###### SUPplier Survey

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SECTION 1: Short Form Survey

**Completion required by ALL suppliers**. Requests general information for our database. Please complete and return this form to requester via email immediately upon receipt in order to be added to or updated in our database.

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SECTION 2: Long Form Questionnaire

**Completion required by suppliers not currently ISO 9001 or AS9100 certified**. Survey will be utilized by Solid Machine Purchasing & Quality Departments to assess supplier compatibility with Solid Machine. Please return to requester via email no later than one week after receipt.

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|  | | | | | | | | | | **New**  **Renewal** | |
| Section 1 - Supplier Information & Background | | | | | | | | | | | |
| **a** Supplier Information | | | | | | | | | | | |
| Company: | | | | | | | Primary Contact Name: | | | | |
| Address: | | | | | | | Primary Contact Title: | | | | |
|  | | | | | | | Primary Contact Email: | | | | |
| City: | State: | | | | Zip: | | Primary Contact Phone: | | | | |
| Phone: | | | | Fax: | | |  | | | | |
| Website: | | | | | | | Payment Terms: | | | | |
| Fed Tax ID:   - | | | | | | | Incoterm: | | | | |
| Dunn/Bradstreet No: | | | | | | | ITAR Registered: | | | | |
|  | | | | | | |  | | | | |
| **B** Supplier Capabilities | | | | | | | | | | | |
| Principal Products/Services: | | | | | | | | | | | Years in Business: |
| Key Processes: | | | | | | | | | | | Mfg Area (sq/ft): |
| Major Customers: | | | | | | | | | | | |
| Personnel | | | # Employed | | | Name of Responsible Person / Title / Email | | | | | |
| Quality/Inspection: | | |  | | | /     / | | | | | |
| Manufacturing: | | |  | | | /     / | | | | | |
| Engineering: | | |  | | | /     / | | | | | |
| AP/AR: | | |  | | | /     / | | | | | |
| **C** Supplier QMS Certification/Status | | | | | | | | | | | |
| current quality system certification/process accreditation – *check*/*list any that apply* | | | | | | | | | | | |
| ISO 9001 (generic) | |  | | | | | | | Registrar: | | |
| AS9100 (aerospace) | |  | | | | | | | Expiration Date: Click arrow to select date. | | |
| other: | | | | | | | | | Orig. Date Certified: Click arrow to select date. | | |
|  | | | | | | | | | | | |
| **D** Survey Completed By | | | | | | | | | | | |
| Name: | | | | | | | | Title: | | | |
| Phone: | | | | | | | | Email: | | | |
| Date**:** Click arrow to select date. | | | | | | | | | | | |
| Comments: | | | | | | | | | | | |
| If Certified to ISO or other industry-recognized Quality Standard,  **STOP HERE** & SUBMIT QMS CERT. | | | | | | | | | | | |
| **OTHERWISE, COMPLETE BALANCE OF SURVEY (Section 2)** | | | | | | | | | | | |
| Important: The completion and submission of this QMS Survey to Solid Machine shall be a certification by the supplier that the information provided herein accurately represents the organization’s quality management system. | | | | | | | | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Section 2 - QMS Survey | | | | |
| **a** | Quality System - General | **yes** | **no** | **n/a** |
| 1. | Do you have a quality manual defining your quality management system? |  |  |  |
| 2. | Is your quality system based on a recognized quality standard (i.e. ISO 9001, AS9100, etc)? If yes, please list: |  |  |  |
| 3. | Do you have a holding area with controlled access in which to store NCM until disposition? |  |  |  |
| 4. | Are there written, implemented, current procedures defining the roles and responsibilities related to quality? |  |  |  |
| 5. | Do you have a formal, quality related training program? |  |  |  |
| 6. | Do you perform periodic internal quality system audits to assure compliance with written procedures? |  |  |  |
| 7. | Do you track measures of customer satisfaction related to quality delivery, etc.? |  |  |  |
| 8. | Do you have a quality cost tracking system? |  |  |  |
| 9. | Does management regularly review the effectiveness of the quality system? |  |  |  |
| 10. | Are quality related records maintained a minimum of seven year's from completion of an order? |  |  |  |
| **b** | Quality Planning | **yes** | **no** | **n/a** |
| 1. | Do you review purchase orders and change orders for technical and quality requirements prior to manufacture? |  |  |  |
| 2. | Do you take assurances that the latest drawing(s) and specification(s) are on file prior to production? |  |  |  |
| **c** | Drawing & Change Control | **yes** | **no** | **n/a** |
| 1. | Are engineering drawings, specifications, procedures and instructions available to all personnel? |  |  |  |
| 2. | Are there written procedures describing change control? |  |  |  |
| 3. | Do your procedures ensure the use of only current, complete and adequate engineering drawings? |  |  |  |
| 4. | Are obsolete drawings, specifications, procedures, instructions, and documents promptly removed from use? |  |  |  |
