

SUPPLIER QUALITY ASSESSMENT



Supplier Organization Name: _____ Street Address: _____ City, State, Zip Code: _____ Country: _____ Main Phone Number: _____ Fax Number: _____ Web Site: _____ General Manager: _____ Quality Representative: _____ Quality Rep. Phone Number: _____ Quality Rep. E-Mail: _____ Other Supplier Contacts: _____	Supplier Number: _____ Date of This Audit: _____ Date of Last Audit: _____ # of Employees: _____ # of Buildings/Size: _____ Principal Products: _____ _____ (Commodity Codes) _____ ISO 9001 Certified: <input type="checkbox"/> Yes <input type="checkbox"/> No Cert.Expires on (email copy to Nothwire): _____ ISO 13485 Certified: <input type="checkbox"/> Yes <input type="checkbox"/> No Cert.Expires on (email copy to Northwire): _____ AS9100 Certified: <input type="checkbox"/> Yes <input type="checkbox"/> No Cert.Expires on (email copy to Northwire): _____
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ISO CERTIFIED (or equivalent) SUPPLIERS STOP HERE. SIGN THE BOTTOM OF THIS DOCUMENT. RETURN THIS DOCUMENT ALONG WITH A COPY OF YOUR ISO CERTIFICATION TO NORTHWIRE.

Assessment Type: Initial Resurvey Follow-Up Other: _____

RATING CRITERIA		
Rating	Score	Rate the supplier's ability to meet each of the requirements (questions below):
Does Not Comply	0	Requirement is not met. There is no evidence of implementation or documentation (major nonconformance).
Needs Improvement	1	There is some evidence of compliance, but there are deficiencies in implementation or documentation. Or, due to the early phases of implementation, there is insufficient evidence of effectiveness (minor nonconformance).
Complies	2	Requirement is met and effectively implemented and fully documented.

ASSESSMENT RESULTS		
Section	Average Score	Compliance
Management Review		NOT SCORED
Quality Planning		NOT SCORED
Document Control		NOT SCORED
Product Identification and Traceability		NOT SCORED
Process Control		NOT SCORED
Inspection and Testing		NOT SCORED
Inspection, Measuring & Test Equipment		NOT SCORED
Inspection and Test Status		NOT SCORED
Control of Nonconforming Product		NOT SCORED
Corrective and Preventive Action		NOT SCORED
Storage, Packaging, and Preservation		NOT SCORED
Quality Audits		NOT SCORED
Training		NOT SCORED
Statistical Techniques		NOT SCORED
Service Excellence		NOT SCORED
Overall Assessment Score		
Sum of Question Scores	0	
Final Assessment Score (%)		NOT SCORED

Final Score Must Be At Least 75%. Too Many "Needs Improvement" Scores of '1' Will Result in Probation and potential re-audit.

Lead Auditor Name: _____	Signature: _____
Lead Auditor Title: _____	Phone: _____
Lead Auditor Organization: _____	E-Mail: _____

Make sure all numbered questions (below) are scored and List objective evidences/supporting documents on "Notes" column for all questions with scores of 1 or 2. If not applicable, put "NA" on Notes column.

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I. QUALITY

A. Management Review

#	Question	Notes	Score
1	Does the supplier's Management, with executive responsibility, review all quality system elements at defined intervals to ensure its continuing suitability and effectiveness?		
2	Are the following metrics posted and are improvement goals established? Internal quality reject Part Per Million (PPM) External quality reject PPM On-time delivery		
3	Does the supplier have a formal written Supplier (sub-tier supplier) Risk Mitigation process?		

Average Section Score:
Section Compliance: (Complies = No questions scored less than 1) **NOT SCORED**

B. Quality Planning

#	Question	Notes	Score
4	Is a structured process used to identify Key Characteristics and control methods? Please list methods and tools.		
5	Are mistake proofing techniques, including facilities, equipment, tooling, and problem resolution, used where appropriate in particular on Key Control Characteristics?		
6	Compare control plan items against part print and determine control plan adequacy.		
7	Are control plans reviewed and updated as appropriate when any of the following occurs: Product or process changes? Processes are found to be unstable or non-capable? Inspection method, frequency, etc, is revised?		
8	Are supplier initiated design or process changes documented, reviewed, and approved by authorized internal personnel before implementation?		
9	Has written customer approval or waiver been obtained and documented prior to a design or process change being implemented into production?		

Average Section Score:
Section Compliance: (Complies = No questions scored less than 1) **NOT SCORED**

C. Document Control

#	Question	Notes	Score
10	Has the supplier established a process to ensure that invalid and / or obsolete documents are promptly removed from all points of use or otherwise assured against unintended use?		
11	Is there timely review, distribution, and implementation of customer engineering standards and specifications and changes? Verify revision levels of drawings or models in use at the supplier?		
12	Are appropriate process parameters, including operator training, monitored for special processes (heat treat, welding, plating, etc) where conformance to specification cannot be verified in subsequent operations?		

