



# Supplier Quality Survey

Please complete the following survey and submit to GKN Aerospace Alabama. For questions that do not apply to your business select N/A. If your company is certified to a recognized industry standard such as AS9100 or Nadcap, complete this page only and submit along with a copy of your certificate or any OEM approval letters to GKN. Your survey will be scored and a representative of the Quality Department will contact to discuss the results

## Supplier General Information:

Company Name

First Name  Last Name

Street Address

City

State/Province  Zip/Postal Code  Country

Work Phone  FAX

E-mail

Website URL:

Company Certifications  Product Certification

OEM Approvals: (List Company)

**Special Process Providers:** Do you provide any of the Special Processes below to GKN? (not part manufacturing)

Anodizing	<input type="checkbox"/>	Passivation	<input type="checkbox"/>
Brazing	<input type="checkbox"/>	Peening	<input type="checkbox"/>
Plating (all types)	<input type="checkbox"/>	Soldering	<input type="checkbox"/>
Heat Treating	<input type="checkbox"/>	Welding (all types)	<input type="checkbox"/>
Coatings (all types)	<input type="checkbox"/>	Surface Treatments (all types)	<input type="checkbox"/>
Non-Destructive Testing (NDT)	<input type="checkbox"/>	Chemical Processing	<input type="checkbox"/>
Paint	<input type="checkbox"/>	Material Property Testing	<input type="checkbox"/>

**Note:** If your company is certified to one of the standard listed above, you do not need to complete the rest of the survey. Simply return this survey and a copy of your Certificate by email to:

[diane.aldridge@usa.gknaerospace.com](mailto:diane.aldridge@usa.gknaerospace.com)

### **A. Management Responsibility**

- |   | <b>Answer</b>                           |
|---|---|
| 1. Do you have a Quality Policy and Organizational Chart and are they up to date?                 | Yes <input type="button" value="v"/>    |
| 2. Do you conduct regular management reviews?   | Select <input type="button" value="v"/> |
| 3. Are current customer satisfaction measurable available?  | Select <input type="button" value="v"/> |
| 4. Are cross function meeting conducted on a regular basis and are minutes current and available? | Select <input type="button" value="v"/> |
| 5. Does executive management conduct annual training reviews and are they current and available?  | Select <input type="button" value="v"/> |

### **B. Quality System**

- |   | <b>Answer</b>                           |
|---|---|
| 1. Is there evidence of advance quality planning (feasibility reviews)?   | Select <input type="button" value="v"/> |
| 2. Is the gage calibration system current and evidence available?   | Select <input type="button" value="v"/> |
| 3. Is the corrective action system active for most resent non-conformities?   | Select <input type="button" value="v"/> |
| 4. Are job submittals or approvals present for most resent jobs?  | Select <input type="button" value="v"/> |
| 5. Is the documentation system current (Quality Manual, SOP's, Master Print Log, Master Forms Log, Control Plans etc.)? | Select <input type="button" value="v"/> |

### **C. Contract Review**

- |   | <b>Answer</b>                           |
|---|---|
| 1. Are contract reviews current and available?                                      | Select <input type="button" value="v"/> |
| 2. Are customer quotes available?   | Select <input type="button" value="v"/> |
| 3. Are customer P.O.'s with specification available?                                | Select <input type="button" value="v"/> |
| 4. Are all customer requirements clearly defined?                                   | Select <input type="button" value="v"/> |
| 5. Is there evidence that customer requirements are deployed to the quality system? | Select <input type="button" value="v"/> |

**D. Design Control****Answer**

1. Are the designed reviews current and available for the most recent projects?
2. Are design specification clearly defined?
3. Are all design outputs tested for form, fit, function and safety?
4. Are design changes documented under the change control systems?
5. Are new releases of design software tested prior to use?

Select ▼

Select ▼

Select ▼

Select ▼

Select ▼

**E. Document Control****Answer**

1. Are drawings and prints approved by the customer prior to release for production?
2. Is revision control active for the most recent changes?
3. Are job files current and available for the most resent jobs?
4. Are data backups being performed?

Select ▼

Select ▼

Select ▼

Select ▼

**F. Purchasing****Answer**

1. Is there an approved production supplier list and is it up to date?
2. Is there an approved service supplier list and is it up to date?

Select ▼

Select ▼

- 3 Are regular supplier reviews conducted and are they up to date?
- 4 Is supplier on-time delivery being monitored?
- 5 Do purchase orders have adequate information of supplier requirements?

