	9670 GALENA ST RIVERSIDE, CA 92509	Supplier Quality System Survey

E-mail completed survey to: **Quality_Eldorado@eldorado-ca.com**

This survey is based on the quality requirements of ENC a division of Rev Group www.eldorado-ca.com/quality

Should you be Registered/Accredited to IATF 16949, AS9100 or ISO 9001;
Fill out pages 1 through 3 of this survey and return survey pages 1 through 3 along with a copy of all your current registration certificate(s) listed with the package.

If not currently Registered/Accredited to a standard, please complete the entire survey. Incomplete surveys will not be accepted.

SUPPLIER/COMPANY NAME:	STREET ADDRESS:		
CITY:	STATE:	ZIP CODE:	FAX NUMBER:
NAME AND TITLE OF QUALITY MANAGER:	PHONE NUMBER:		
	EMAIL ADDRESS:		
REPORTS TO (NAME AND TITLE):	PHONE NUMBER:		
	EMAIL ADDRESS:		

COMMODITY OR SERVICE PROVIDED:

SUPPLIER CAPABILITIES (Attach Capability / Machine list if available):
COMMENTS / CONSIDERATIONS (BY SUPPLIER):

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SPECIFICATION (S) COMPATIBLE WITH YOUR QA SYSTEM AND PROCEDURES (CHECK ALL THAT APPLY)

Registered Quality Management System? ***Registered:** Must send copy of 3rd party Certificate of Registration. Certificate must show **ANAB or IAF Accredited**. **Complaint** claimed companies (by self-internal audit or by non-accredited company) are not considered Certified Systems. An on-site may be required.	ISO-9001 Quality Management System IATF 16949 Quality Management System AS-9100 Quality Management System ISO 10012-1 or ANSI/NCLS Z540-1 (CALIBRATION) OTHER:	☐ *YES ☐ NO ☐ *YES ☐ NO ☐ *YES ☐ NO ☐ *YES ☐ NO ☐ YES ☐ NO

Quality	Inspection/Control	Calibration
☐ ISO 9001:2015	☐ ANSI/ASQC Z1.4	☐ ANSI/NCSL Z540.3
☐ IATF 16949:2016	☐ ANSI/ASQC Z1.9	☐ ISO10012
☐ AS9100D	☐ ANSI/ESD S20.20	☐ ISO/IEC 17025
☐ NADCAP	☐ IPC-A-610	
☐ NAS 412 (FOD)	☐ IPC-A-620	
	☐ IPC J-STD-001	

☐ Other (please specify):

Does your company have a Counterfeit Parts program in place? ☐ YES ☐ NO

MECHANICAL INSPECTION CAPABILITY

(Check this box ☐ if you do not perform inspection, otherwise answer the following questions)

CMM ☐ YES ☐ NO IF YES, HOW MANY? MANUAL ☐ or PROGRAMABLE ☐

TABLE SIZE: DCC SYSTEM? ☐ YES ☐ NO SOFTWARE TYPE:

FARO ARM? ☐ YES ☐ NO

OPTICAL COMPARATOR? ☐ YES ☐ NO DOES IT HAVE DIGITAL X & Y READINGS? ☐ YES ☐ NO

DO YOU HAVE A PROFILOMETER? ☐ YES ☐ NO

NO. OF EMPLOYEES:	NO. IN MFG:	NO. IN QA:	NO. IN ENG:	SHIFTS WORKED:
				☐ 1 ☐ 2 ☐ 3

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Survey *Completed* by	Position/Title	Date
Print Name		
Signature		

E-mail completed survey to: **Quality_Eldorado@eldorado-ca.com**

SURVEY RESULTS FOR ENC USE ONLY

This is a New Supplier Evaluation ☐

This is a 3-year Evaluation Review ☐ If 3 yr. evaluation, fill out fields below

Total POs issued last 3 years

Yr 1: Yr 2: Yr 3:

ENC ASL Supplier ID#
Suppliers Current OTD Score:
Suppliers Quality Score:

