

Supplier Quality Assessment

Quality Excellence Audit (page 1 of 12)

Scoring Summary:

		Possible %	Total Available Points	Total Points	Actual %
l.	Management Responsibility	4.8	48		
II.	Quality System	4.8	48		
III.	Contract Review	4.6	46		
IV.	Document Control	4.6	46		
٧.	Purchasing	5.4	54		
VI.	Purchaser Supplied Product	1.6	16		
VII.	Product Identification and Traceability	4.0	40		
VIII.	Process Control	5.6	56		
IX.	Inspections and Testing	8.8	88		
X.	Inspection, Measuring and Test Equipment	5.0	50		
XI.	Inspection and Test Status	4.0	40		
XII.	Control of Non-Conforming Product	4.0	40		
XIII.	Corrective Action	5.4	54		
XIV.	Handling, Storage, Packaging and Delivery	3.2	32		
XV.	Quality Records	3.2	32		
XVI.	Internal Quality Audits	2.4	24		
XVII.	Training	4.0	40		
XVIII.	Statistical Techniques	8.6	86		
XIX.	Additional Requirements	8.0	80		
XX.	Order Processing	4.2	42		
XXI.	Service	3.8	38		

	<u> </u>					1
	Total	100.0	1000			
Quality Excellence Audit (2 of 12)						

Quality Excellence Audit (2 of 12)

NOTE: ISO 9000 Certification credits full value in categories I-XVII and 28 of possible 86 points in statistical technique category (XVIII) for a total of 78.2%.

	Definitions of Scoring System:
0:	No system Evident
1/2:	Partially in place, implementation needs improvement
Full:	Fully operational
N/A:	Question does not apply, full value is credited

		Question	Scoring			Scoring	Scoring			Total
I	. Management Responsibility	Value	0	1/2	Full	Score				
1	Is there a Quality Assurance function with responsibility and authority for ensuring product quality?									
		16								
2	Is there visible upper management involvement									
	in a quality improvement?	16								
3	Is there a written quality policy in place?	16								
		48								

			Scoring			Total
II	.Quality System	Value	0	1/2	Full	Score
1	Is there a documented quality plan in place; in the form of a manual or equivalent?					
		16				
2	Are Quality objectives clearly stated, published, and understood throughout the company?					
		16				
3	Are there provisions for regular review and updating of quality system?					
		16				
		48				

Comments:					

Quality Excellence Audit (3 of 12)

		Question		Scoring		Total
III.	Contract Review	Value	0	1/2	Full	Score
4	Is each sales contract reviewed for adequately defined and documented requirements?					
		16				
2	Is there a procedure to review any special order					
	requirements?	14				
3	Is there a procedure to ensure that the capability to					
	meet contractual requirements exists?	16				
		46				

		46				
	T	<u> </u>		<u> </u>		
		Question		Scoring		Total
IV.	Document Control	Value	0	1/2	Full	Score
1	Are there written specifications for ALL products?	10				
2	Is Giles' specification accessible to appropriate personnel and in use for release of product?	16				
3	Are there procedures to control ALL documents and data, ensuring that only current issues exist and are available where needed?					
		10				
4	Are specifications reviewed periodically, and					
-	updated as needed?	10				
		46				
	Commen	ts				•

Quality Excellence Audit (4 of 12)

		Question		Scoring		Total
V.	Purchasing	Value	0	1/2	Full	Score
1	Is there a system to ensure that purchased product conforms to specified requirements?	14				
2	Is documentation and/or certification control maintained on those material you stock?	14				
3	Is there an effective supplier certification program?	12				
4	Is Quality HISTORY considered along with price, delivery, and service when making sourcing					
	decisions?	14				
		54				

		Question		Scoring		Total
VI.	Purchaser (Giles) Supplied Product	Value	0	1/2	Full	Score
1	If applicable, are there procedures for verification, storage and maintenance of Giles-supplied products provided for incorporation into Giles products?	16				
		16				

		Question		Scoring		Total
1/11	Product Identification and					
VII.	Traceability	Value	0	1/2	Full	Score
4	Are in-process batches traceable to raw materials	40				
-	and finished products by lot or shipment?					
		40				

Comments				

Quality Excellence Audit (5 of 12)

		Question		Scoring		Total
VIII.	Process Control	Value	0	1/2	Full	Score
	Is there a preventative maintenance program for					
	process equipment?	16				
2	Are there documented operating procedures?	16				
	Are there adequate controls to ensure compliance with reference standards/codes and quality plans?	40				
	with reference standards/codes and quality plans?	16				
	Have the processes been ADEQUATELY DEFINED and DOCUMENTED through use of flow charts or					
	similar means?	8				
		56				
		Question		Scoring		
IX.	Inspections and Testing	Value	0	1/2	Full	
	Is incoming material quality verified against documented specifications and/or requirements?	16		1/2	- i un	
		10				
	Are in-process and finished product sampling					
	plans, test procedures, and actions in response to test results adequately defined and followed?	20				
3	Do documented analytical test methods exists?	16				
4	Do documented sampling plans exist, including procedures for obtaining representative samples, and preventing contamination during sampling and test?	20				
5	Is there a formal procedure for identification, segregation, and disposition of non-conforming materials?	16				
	materials?	16				+
		88				
	Comment	s:		,		

Quality Excellence Audit (6 of 12)