Average Section Score:
Section Compliance: (Complies = No questions scored less than 1) **NOT SCORED**

D. Product Identification and Traceability

#	Question	Notes	Score
13	Is required product identification (including material certification and heat number, if applicable) maintained through all stages of production, assembly, and delivery?		
14	Does Supplier's shipping label meet NWI requirements? i.e. Including part number, revision and lot traceability number.		

Average Section Score:
Section Compliance: (Complies = No questions scored less than 1) **NOT SCORED**

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E. Process Control			
#	Question	Notes	Score
15	Are NWI specifications adequately communicated to the Manufacturing activity? i.e. through Engineering drawings, Mfg instructions, build order, etc.		
16	Is the supplier using the latest revision level of NWI Engineering drawings?		
17	Have documented process monitoring and other operator instructions been prepared for all employees? Are they accessible at the workstation? Is there evidence of use?		
18	Do process monitoring and other operator instructions include or reference: Operation name and number? Part name and part number? Current engineering level / date or decision number? Required tools, gages and other equipment? Customer designated Key Control Characteristics? Supplier designated Key Control Characteristics? Statistical Process Control (SPC) requirements as appropriate? Relevant engineering and manufacturing standards? Inspection and test instructions, including frequency? Reaction plan as appropriate? Revision date and approvals of Work Instructions? Visual aids as appropriate? Tool change intervals and set-up instructions? Material certification, such as: chemical and mechanical properties, hardness, plating, heat number, and / or source mill?		
19	Does the reaction plan for internal out-of-control conditions include as appropriate: Containment and 100 percent inspection? Specific corrective action timing? Responsibility assignment? Documented customer approval?		
20	Do operators clearly understand their responsibilities when loss of process control or out of specification conditions exist?		
21	Is production equipment and working environment suitable for manufacturing of specified characteristics? Are production machines and equipment appropriate for the product being produced? Is there documented evidence of process capability? Are production machines and equipment clean and adequately maintained?		
22	Is there evidence of a preventive maintenance program?		
23	Does supplier retain and use appropriate data on key control characteristics for continuous process improvement?		
24	Does supplier maintain or exceed NWI's process capability requirements on key control characteristics? Are monitoring and improvement plans in place for those processes that do not meet the process capability requirements?		
25	Does supplier verify that characteristics are to specification after a setup has been completed?		
26	Are handling practices suitable to avoid damage during assembly?		
27	Is packaging suitable to avoid damage during transit?		
28	Are component materials, WIP and finished goods adequately protected from environmental damage?		

Average Section Score: Section Compliance: (Complies = No questions scored less than 1)	NOT SCORED
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F. Inspection and Testing

#	Question	Notes	Score
29	Does the supplier ensure that incoming product is not used or processed until it has been inspected or otherwise verified as conforming to specified requirements in accordance with the quality plan and/or documented procedures?		
30	Does the supplier inspect and test in-process product as required by the Control Plan and / or the documented procedures?		
31	Does the supplier carry out final inspection and testing in accordance with the Control Plan and/or documented procedures?		
32	Does the supplier assure that no product is released until all activities specified in the documented procedures have been satisfactorily completed and that the associated data and documentation is available and authorized?		
33	Does the supplier conduct scheduled audits of the final product in accordance with the Control Plan to verify conformance to all specified requirements including packaging?		
34	Does the supplier maintain records which provide evidence that the product has been inspected and / or tested and approved prior to release?		
35	Does the supplier inspect, test, and / or retain other verification to ensure that the product is RoHS/Reach/Prop 65 compliant?		
36	Is product conformity adequately evaluated during the stages of manufacture? Are NWI key characteristics addressed? Do demonstrated inspections match Supplier's Control Plan?		
37	Are records of conformity available? i.e. Receiving, First article, In-Process, Final Inspection, PPAP, Annual Layouts.		

Average Section Score:
Section Compliance: *(Complies = No questions scored less than 1)* **NOT SCORED**

G. Inspection, Measuring, and Test Equipment

#	Question	Notes	Score
38	Does the measurement system provide appropriate discrimination of the total product tolerance being measured?		
39	Has the supplier identified all inspection measuring and test equipment that can affect product quality? Are appropriate measurement systems used for required characteristics (roundness, lobbing, surface finish, etc.)?		
40	Is each piece of inspection equipment calibrated: Are the calibration frequencies appropriate? (see calibration sticker for cycle, must be the same on calibration report) On certified master equipment (traceable to standards)? Is calibration performed by a qualified source? i.e. ISO/IEC 17025 Certified		
41	Does the procedure for calibration of inspection measuring and test equipment include the following: Unique identification? Part name and part number? Location? Frequency of checks? Check method? Acceptance criteria? Corrective actions when inspection equipment is found out of Review process for product inspected with "out of calibration" measuring equipment?		
42	Has the supplier identified inspection measuring and test equipment with a suitable indicator or approved identification record to show the calibration status?		
43	Does the supplier maintain calibration records for inspection measuring and test equipment?		
44	Has the supplier performed Gage Repeatability and Reproducibility studies on key control characteristics and do they meet the established criteria?		