☐ APPROVED	☐ DISAPPROVED:	☐ CONDITIONAL APPROVAL (STATE LIMITATION):
ENC COMMENTS:		
☐ FOLLOW-UP SURVEY REQUIRED	☐ FOLLOW-UP DATE:	FOLLOW-UP RESULTS:
QA MANAGER / QE (PRINT NAME):	SIGNATURE:	DATE:
QA MANAGER FINAL COMMENTS:		

1. QUALITY MANAGEMENT

(Check this box ☐ if you do not have a Quality Management System, otherwise answer the following questions)

1.1	Is there a stated and signed Quality Policy and Quality Manual?	☐ Yes	☐ No
1.2	Are there documented and approved Quality Procedures and are they available to all personnel?	☐ Yes	☐ No
1.3	Is there documented evidence of periodic review for the Quality Management System (QMS) and procedures?	☐ Yes	☐ No
1.4	Does Management review the Quality System for suitability and effectiveness?	☐ Yes	☐ No
1.5	Is there a FOD and Counterfeit Parts Program in place to assure contractual compliance?	☐ Yes	☐ No
1.6	Do you have a process for measuring and improving customer satisfaction?	☐ Yes	☐ No
1.7	Do you conduct periodic management reviews of your system?	☐ Yes	☐ No
1.8	Does Top Management Use Risk-Based Thinking in manufacturing process?	☐ Yes	☐ No

2. DOCUMENTATION AND RECORDS

(Check this box ☐ if you do not control documents and record, otherwise answer the following questions)

2.1	Is there a system in place to control all documents and records that affect quality?	☐ Yes	☐ No
2.2	Are documents and records controlled by revision and/or date?	☐ Yes	☐ No
2.3	Are documents affecting quality approved prior to release?	☐ Yes	☐ No
2.4	Are pertinent documents located and easily accessible in areas where work is being performed?	☐ Yes	☐ No
2.5	Is there a system in place to control obsolete documents?	☐ Yes	☐ No
2.6	Are documents and records appropriately identified, filed, stored and controlled in an environment to prevent deterioration, damage and loss and are easily retrieved?	☐ Yes	☐ No

3. TRAINING

(Check this box ☐ if you do not have a Training program, otherwise answer the following questions)

3.1	Is there a documented training program in place for new hires as well as recurring training for current employees?	☐ Yes	☐ No
3.2	Does the system evaluate the effectiveness of the training provided?	☐ Yes	☐ No
3.3	Are there documented training records of employees being trained? Including those performing a specific process? (i.e. Solder, ESD)	☐ Yes	☐ No

4. CONTRACT REVIEW

(Check this box ☐ if you do not have a Contract Review system, otherwise answer the following questions)

4.1	Does the supplier perform and document contract review?	☐ Yes	☐ No
4.2	Are the reviews performed by all concerned functions?	☐ Yes	☐ No
4.3	Does the supplier flow down contractual requirements?	☐ Yes	☐ No
4.4	Does the quality organization review contracts prior to acceptance?	☐ Yes	☐ No
4.5	Are there procedures for the control of customer-supplied material or products?	☐ Yes	☐ No

5. PURCHASING

(Check this box ☐ if you do not have a controlled Purchasing system, otherwise answer the following questions)

5.1	Is there a system for selecting and approving suppliers?	☐ Yes	☐ No
5.2	Does the supplier have an approved supplier list?	☐ Yes	☐ No
5.3	Does the supplier flow down specific contract requirements to their sub-contractors?	☐ Yes	☐ No
5.4	Are purchasing documents reviewed prior to release and are these reviews documented?	☐ Yes	☐ No
5.5	Are purchased products inspected and verified for proper identification and documentation before used or shipped?	☐ Yes	☐ No
5.6	Is there a flow down for a counterfeit parts program to their Suppliers to assure electronic parts are from original lots?	☐ Yes	☐ No
5.7	Does the supplier purchase supplies or services by an approved customer source when required by contract?	☐ Yes	☐ No

6. HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY

(Check this box ☐ if your system does not require to have these controls in place, otherwise answer the following questions)

6.1	Are there procedures addressing handling, storage, packaging, preservation and delivery?	☐ Yes	☐ No
6.2	Do the procedures address methods of handling product to prevent damage and deterioration throughout the manufacturing process?	☐ Yes	☐ No
6.3	Are accepted product located in an area to prevent damage or deterioration?	☐ Yes	☐ No
6.4	Does the supplier have a system for age control of rubber goods, gaskets, packing, adhesives, sealant, etc. (shelf-life)?	☐ Yes	☐ No
6.6	Is packaging and marking controlled to ensure conformance to specifications and delivery of products?	☐ Yes	☐ No
6.7	Does the supplier protect product for shipment to prevent damage during transit to customers?	☐ Yes	☐ No

7. PROCESS CONTROL

(Check this box ☐ if you do not have a Process Control System, otherwise answer the following questions)

7.1	Are there documented procedures or work instructions defining the production processes that could adversely affect quality?	☐ Yes	☐ No
7.2	Are there documented procedures defining the use of suitable production equipment and a suitable working environment?	☐ Yes	☐ No
7.3	Does the supplier monitor and control process parameters and product characteristics? (SPC)	☐ Yes	☐ No
7.5	Are there documented procedures or instructions with samples or pictures identifying criteria for workmanship?	☐ Yes	☐ No
7.6	Are there procedures to ensure that products are identified and traceable throughout all stages of manufacturing?	☐ Yes	☐ No
7.7	Does the supplier have a maintenance procedure and schedule for equipment and machines?	☐ Yes	☐ No
7.8	Is there a documented process for FOD/FOE?	☐ Yes	☐ No
7.9	Is there a documented process for ESD?	☐ Yes	☐ No

8. INSPECTION AND TESTING

(Check this box ☐ if you do not perform Inspection or Testing, otherwise answer the following questions)

8.1	Are there documented procedures for the inspection and testing of the product or processes provided?	☐ Yes	☐ No
8.2	Does the supplier perform receiving inspection of products received from a subcontractor?	☐ Yes	☐ No
8.3	Is there a documented process for counterfeit parts prevention?	☐ Yes	☐ No
8.4	Are the receiving inspections and testing documented?	☐ Yes	☐ No
8.5	Are there means to identify the inspection and test status?	☐ Yes	☐ No
8.6	Are there documented procedures for in-process and final inspections and testing?	☐ Yes	☐ No
8.7	Are there records identifying the results of inspection and testing?	☐ Yes	☐ No

9. CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT

(Check this box ☐ if you do not control Inspection, Measuring & Test Equipment, otherwise answer the following questions)

9.1	Does the supplier have a documented procedure and system for controlling the calibration of measuring and test equipment?	☐ Yes	☐ No
9.2	Are measuring and test equipment calibrated in accordance with ANSI Z540-1 of ISO 10012-1?	☐ Yes	☐ No
9.3	Are records of calibration and certification maintained and readily accessible?	☐ Yes	☐ No
9.4	Are the standards used for calibration traceable to N.I.S.T.?	☐ Yes	☐ No
9.5	Are each equipment uniquely identified?	☐ Yes	☐ No
9.8	Does equipment identification include, as a minimum, date calibrated, due date for next calibration and identification of calibrating personnel?	☐ Yes	☐ No
9.9	Are calibration intervals adjusted based upon previous calibrations to maintain acceptable reliability?	☐ Yes	☐ No
9.10	Are operators trained to properly handle equipment found to be out of tolerance or out of calibration?	☐ Yes	☐ No
9.11	Is there an Master calibration list showing the status and recall date for each equipment?	☐ Yes	☐ No

10. CONTROL OF NONCONFORMING PRODUCT

(Check this box ☐ if you do not Control Nonconforming Product, otherwise answer the following questions)

