ONTIC UK
SUPPLIER QUALITY SURVEY

☐MAIL-IN / ☐ONSITE
SUPPLIER QUALITY SURVEY

This report is intended to furnish data relative to the Suppliers capability to control the quality of supplies and services furnished to Ontic UK.

Please complete this Survey and return it to the attention of the Quality Assurance Department within two weeks. Additional comments may be attached if required to fully explain answers to questions.

The following items should also be submitted with the completed Quality Survey questionnaire:

1. Copy of third party certifications (i.e. BS EN 9100, ISO9001:2008)
2. Company and Quality Department organization chart(s)

The data furnished herein pertains to your facility and is applicable to the execution of Ontic UK's purchase orders. It is agreed that Ontic UK will be notified of any changes in your organization or procedures that may affect conformity verification of applicable supplies or services. It is further agreed that failure to furnish a description of such changes for Ontic UK review or willful misrepresentation of facts specified herein may result in disapproval as an Ontic UK Supplier.

SIGNATURE	TITLE OF QUALITY ADMINISTRATIVE HEAD	DATE
_____	_____	_____

Quality Representative Email Address

_____

Quality Representative Telephone Number

_____

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Date _____

Supplier _____

Phone _____ Fax _____

Address _____

City

County _____ Postcode _____

Product or Service _____

ORGANIZATION AND FACILITIES

Head of Quality _____ Title _____

Reports to _____ Title _____

Head of Manufacturing _____ Title _____

No. of Quality Personnel _____ No. of Production Personnel _____

Total Employees _____ Total Manufacturing Area Sq. Ft. _____

No. of Buildings _____ Quality System compliant to: _____

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		YES	NO	N/A
1.0	**Quality Management System**			
1.1	Does the organization have an established, documented, and maintained Quality Management System (QMS)			
1.2	Does the organization QMS ensure the availability of resources?			
1.3	Is control of outsourced processes identified within the QMS?			
1.4	Does the organization ensure that personnel have access to QMS documentation and are aware of relevant procedures?			
1.5	Does the organization have and maintain a quality manual?			
1.6	Are the documents required by the QMS controlled?			
1.7	Has a documented procedure been established to define the controls needed for control of documents and configuration management?			
1.8	Are records established and maintained to provide evidence of conformity to requirements and the effective operation of the QMS?			
1.9	Do records remain legible, readily identifiable and retrievable?			
1.10	Has a documented procedure been established to define the controls needed for records?			
2.0	**Management Responsibility**			
2.1	Has Top management provided evidence of its commitment to the development and implementation to the QMS and continually improving its effectiveness?			
2.2	Has Top management ensured that customer requirements are determined and are met with the aim of enhancing customer satisfaction?			
2.3	Has Top management ensured that the quality policy is appropriate to the purpose of the organization, is communicated and understood within the organization, and is reviewed for continuing suitability?			
2.4	Has Top management ensured that the quality objectives are established within the organization, and are measurable and consistent with the quality policy?			
2.5	Has Top management ensured that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the QMS?			
3.0	**Resource Management**			
3.1	Are the personnel performing work affecting product quality competent on the basis of appropriate education, training, skills, and experience?			
3.2	Does the organization determine and manage the work environment needed to achieve conformity to product requirements?			
4.0	**Product Realization**			
4.1	Does the organization plan and develop the processes and documents needed for product realization?			
4.2	Does the organization determine requirements specified by the customer, and statutory and regulatory requirements related to the product?			
4.3	Is product requirement review conducted prior to the organization's commitment to supply to product to the customer?			
4.4	Are records of the results of the review and actions arising from the review maintained?			
4.5	Does the organization determine and implement effective arrangements for communicating with customers in relation to product information, and customer feedback, including customer complaints?			
4.6	Does the organization plan and control the design and development of product? (If not applicable, skip to 4.15)			
4.7	Does the organization manage the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility?			
4.8	Are inputs relating to product requirements determined and are records maintained?			
4.9	Are the outputs of design and development provided in a form that enables verification against the design and development input and approved prior to release?			

		YES	NO	N/A
4.10	Is all pertinent data required to allow the product to be identified, manufactured, inspected, used and maintained defined by the organization?			
4.11	At suitable stages, are systematic reviews, verification, and validation of design and development performed in accordance with planned arrangements?			
4.12	Are records of the results of the reviews, verifications, validation, and any necessary actions maintained?			
4.13	At the completion of design and/or development, does the organization ensure that reports, calculations, test results, etc., demonstrate that the product definition meets the specification requirements for all identified operational conditions?			
4.14	Are design and development changes identified, reviewed, verified and validated, approved before implementation, and are records maintained?			
4.15	Does the organization ensure that purchased product conforms to specified purchase requirements?			
4.16	Does the organization evaluate and select Suppliers, with selection criteria, based on the ability to supply product in accordance with the organization's requirements?			
4.17	Are records of the results of evaluations, and actions arising from the evaluations maintained?			
4.18	Does the organization maintain a register of approved Suppliers that includes the scope of the approval and periodically review Suppliers performance?			
4.19	Does the organization define the necessary actions to take when dealing with Suppliers that do not meet requirements?			
4.20	Does purchasing information describe the product to be purchased, including where appropriate, requirement for approval of product, procedures, processes, equipment, qualification of personnel, and test specimen requirements?			
4.21	Does the organization ensure the adequacy of specified purchase requirements prior to their communication to the supplier?			
4.22	Does the organization establish and implement the inspection to ensure that purchased product meets specified purchase requirements?			
4.23	Is purchased product held until it has been verified as conforming to specified requirements?			
4.24	Does the organization periodically validate test reports for raw material?			
4.25	Where specified in the contract, is the customer or its representative afforded the right of entry to the supplier or their subcontractor's premises?			
4.26	Does the organization plan and carry out production and service provision under controlled conditions? Do these controlled conditions include accountability for all products during manufacture, evidence that all manufacturing and inspection operations have been completed as planned, and provision for the prevention, detection, and removal of foreign objects?			
4.27	Are criteria for workmanship stipulated in the clearest practical manner (e.g., written standards, representative samples or illustrations)?			
4.28	Are product operations carried out in accordance with approved data?			
4.29	Are persons authorized to approve changes to production processes identified? Are changes documented?			
4.30	Are production equipment, tools and programs validated prior to use and maintained and inspected periodically according to documented procedures?			
4.31	Does the organization validate any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement (This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered)?			
4.32	When acceptance authority media are used (e.g., stamps, electronic signatures, passwords), does the organization establish and document controls for the media?			
4.33	Where traceability is a requirement, does the organization control and record the unique identification of the product?			