Average Section Score:
Section Compliance: *(Complies = No questions scored less than 1)* **NOT SCORED**

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H. Inspection and Test Status

#	Question	Notes	Score
45	Is the inspection and test status of product identified such that the conformance status is recognizable and understood?		

Average Section Score:
Section Compliance: (Complies = No questions scored less than 1) **NOT SCORED**

I. Control of Nonconforming Product

#	Question	Notes	Score
46	Does the control of nonconforming or suspect material provide for material identification / segregation / evaluation and notification of all appropriate functions?		
47	Does the supplier clearly identify nonconforming and suspect product and the quarantine areas?		
48	Is the responsibility for review, and authority for the disposition of nonconforming product, defined?		
49	Are repaired and/or reworked products re-inspected and / or tested according to the Control Plan and/or documented procedures?		
50	Does the supplier quantify and analyze nonconforming product, establish a prioritized reduction plan, and track progress to the plan?		
51	Does the supplier obtain customer authorization prior to shipment, whenever the product or process is different from the current Production Part Approval?		

Average Section Score:
Section Compliance: (Complies = No questions scored less than 1) **NOT SCORED**

J. Corrective and Preventive Action

#	Question	Notes	Score
52	Does the supplier use a disciplined problem solving method to address internal and external non-conformances?		
53	Do procedures for corrective action include effective handling of customer complaints and reports of non-conformances? Do these procedures: Verify corrective action from past Corrective Action Requests? Consider implementation of corrective action on similar products / processes? Consider impact of corrective action on other products / processes?		
54	Do procedures for corrective action include mistake proofing or other preventive action to avoid root cause re-occurrence and verification to ensure effectiveness?		
55	Are returned parts analyzed and are records of this analysis kept and made available upon request?		
56	Has corrective action, for any recent non-conformances, been adequately addressed? Have actions been documented and returned to NWI?		

Average Section Score:
Section Compliance: (Complies = No questions scored less than 1) **NOT SCORED**

K. Storage, Packaging, and Preservation

#	Question	Notes	Score
57	Have methods to prevent damage or deterioration been provided for the handling of production material and are they being followed?		
58	Have methods to prevent damage or deterioration been provided for the shipment of production and service material and are they being followed?		

Average Section Score:
Section Compliance: (Complies = No questions scored less than 1) **NOT SCORED**

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L. Quality Audits

#	Question	Notes	Score
59	Does the supplier have a documented program to perform internal audits of the quality system?		
60	Are personnel conducting the audit trained and independent of the function being audited?		
61	Are the audit results recorded and brought to the attention of the responsible personnel?		
62	Are corrective actions, for any deficiencies identified in an audit, carried out on a timely basis?		
63	Is there a documented procedure for auditing of the supplier's supply chain? Is there evidence that it is being followed?		

Average Section Score:
Section Compliance: (Complies = No questions scored less than 1) **NOT SCORED**

M. Training

#	Question	Notes	Score
64	Is a documented training plan established that identifies operator basic training needs?		
65	Have operator's basic training needs been fulfilled for the job being performed?		

Average Section Score:
Section Compliance: (Complies = No questions scored less than 1) **NOT SCORED**

N. Statistical Techniques

#	Question	Notes	Score
66	Does the supplier use the appropriate statistical tools required to establish, control, and verify product quality?		
67	What appropriate quality/statistical tools are being used during:		
	Quality planning?		
	Quality control?		
	Quality improvement?		

Average Section Score:
Section Compliance: (Complies = No questions scored less than 1) **NOT SCORED**

O. Service Excellence

#	Question	Notes	Score
68	Lead times are consistent. Most of the time=2 50%=1 Varies=0		
69	Quote responsiveness is satisfactory. 24 hrs or less 98% of the time = 2 24 hrs-48hrs 80%-98% of the time=1 More than 48hrs=0		
70	On-time delivery is at acceptable level (Use NWI data if available) 98% on time=2 85%-98% on time=1 Less than 85% on time=0		
71	Pricing is competitive Across the board=2 50%=1 Less than 50%=0		
72	Inventory programs offered Offered on all products=2 Offered on some product=1 No offerings=0		

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Average Section Score:

Section Compliance: *(Complies = No questions scored less than 2)*

NOT SCORED

#	Strengths:
1	

#	Major Nonconformances:	Supplier CAR Number
1		

#	Minor Nonconformances:	Supplier CAR Number
1		

Opportunities for Improvement	
1	

Restrictions and Conclusions	
1	

Supplier Representative Name / Title

Supplier Representative Signature

DATE: _____