
Highlands Diversified Services - Supplier Quality Survey

Plant size:

Total Shop Area (sq. ft.)

Total Office Area (sq. ft.)

Number of Buildings:

Total Number of Employees:

Number of years in business:

Annual Sales Volume:

Plant Shut Down:

Yes, when?

No

Type of Ownership:

Proprietorship

Corporation

Subsidiary

Partnership

Division

Affiliate

Parent firm / corporation:

Company Owners:

1.

2.

3.

4.

Management Officials:

1. President / Owner

2. General Manager:

3. Quality Control Manager:

4. Marketing Manager:

5. Production Manager:

6. Engineering Manager:

Highlands Diversified Services - Supplier Quality Survey

Employee Breakdown:

Management: _____

Accounting: _____

Maintenance: _____

Engineering: _____

Sales: _____

Quality: _____

Other: _____

ISO 9001/TS 16949 Certified: _____

If not certified, plans to become certified, minimum of ISO 9001, and timeline: _____

Company Mission Statement: _____

Type of Manufacturing Machinery: _____

Testing Equipment and Capability: _____

Products Produced: _____

Industries Served (%): _____

Major Customers _____

Highlands Diversified Services - Supplier Quality Survey

Quality Awards Received: _____

Major Suppliers: _____

Special Capabilities: _____

Items to be attached which will assist to fully evaluate the company:

1. Your company brochure
2. Your quality manual
3. Organization chart
4. Quality Assurance Organization chart and jobs in quality department
5. Traceability of your product. Please explain the procedure that is used that would allow traceability of your finished product back to its source, date of manufacture, raw material lot, etc.
6. How will you insure that you will be able to meet our delivery requirement given proper lead time?
7. Any additional information which you feel may be of benefit to our company in making a supplier selection.

Place an X in the appropriate box:

	Y	N
1. Is quality control a separate and distinct part of your organization?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are written procedure (Quality Control Manual and Work Instructions) defining the quality related functions established and implemented?	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you have a documented quality related training program?	<input type="checkbox"/>	<input type="checkbox"/>
4. Does quality control have authority to stop production and shipping?	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you have a system for customer complaints and rejections?	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you have a quality cost data system?	<input type="checkbox"/>	<input type="checkbox"/>
7. Do you perform a periodic product and quality system audits to assure compliance to existing quality procedures?	<input type="checkbox"/>	<input type="checkbox"/>
8. Do you have a documented Statistical Process Control program for significant product characteristics and process parameters?	<input type="checkbox"/>	<input type="checkbox"/>
9. Do you have a program to train employees in the use of SPC?	<input type="checkbox"/>	<input type="checkbox"/>
10. Do you perform periodic process capability studies?	<input type="checkbox"/>	<input type="checkbox"/>

Highlands Diversified Services - Supplier Quality Survey

- | | | |
|---|--------------------------|--------------------------|
| 11. Where Cpk has not been demonstrated, do you have a documented plan to improve the process and an interim action to prevent shipping non-conformances? | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Does the Quality Control section review quotes and / or orders and related drawings and specifications, for new products, before acceptance? | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Are controls in effect to assure the latest drawings, change notices and specs. are in use by manufacturing and quality personnel during prod./insp.? | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Do you have a well documented gage and test equipment calibration program traceable to national standards? | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Are gages and test equipment properly identified to show the date due for calibration / inspection? | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Is a list of approved suppliers maintained? | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Are supplier audits / surveys conducted and documented by Quality personnel? | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Are sub-suppliers required or encouraged to use SPC? | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Are incoming inspections performed and documented according to written procedures / instructions? | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. Do you require supplier material certifications? | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. Is incoming material waiting to be inspected segregated from inspected material? | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. Do you have a hold area and controls to prevent movement of rejected / suspect material back into the normal production flow? | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. Is reworked / sorted material resubmitted to quality control for approval? | <input type="checkbox"/> | <input type="checkbox"/> |
| 24. Are non-conforming products/materials analyzed to determine root cause and preventive action? | <input type="checkbox"/> | <input type="checkbox"/> |
| 25. Are periodic shipping audits performed and documented? | <input type="checkbox"/> | <input type="checkbox"/> |
| 26. Do you have a deviation procedure with approval authority and expiration date of deviation? | <input type="checkbox"/> | <input type="checkbox"/> |