**G. Customer Supplied Product**

**Answer**

- 1. Is customer supplied product received and controlled the same as supplier product?
- 2 Does this include boxes, containers, and returnables?

**H. Product ID and Traceability**

**Answer**

- 1. Is the product clearly identified at all stages of production and manufacturing?
- 2 Is the final product traceable to a production lot or date?

**I. Process Control**

**Answer**

- 1. Are the production sign-offs and verifications active and available?
- 2 Are process flow charts or work instructions current and available?
- 3 Are key characteristics identified and measured prior to approval?
- 4 Are there active and up to date PM schedules on each piece of manufacturing equipment?

5 Do employees understand the safety systems and the company policy?

 ▼

### ***J. Inspection and Testing***

#### **Answer**

1. Are receiving procedures being followed for purchased items?

 ▼

2. Are instruction being utilized that define inspection criteria?

 ▼

3. Are test jigs verified prior to use?

 ▼

4. Are test programs on computer programs verified upon release or new revision?

 ▼

5. Are test master available and utilized?

 ▼

### ***K. Inspection, Measuring, Test Equipment***

#### **Answer**

1. Have the tightest tolerances been identified and controlled?

 ▼

2. Are the measuring instruments capable of measuring reference tolerance?

 ▼

3. Is the measuring equipment in good working condition?

 ▼

4. Are the measuring instruments and test equipment stored in a proper manner?

 ▼

5. Is there a current inventory of all measuring instruments and test equipment?

 ▼

**L. Inspection and Test Status**

1. Is there a method of identifying the inspection and test status?
2. Are inspection areas clear identified?

**Answer**

Select ▼

Select ▼

**M. Control Nonconforming Product**

1. Are non-conformance areas clearly marked and being utilized?
2. Are non-conforming logs or records used and up to date?
3. Is non-conforming material being disposition in a timely manner?
4. Are customer returns for product problems being addressed with a formal corrective action?
5. Are non-conforming product records available for review (1 year of history)?

**Answer**

Select ▼

Select ▼

Select ▼

Select ▼

Select ▼

**N. Corrective Action**

1. Are major problems being addressed with a formal corrective action system?
2. Are corrective actions addressed in a timely manner?
3. Are current customer satisfaction measurable available?
4. Are preventive actions taken to eliminate future problems?

**Answer**

Select ▼

Select ▼

Select ▼

Select ▼

5 Is systemic actions taken to prevent problem throughout the organization?

 ▼

**O. Handling, Storage etc.**

**Answer**

1. Are inventory audit (cycle counts) being performed and recorded?

 ▼

2 Is there evidence that FIFO is being followed?

 ▼

3 Is material stored in an orderly manner and properly identified?

 ▼

4 Is WIP properly staged, segregated and identified?

 ▼

5 Are returned material authorizations being followed?

 ▼

**P. Quality Records**

**Answer**

1. Is there a record retention log for all forms and is it up to date?

 ▼

2 Are all quality records legible and readily retrievable?

 ▼

3 Is there a data back-up procedure and is it being followed?

 ▼

4 Is there a print master log and is it up to date?

 ▼

5 Is there an SOP index and is it up to date for all revision?

 ▼

**Q. Internal Quality Audits****Answer**

1. Are internal audits formally scheduled?
2. Are the results of past audits recorded and available?
3. Have all nonconforming issues been addressed using the corrective action system?
4. Is there evidence that management has reviewed the audit?

**R. Training****Answer**

1. *Are training needs being identified on an annual basis?*
2. *Are training records available?*
3. *Is there evidence of employee orientation?*
4. *Is there evidence that training effectiveness has been evaluated?*
5. *Is there evidence that training effectiveness has been reviewed by management?*

**S. Servicing****Answer**

1. Are service records available for review?
2. Is there evidence that management is receiving feedback on service calls?



3 Is service performance being measured?

**T. Statistical Techniques**

**Answer**

1. Has the need for statistical process control been review for all areas?

2. Are statistical techniques used in performance reviews and up to date?

3. Are the concepts of statistical techniques understood throughout the organization?

Email this completed survey to:  
[diane.aldridge@usa.gknaerospace.com](mailto:diane.aldridge@usa.gknaerospace.com)

<b>GKN USE ONLY</b>	
Third Party Certifications Status (Yes or No)	
<b>Survey Questions Summary</b>	
Total Applicable Questions	
Total Yes Answers	
Score (Yes Answers ÷ Applicable Questions) Must score 80% or Higher	