		Question		Scoring		Total
Χ.	Inspection, Measuring and Test Equipment	Value	0	1/2	Full	Score
1	Is there a DOCUMENTED system in place for calibration of instruments, scales, etc.?	30				
		30				
2	Is the instrumentation accuracy verified on a					
	predetermined time schedule?	20				
		50				

		Question		Scoring		Total
XI.	Inspection and Test Status	Value	0	1/2	Full	Score
	Is product adequately identified as conforming or non-conforming to test requirements throughout production use to ensure that only product that has					
	passed the required testing is used?	40				
		40				

Comme	ents:			

Quality Excellence Audit (7 of 12)

		Question		Scoring		Total
XII.	Control of Non-Conforming Product	Value	0	1/2	Full	Score
1	Is non-conforming material adequately identified					
	and segregated form regular production until proper disposition is made?	20				
2	Is there a procedure in place to prevent Giles from					
	receiving off-specification materials?	20				
		40				

		Question		Scoring		Total
XIII.	Corrective Action	Value	0	1/2	Full	Score
1	Is there a system to address customer complaints and to identify necessary corrective actions?	18				
2	Are retains of finished product maintained and are they available to Giles for problem-solving analysis?	16				
3	Is there a system in place to address and correct the cause of non-conforming product?	20				
		54				

		Question		Scoring		Total
	Handling, Storage, Packaging and Delivery	Value	0	1/2	Full	Score
1	Is there an inventory control system to avoid use of					
	overage material?	8				
2	Are there adequate procedures for handling, storage,					
	packaging, and delivery of product to prevent					
	damage or deterioration?	24				
		32				

Comments:					

Quality Excellence Audit (8 of 12)

		Question		Scoring		Total
XV.	Quality Records	Value	0	1/2	Full	Score
1	Are records kept of all test results with material certification (CofA's, SPC charts) available?	16				
2	Are records maintained which demonstrate achievement of the required quality and the effective operation of the quality system?	16				
		32				

		Question		Scoring		Total
XVI.	Internal Quality Audits	Value	0	1/2	Full	Score
1	Are internal audits performed on a regular basis,					
	with corrective actions identified and resolved?	24				
		24				

		Question		Scoring		Total
XVII.	Training	Value	0	1/2	Full	Score
1	Is there an employee training program?	16				
2	Is there a training/certification program for all analysts performing analytical methods?	16				
3	Is there a training/certification program in SPC for all levels of employees?	8				
		40				

Comments:	

Quality Excellence Audit (9 of 12)

		Question		Scoring		Total
XVIII	Statistical Techniques	Value	0	1/2	Full	Score
	Are your suppliers required to submit SPC charts					
1	1 (data) with process capability to demonstrate process control?	10				
2	Have key process parameters been identified?	10				
3	Are SPC charts used on the production floor for key					
	process parameters?	12				
4	Are process capabilities established and					
	maintained on all major processes?	10				
5	Are there corrective action procedures for handling out-of-control parameters?					
		12				
6	Is process capability determined for startup of new					
	processes and for changes to existing process?	12				
7	Is STATISTICAL (SPC/SQC) data kept on finished					
	product parameters?	10				
8	Are statistical techniques used to determine					
	sampling plans and other test schedules?	10				
		86				
	Commont					

Comments:

Quality Excellence Audit (10 of 12)

		Question		Scoring		Total
XIX.	Additional Requirements	Value	0	1/2	Full	Score
1	Is there a program for CONTINUAL quality					
•	improvement?	16				
2	Is there a meaningful safety program in place?	16				
3	Has the cost of quality been calculated and					
	monitored?	8				
4	Are suppliers required to provide prior notification	16				
	of significant process changes?					
5	Are good housekeeping practices evident in the					
	processing areas?	8				
	Is there a DOCUMENTED procedure in place					
6	Is there a <i>DOCUMENTED</i> procedure in place defining when customers are to notified of significant process change?	16				
		80				

Comments:

Quality Excellence Audit (11 of 12)

		Question		Scoring		Total
XX.	Order Processing	Value	0	1/2	Full	Score
1	Is there a system in place to ensure orders are processed promptly and delivered on agreed date?	6				
2	Is there a system in place to detect, trace, and advise Giles on backorders?					
		6				
3	Is there a system in effect to advise Giles of schedule changes in delivery schedules?					
		6				
4	Is there a procedure to ensure that Giles' terms, instructions (invoicing, destination, freight, etc.) and pricing are correct before shipping and invoicing?					
		6				
5	Is there a process to ensure that correct order quantity is being met?	6				
6	Is there a procedure to verify that <i>correct</i> material is being shipped?	6				
7	Is there a procedure to ensure adequate distribution Of current product information, e.g., MSDS, specifications, etc.?					
		6				
		42				

Comments:

Quality Excellence Audit (12 of 12)

		Question		Scoring		Total
XXI.	Service	Value	0	1/2	Full	Score
4	Is there a system to track percentage on-time					
1	shipments concerning our material?	4				
2	Is there a procedure to track percentage of error in					
2	invoicing our materials?	4				
3	Are procedures in place to ensure compliance with all Arch special instructions?	6				
3						
_	Are procedures in place to ensure the integrity and operability of packages delivered to Giles?					
4		6				
5	Is there a formal procedure for after-hours					
5	emergency and weekend service?	6				
6	Is technical service support available?	6				
7	Is there a system to deliver the CofA/Product	6				
	Analysis to Giles?					
		38				
	Commen	ts:				