of the calibration standard used
 |  |  |  |
| 1. Calibration date and due date of standard used
 |  |  |  |
| 1. Temperature and humidity reading during calibration
 |  |  |  |
| 45 | Are some calibrations performed in-house? |  |  |  |
| 46 | Are some calibrations subcontracted? **If your answer is “YES”, identify the name and address of the entity that performs the calibrations:** |  |  |  |
| 47 | Is there a system for identifying measuring devices found to be out of tolerance, and a system to evaluate products where the out of tolerance measuring device was used? |  |  |  |
| 48 | Is each piece of precision measuring equipment identified by a unique tracking number? |  |  |  |
| 49 | Is all measuring and test equipment verified or calibrated prior to usage? |  |  |  |
| 50 | Is the calibration system periodically audited to ensure continued compliance? |  |  |  |
| 51 | Are any measuring and test equipment calibration intervals more than 12 months? |  |  |  |
| 52 | Is there a system to maintain accurate records of tooling ownership? |  |  |  |
|  | HOUSING, FACILITIES, AND SAFETY | **YES** | **NO** | **NA** |
| 53 | Is your facility adequate to protect parts from damage or loss caused by weather, theft, contamination or other deterioration or damage? |  |  |  |
| 54 | Is the facility of an adequate size for the work being performed? |  |  |  |
| 55 | Are fire lanes clear from obstructions and identified? |  |  |  |
| 56 | Are fire extinguishers in serviceable condition and periodically inspected? |  |  |  |
| 57 | Are flammable liquids properly identified and stored? |  |  |  |
| 58 | Are flammable storage cabinets properly grounded? |  |  |  |
| 59 | Are first aid kits and eyewash stations clearly identified and easily accessible? |  |  |  |
| 60 | Is the facility kept clean and organized in accordance with industry standards?  |  |  |  |
|  | RECORDS | **YES** | **NO** | **NA** |
| 61 | Are receiving inspection records including traceability maintained?  |  |  |  |