10.1	Is there a documented procedure for the identification and segregation of nonconforming materials to prevent the unintended use or installation?	☐ Yes	☐ No
10.2	Are there provisions for customer notification and requests for acceptance of nonconforming products when required?	☐ Yes	☐ No
10.3	Are dispositions clearly identified and instructions for rework or repair clearly stated?	☐ Yes	☐ No
10.4	Do the records have the authorized signatures?	☐ Yes	☐ No
10.5	Are materials that are subjected to rework or other authorized procedures verified afterwards for complete conformity?	☐ Yes	☐ No

11. CORRECTIVE ACTION

(Check this box ☐ if you do not have a Corrective Action System, otherwise answer the following questions)

11.1	Are there documented process for implementing Corrective Actions?	☐ Yes	☐ No
11.2	Does the process include the effective handling of customer complaints and reports of product nonconformities?	☐ Yes	☐ No

11.3	Do the records reflect follow-up action on the corrective action taken?	☐ Yes	☐ No
11.4	Is there a documented process to identify the root cause of nonconformities?	☐ Yes	☐ No
11.5	Does the process/report identify the plan to eliminate the Root cause from repeating (in same or similar process)?	☐ Yes	☐ No
11.6	Is there evidence that the corrective action plan was verified for effectiveness and completeness before closing?	☐ Yes	☐ No

12. INTERNAL QUALITY AUDITS

(Check this box ☐ if you do not perform Internal Audits, otherwise answer the following questions)

12.1	Is the a documented process for planning and implementing internal quality audits?	☐ Yes	☐ No
12.2	Are the audits conducted on a scheduled time basis?	☐ Yes	☐ No
12.3	Are the audits conducted by independent/impartial personnel?	☐ Yes	☐ No
12.4	If there were deficiencies in the area being audited, was corrective action issued and a follow-up audit performed?	☐ Yes	☐ No
12.5	Are the audit results reported in Management Review and discussed with personnel having responsibility for the specific function?	☐ Yes	☐ No

13. CALIBRATION

(Check this box ☐ if you do not have a Calibration System, otherwise answer the following questions)

13.1	Are the requirements of ISO/IEC 17025, ANSI/NCSL Z540.3 or ISO10012 followed?	☐ Yes	☐ No
13.2	Is there a copy of the latest revision of ISO/IEC 17025, ANSI/NCSL Z540.3 or ISO10012 available as applicable?	☐ Yes	☐ No
13.3	Is calibration of test & measurement equipment maintained with standards accuracy traceable to N. I.S.T?	☐ Yes	☐ No
13.4	Is there evidence of comparison of reference standards to national standards at planned intervals?	☐ Yes	☐ No
13.5	Is there sufficient availability of necessary calibration equipment, both mechanical and electrical?	☐ Yes	☐ No
13.6	Is experience and skill of calibration personnel adequate to the requirements?	☐ Yes	☐ No
13.7	Are there adequate measurement standards for calibration of test and measuring equipment for capabilities of Accuracy - Stability - Range - Sensitivity	☐ Yes	☐ No

13.8	Are written procedures used for calibration?	☐ Yes	☐ No
13.9	Are records and information available when required by Customer/Government?	☐ Yes	☐ No
13.10	Are there individual records for calibrated items with date, result and accuracy of calibration and calibration due date?	☐ Yes	☐ No
13.11	Are environmental conditions controlled to assure continued accurate measurement? (i.e. temperature, humidity, cleanliness, vibration)	☐ Yes	☐ No
13.12	Is there a periodic audit of the calibration in order to insure its continuing effective implementation and compliance with the requirements?	☐ Yes	☐ No
13.13	Is there a system (color code, labeling, numbering) to indicate the date and due date of calibration?	☐ Yes	☐ No
13.14	Certifications Is there a method provided to verify date, accuracy and condition under which the calibration results were obtained?	☐ Yes	☐ No
13.15	If calibration and test equipment is subcontracted, is the Laboratory Certified by an accredited organization?		

Name(s) of Calibration Lab used

Comments from Supplier