		YES	NO	N/A
4.34	Is this identification maintained throughout the product life? In any assembly, the identity of its components and those of the next higher assembly are traced?			
4.35	Does the organization have a documented process for exercising care with customer owned/provided property while it is under the organization's control?			
4.36	Does the organization preserve the conformity of product during internal processing and delivery to the intended destination?			
4.37	Does the preservation of product also include shelf life control and stock rotation?			
4.38	Does the organization maintain a register of Monitoring and Measuring Devices and define the process employed for their calibration including details of equipment type, unique identification, and location, frequency of checks, check method, and acceptance criteria?			
5.0	**Measurement, Analysis and Improvement**			
5.1	Does the organization plan and implement the monitoring, measurement, analysis, and improvement processes needed to demonstrate conformity to the product?			
5.2	As one of the measurements of the performance of the QMS, does the organization monitor information relating to customer perception as to whether the organization has met customer requirements?			
5.3	Does the organization conduct internal audits at planned intervals?			
5.4	Are the audit criteria, scope, frequency, and methods defined?			
5.5	Does the organization ensure internal auditors do not audit their own work?			
5.6	When planned results are not achieved, is correction and corrective action taken, as appropriate, to ensure conformity of the product or service?			
5.7	In the event of process nonconformity, does the organization take appropriate action to correct the nonconforming process? Evaluate whether the process nonconformity has resulted in product nonconformity? Identify and control the nonconforming product?			
5.8	Does the organization monitor and measure the characteristics of the product to verify that product requirements have been met?			
5.9	When key characteristics have been identified, are they monitored and controlled?			
5.10	When the organization uses sampling inspection as a means of product acceptance, is the plan statistically valid and appropriate for use?			
5.11	Is product held until it has been inspected or otherwise verified as conforming to specified requirements, except when product is released under positive-recall?			
5.12	Do records indicate the person(s) authorizing release of product?			
5.13	Are measurement requirements for product or service acceptance documented?			
5.14	Does this documentation include criteria for acceptance and/or rejection, a record of the measurement results, and the type of measurement instruments used?			
5.15	Do test records show actual test results data when required by the specification or acceptance test plan?			
5.16	Does the organization's system provide a process for the inspection, verification, and documentation of a representative item from the first production run of a new part, or following any subsequent change that invalidates the previous first article inspection result?			
5.17	Does the organization ensure that product which does not conform to requirements is identified and controlled to prevent its unintended use or delivery?			
5.18	Are the controls and related responsibilities and authorities for dealing with nonconforming product defined in a documented procedure? Does it define the responsibility for review and authority for the disposition of nonconforming product and the process for approving personnel making these decisions?			
5.19	Does the organization deal with nonconforming product by taking action to eliminate the detected			

		YES	NO	N/A
	nonconformity and preclude its original intended use or application?			
5.20	Is product dispositioned for scrap conspicuously and permanently marked, or positively controlled, until physically rendered unusable?			
5.21	Are records of the nature of nonconformities and any subsequent action taken, including concessions obtained?			
5.22	When nonconforming product is corrected, is it subject to re-verification to demonstrate conformity to the requirements?			
5.23	Does the organization determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the QMS and to evaluate where continual improvement of the effectiveness of the QMS can be made?			
5.24	Does the analysis of data provide information relating to customer satisfac-tion, conformity to product requirements, characteristics and trends of processes and products including opportunities for preventive action and suppliers?			
5.25	Does the organization continually improve the effectiveness of the QMS through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management review?			
5.26	Does the organization take action to eliminate the cause of nonconformities in order to prevent recurrence?			
5.27	Are corrective actions appropriate to the effects of the nonconformities encountered?			
5.28	Is a documented procedure established to define requirements for reviewing nonconformities (including customer complaints), determining the causes of nonconformities, evaluating the need for action to ensure that nonconformities do not recur, determining and implementing action needed, recording the results of the action taking, reviewing corrective action taken, and flow down of the corrective action requirement to a supplier, when it is determined that the supplier is responsible for the root cause?			
5.29	Does the organization determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence?			
5.30	Are preventive actions appropriate to the effects of the potential problems?			
5.31	Is a documented procedure established to define requirements for determining potential nonconformities and their causes, determining and implementing action needed, recording the results of action taken, and reviewing preventive action taken?			

Comments:

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1. List any special processes, which are performed at your facility
2. List those special processes normally sub-contracted
3. List any non-destructive capabilities
4. Other customer approvals do you have. List below:
5. Explain all questions answered (NO)
6. Comments / Remarks

Planned Preventative Maintenance

Tool/Fixture Number	Supplier/Ontic Owned	Part Number used on	Maintenance Responsible Ontic/Supplier	Maintenance Period

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If the supplier is disapproved the information is to be highlighted on Ontic's ERP system, reason behind disapproval needs to be logged with any remarks in the notes.