| 5. | Do your procedures require you to obtain customer and/or government approval for a proposed change or deviation? |  |  |  |
| **d** | Calibration & Measurement Control | **yes** | **no** | **n/a** |
| 1. | Is there a system for calibrating all measuring and test equipment used for the acceptance of product? |  |  |  |
| 2. | Is calibration performed under latest revisions of ANSI/NCSL Z540, ISO/IEC 17025, and relevant requirements of ISO 9000 series of standards? |  |  |  |
| 3. | Are measurement standards used for calibration of measuring equipment *and* are such standards traceable to international or national measurement standards(i.e. U.S. NIST or applicable country national standards organization)? |  |  |  |
| 4. | Is the environment underwhich calibration is performed defined and controlled to the extent necessary to assure required accuracy? |  |  |  |
| 5. | Is there a procedure for checking (and recording) the validity of previous measuring results when the equipment is found *not* to conform to requirements *and* is appropriate corrective action taken on any affected equipment or product? |  |  |  |
| 6. | Are written calibration procedures available and in use for calibration of all measurement & test equipment and standards? |  |  |  |
| 7. | Is all measuring equipment uniquely identified such that its calibration status can be determined? |  |  |  |
| 8. | Are records of calibration maintained for each unit of measuring and test equipment? |  |  |  |
| 9. | Is each unit of measuring and test equipment identified with date calibrated, calibration due date, and any use limitations? |  |  |  |
| 10. | Are calibration intervals established in terms of calendar time, usage or a combination of both? |  |  |  |
| 11. | Are calibration frequencies periodically reviewed for adequacy? |  |  |  |
| **e** | Supplier Control | **yes** | **no** | **n/a** |
| 1. | Do you have a selection process for suppliers, subcontractors and processors based on the ability to meet quality and contract requirements? |  |  |  |
| 2. | Do you maintain an Approved Supplier List that includes the scope of the approval? |  |  |  |
| 3. | Do you and your subcontractors use customer-approved special process sources where required by contract? |  |  |  |
| 4. | Do you periodically review supplier performance and use these reviews as a basis for establishing the level of controls to be implemented? |  |  |  |
| 5. | Do you require, document and obtain corrective action from your suppliers for nonconforming materials, parts or services or unsatisfactory performance? |  |  |  |
| 6. | Do your purchase orders clearly describe the product ordered and the applicable requirements such as manufacturing, inspection, reliability and quality systems? |  |  |  |
| 7. | Do your purchase orders adequately flow down your requirements to your suppliers? |  |  |  |
| 8. | Do your purchase orders contain a right of entry clause for you and your customers (including regulatory bodies)? |  |  |  |
| 9. | Are your purchasing documents reviewed for completeness and adequacy of specified requirements prior to release? |  |  |  |
| 10. | Does your quality assurance or other responsible personnel regularly review the quality performance of your suppliers? |  |  |  |
| 11. | Does your quality assurance or other responsible personnel have the authority to approve or disapprove suppliers for use? |  |  |  |
| **f** | Nonconforming Material Control | **yes** | **no** | **n/a** |
| 1. | Do you have a procedure for controlling nonconforming material? |  |  |  |
| 2. | Do you promptly document and clearly identify nonconforming material and segregate it from acceptable material? |  |  |  |
| 3. | Do you have a secure holding area with controlled access in which to store nonconforming material until its review and disposition? |  |  |  |
| 4. | Do you have a system for obtaining your customer's review and disposition of all nonconforming materials that cannot be reworked to customer requirements or are deemed obvious scrap? |  |  |  |
| 5. | Is all material with final disposition of "scrap" mutilated before release from the segregate holding area? |  |  |  |
| 6. | Do you have procedures in place to notify customers in writing when a nonconformance is found in your process or products that may affect product already delivered? |  |  |  |
| 7. | Do you require formal, documented corrective action for significant or repeat occurrences? |  |  |  |
| **g** | Material Control & Receiving Inspection | **yes** | **no** | **n/a** |
| 1. | Are all parts, raw materials, supplies, or services inspected upon receipt to ensure conformance to purchase contract requirements? |  |  |  |
| 2. | Are certifications for all raw materials checked 100% against the applicable specifications to verify conformity to those specifications? |  |  |  |
| 3. | Do you send raw material samples to an independent laboratory at regular intervals in order to confirm its conformance to the applicable specification? |  |  |  |
