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Quality Management System

New Supplier Questionnaire

QEG-F-065/4

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1. Introduction

In line with Axiom Manufacturing Services continuous improvement activities, we require our new / potential suppliers to complete a supplier questionnaire.

1.1   Purpose

Unless otherwise specified by our customers, suppliers to Axiom shall be third party registered to ISO 9001 by an accredited certification body or have a waiver to supply from the end use customer.

Please complete the questionnaire and return to the Procurement Group at Axiom within 1 week of receipt. Please also include a copy of your current quality and environmental accreditation(s) certificate(s)

1.2   Confidentiality

The information contained within this questionnaire will be treated with utmost confidence and not disclosed to any third parties without express permission.

1.3   Supplier Contact Details

Contact Dept:	Full Name:	Title:	E-Mail:
Quality			
Technical			
Commercial			
Accounts			
Orders			

Total Employees	Manufacturing	Quality	Engineering

1.4   Supplier Accreditation Details

Accreditation	Accreditation body / UKAS No.	Certificate Number	Expiry Date
ISO 9001			
ISO / TS 16949			
BS EN9100			
ISO 13485			
ISO 14001			
NADCAP			
ISO 27001			

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2. Supplier Questionnaire

Please note that if you have been accredited with ISO 9001 please proceed directly to the quality & environmental monitoring sections.

2.1 Quality Management System

	Yes / No
Has the organisation established and maintained a Quality Manual that describes your systems and processes?	
Has the organisation established and maintained controlling procedures that control your systems and processes?	
Does the organisation have a documented procedure for the control of documents concerning the issuing, updating and retrieval of documents and records?	
Does the organisation have an established, documented and displayed Quality Policy?	
Has the organisation set specific quality objectives and targets to sustain continuous improvement within the organisation?	

2.2 Management Responsibility

	Yes / No
Has senior management nominated a management representative and empowered them with the relevant authority?	
Does senior management monitor, record and act upon negative customer satisfaction?	
Has the organisation established and maintained an organisational chart highlighting the management structure within the organisation?	
Does the organisation conduct internal audits which are reviewed by senior management?	
Does senior management periodically review the Quality Management System?	

2.3 Resource Management

	Yes / No
Has the organisation established and documented job descriptions for all levels of employment within the organisation?	
Does the organisation provide an induction process for all employees?	
Does the organisation provide on the job training?	
Are training records available for all employees including education, training skills and experience?	
Has the organisation established and documented a contingency plan to satisfy customer requirements in the event of an emergency?	
Does senior management ensure that the premises are maintained in a state of order and cleanliness to sustain manufacturing process needs?	

2.4 Product Realisation

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	Yes / No
Has the organisation established and documented procedures to cover new product introduction?	
Are work instructions available within the manufacturing environment?	
Are first off / last off checks conducted to verify product prior to manufacturing	
Is there an established and documented procedure to control identification and traceability of supplied materials and in house manufactured product?	
Does the organisation apply the principles of First In First Out (FIFO) on incoming material and outgoing product?	
Is there an established and documented procedure to cover calibration of equipment used to verify product?	
Has the organisation established and documented a preventative / predictive maintenance schedule?	

2.5 Advanced Product Quality Planning

	Yes / No
Does the organisation utilise Quality Function Deployment (QFD) techniques?	
Does the organisation utilise Design, Manufacturing & Test FMEA techniques?	
Does the organisation generate and follow quality / control plans?	
Would the organisation be willing to submit results to Axiom upon request?	

2.6 Product Verification Techniques

	Yes / No
Does the organisation use any process monitoring or capability studies (Such as SPC etc) If yes please specify	
If electrical / electronic components are supplied are all items passed through 100% electrical test verification?	
Does the organisation conduct outgoing quality checks? If yes please specify AQL level	
Would the organisation be willing to submit results to Axiom upon request?	
Does the organisation adhere to counterfeit avoidance policies/ procedures? If yes, would the organisation provide a copy upon request.	

2.7 Defect Analysis

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	Yes / No
Does the organisation conduct customer return evaluation? If yes please state time to response	
Does the organisation utilise 8D problem solving or similar techniques? If yes please specify	
How does the organisation review the effectiveness of their preventative actions?	

2.8 Control of Suppliers and Sub-Contractors

	Yes / No
Does the organisation impose or specify the standards or accreditations to which suppliers must be certified? - If yes please specify	
Does your organisation conduct supplier audits?	
Is there an established and documented procedure to select and validate your suppliers?	
Does the organisation conduct incoming quality checks on material & sub-contract work? If yes please specify AQL level	
Does your organisation conduct Initial Sample Inspection Reports (ISIR) on new bespoke items?	
Does the organisation monitor Quality, Delivery & cost of their suppliers?	
Does the organisation raise investigation reports against suppliers when non-conforming occurs?	

2.9 Environmental Performance

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	Yes / No
Does the organisation have a documented environmental policy	
Does the organisation have accreditation to ISO14001 or a formal plan to achieve accreditation?	
Does the supplier understand the environmental impact of their products, processes and activities?	
Does the supplier monitor environmental performance?	
Does the organisation recycle waste wherever possible?	
How does the organisation ensure conformance to the RoHS Directive (E.G Supplier certification, third party test results etc - Please specify	
Would the organisation be able to provide Axiom with any of the following?	
1. A certificate of RoHS compliance	
2. A detailed breakdown of substances contained within each homogenous material	
3. In house test data (XRF, ICP etc)	
4. Third party test data (XRF, ICP etc)	
Does the organisation provide a statement of REACH compliance or non-use of substances of very high concern?	