| 4. | Do you require your suppliers to exercise an equivalent control of raw material? |  |  |  |
| 5. | Are incoming materials properly identified and controlled until inspection acceptance is indicated? |  |  |  |
| 6. | Is heat lot/batch number identification clearly marked and maintained on stored materials? |  |  |  |
| **h** | Process Control | **yes** | **no** | **n/a** |
| 1. | Are shop orders, travelers, work instructions, etc., used to describe manufacturing operations? |  |  |  |
| 2. | Are detailed work instructions/procedures used for complex or critical operations (e.g. NDT, plating, assembly, etc.)? |  |  |  |
| 3. | Do work instructions and process specifications contain adequate quality requirements? |  |  |  |
| 4. | Is the acceptance status of product clearly identified at all phases of production? |  |  |  |
| 5. | Is product identified and traceable to drawings, specifications, certifications or other documents during all phases of receipt, production, storage and delivery? |  |  |  |
| 6. | Does your system provide for traceability through batch or serial numbers when specified by purchase order? |  |  |  |
| 7. | Are records maintained covering the processes, personnel and equipment? |  |  |  |
| **i** | Inspection & Testing | **yes** | **no** | **n/a** |
| 1. | Do finished products receive a final inspection/test/audit? |  |  |  |
| 2. | Are documented inspection/test procedures describing characteristics to be inspected and inspection level used? |  |  |  |
| 3. | Are the results of all inspections and tests documented and do the records include as a minimum the number of pieces accepted/rejected, the identity of the person performing the inspection/test and the date of inspection/test? |  |  |  |
| 4. | Are there controls in place to assure that the products are not released to storage or shipment until all inspections and tests are satisfactorily completed? |  |  |  |
| **j** | Measurement, Analysis & Improvement | **yes** | **no** | **n/a** |
| 1. | Is sampling inspection performed? |  |  |  |
| 2. | Is Sampling Performed To A Recognized Statistical Sampling Plan (i.e. MIL-STD-105, MIL-STD-1916 Or ANSI/ASQC Z1.4)?  *Yes?* To what specification/standard?  *No?* Describe: |  |  |  |
| 3. | Do you have a formal SPC program in place for monitoring and controlling variation for key product characteristics and process parameters? |  |  |  |
| 4. | Have you conducted SPC training for personnel involved in SPC implementation? |  |  |  |
| 5. | Have you identified your key manufacturing processes and process parameters? |  |  |  |
| 6. | Are control charts used in the applicable process work areas real time? |  |  |  |
| 7. | Is capability data being used to improve the process? |  |  |  |
| **k** | Preservation & Traceability | **yes** | **no** | **n/a** |
| 1. | Is customer-owned material/property clearly identified, safeguarded, and verified prior to use? |  |  |  |
| 2. | Where applicable, is customer product (and constituent parts) properly identified/marked with all customer-required information before storage or deliver? |  |  |  |
| 3. | Does your storage area provide sufficient protection for stored materials? |  |  |  |
| 4. | Are all customer requirements verified as complete on all products prepared for delivery? |  |  |  |
| 5. | Is there a system to ensure that all packing lists and applicable quality documentation (as required by contract) is included with all shipments and that all items are packaged and marked per contract? |  |  |  |
| 6. | Is packaging and marking performed in accordance with general or part specific packaging instructions? |  |  |  |
| 7. | Where required, are batch/lot serial numbers recorded and traceable to shipping documents? |  |  |  |
| 8. | If required, can raw material certifications, product inspection records, etc., be provided with shipments? |  |  |  |
| Comments | | | | |
|  | | | | |
| **end** | | | | |

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| --- |
| **THANK YOU FOR TAKING THE TIME TO COMPLETE OUR SUPPLIER SURVEY!**  The information you provide is an important and necessary part of our quality partnership and is, as always, confidential.  Please contact our Quality Department with any questions or comments at (603) 332-5511 |

Section 3 - Solid Machine Internal Use Only

|  |  |
| --- | --- |
| **A** Review/Approval | |
| Approval Basis:Choose an item. | Approval Expiration: Click arrow to select date. |
| Approval Basis Detail (i.e.: cert type, survey approval methodology, customer name): | |
|  | |
| Completed By: | Date**:**  Click arrow to select date. |

|  |  |
| --- | --- |
|  | |
| 10 - Non-Product |  |
|  |  |
| Risk Level: Choose an item. | |
| Click arrow to select date. | |
|  | Click arrow to select date. |
| Approval Basis:Choose an item. | Approval Expiration: |
| Approval Basis Detal (ie: cert type, survey approval methodology, customer name): | |
|  | |
| Completed By: | Date**:** |