# TEAM Industries Quality Systems Assessment

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| **Supplier:** | **Address:** |
| **Point of Contact:** | **Commodity:** |
| **Date:** | |

**Auditor (s):**

**Is the supplier certified or compliant to IATF 16949 or ISO 9001? YES NO**

**Is the supplier using just-in-time (JIT) delivery? YES NO**

**Is the supplier using first-in-first-out (FIFO) inventory systems? YES NO**

**Is the supplier using Bar Code Label capability? YES NO**

**Verify that the supplier can provide a TEAM compliant Bar Code Label: YES NO**

**Has the supplier signed TEAM's Supplier Policy Manual? YES NO**

## Management

**Last 6 months External PPM _____**

**On-Time Delivery Rate_____**

Place the corresponding number in the appropriate blue cell to obtain a score for that question

**Document validation in comments section**

| | | | weight | Evaluation points/rating* 5 | 4 | 3 | 2 | 1 | Sub-Total | Comments |
|---|---|---|---|---|---|---|---|---|---|---|
| M1 | 5 | **Quality Management System:** Has the organization established, documented, implemented and maintained a Quality Management System in accordance with the requirements of ISO 9001 and/or IATF 16949 | **3** | | | | | | 0 | |
| M1 | | **Quality Policy:** Is the Quality Policy known and understood throughout the organization? | **1** | | | | | | 0 | |
| M2 | 9.3.1 | **Management Review of the Quality System:** Are reviews conducted and documented at defined intervals to ensure continued effectiveness in satisfying the requirements of the stated quality policy and objectives? What goals and objectives does the supplier measure? | **3** | | | | | | 0 | |
| M2 | | Quality/PPM Internal | | | | | | | | |
| M2 | | Quality/PPM External | | | | | | | | |
| M2 | | On-time Delivery | | | | | | | | |
| M2 | | Process Capability | | | | | | | | |
| M2 | | Turnover of employees | | | | | | | | |
| M2 | | Assessments of manufacturing feasibility made for changes to existing operations and for new facilities or new product | | | | | | | | |
| M2 | | Training | | | | | | | | |
| M2 | | Customer satisfaction | | | | | | | | |
| M2 | | Warranty Costs | | | | | | | | |
| M2 | | Risk analysis methods | | | | | | | | |
| M2 | | Premium Freight Costs | | | | | | | | |
| M3 | 7.1.4 | **Environment:** Does the workplace maintain its premises in a state of order, cleanliness and repair necessary for the operation of its processes and to achieve conformity of products and services? | **2** | | | | | | 0 | |
| M4 | | Does the workplace exhibit adequate lighting, ergonomics, and safety? | **2** | | | | | | 0 | |

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| | M5 | | Are environmental concerns managed effectively for special chemical or environmentally sensitive processes? | **2** | | | | | | 0 | |
| | | 6.1. | **Risk Analysis/Contingency Plans:** Does the organization have a documented Risk Assessment program where risks are identified and structured contingency plans are put in place that will ensure customer expectations are met in the event of an interruption of established processes? | **3** | | | | | | 0 | |
| | M6 | | Risk: Has the organization required sub-contractors or tier 2 suppliers to assess risk? | | | | | | | | |
| | | | Does the organization have a Supplier Code of Conduct in place that complies with TEAM's? | | | | | | | | |
| | | | **Operational planning and control:** Does the organization have planning and control of products, services and processes? (APQP) | **3** | | | | | | 0 | |
| | | | Does the organization have control of planned changes and review the consequences of unintended changes? | | | | | | | | |
| | M7 | 8.2 | **Customer orders and/or requests for quotes:** Is feasibility analysis conducted by multi-disciplinary/cross-functional team to ensure that requirements are adequately defined and documented, differences in the requirements are resolved, and capacity is available, prior to the acceptance of the order? | **3** | | | | | | 0 | |
| | M8 | 8.2 | **Customer Requirements:** Are customer requirements and expectations communicated throughout the organization? | **3** | | | | | | 0 | |
| | M9 | 8.2.2.1 | Does the organization include recycling, environmental impact, any government, safety and environmental regulations and disposal in planning of requirements for Customer? | **3** | | | | | | 0 | |
| | M10 | 8.2/10.2.1 | **Customer complaints:** Are complaints handled effectively and are nonconformities reported within the organization? | **3** | | | | | | 0 | |
| | M11 | 8.7 | **Corrective and Preventive Action procedures:** Are procedures established and documented, implemented and maintained for elimination of the cause of actual or potential nonconformities? Does this comply with applicable customer-specified controls? | **3** | | | | | | 0 | |
| | M12 | 8.7.1.3-5 | **Suspect, reworked, repaired product:** Does the organization use risk analysis (such as FMEA) to assess risks prior to disposition of suspect, reworked or repaired product? | **3** | | | | | | 0 | |
| | M13 | 8.7.1.6 | **Deviation and Concession procedure:** Does procedure require customer approval? | **2** | | | | | | 0 | |

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| M14 | 8.5.4 | **Product in storage:** Is it assessed at appropriate intervals to detect deterioration? | **1** | | | | | | 0 | |
| M15 | 7.5.3 | **Quality Records:** Are records maintained and controlled with retention defined? | **2** | | | | | | 0 | |
| M16 | 9.2.1 | **Internal Quality Audits:** Does the supplier have a documented, scheduled internal auditing process? This process shall include the entire quality management system with sensitivity to changes within the organization and prior audit review. | **2** | | | | | | 0 | |
| M17 | 9.2.2 | **Internal Quality Audits:** Are results documented and reported? | **2** | | | | | | 0 | |
| M18 | 9.2.2 | **Internal Quality Audits:** Are non-conformances documented and corrective actions verified? | **2** | | | | | | 0 | |
| M19 | 7.2 | **Training:** Are training needs identified? | **3** | | | | | | 0 | |
| M20 | | Is training provided and documented for all personnel performing activities affecting quality? Does documentation include operator signoff? | **3** | | | | | | 0 | |
| M21 | | Are training records/matrices sensitive to level of operator competence? (e.g. Trainee→Close supervision req.→Self-Sufficient→Capable Trainer) | **2** | | | | | | 0 | |
| M22 | 10.3.1 | **Continuous Improvement:** Is the continuous improvement philosophy fully deployed throughout the organization? What is the method used? Detail objectives, measurement, effectiveness; Is there a focus on the manufacturing process if applicable and reduction of waste? | **3** | | | | | | 0 | |
| M23 | 8 | **APQP:** Does the organization have a documented procedure? Verify examples of the application and management of the APQP process. | **3** | | | | | | 0 | |
| M24 | 8.3.4 | **Design Control:** When design control resides with the organization, are there documented procedures to ensure that Customer specified requirements are met? What is the method to monitor and validate? | **3** | | | | | | 0 | |

## Procurement

| | | | Place the corresponding number in the appropriate blue cell to obtain a score for that question | | | | | | | |
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| | | | **weight** | Evaluation points/rating* | | | | | | |
| | | | | **5** | **4** | **3** | **2** | **1** | **Sub-Total** | **Comments** |
| | 8.4 | **Supplier Approval:** Is there evidence that material is procured from approved suppliers? Is there a documented supplier approval process? | **3** | | | | | | 0 | |

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| P1 | | Are audits conducted to ensure that suppliers and sub-contractors have effective quality systems and capable processes to ensure that all products meet specifications? | **3** | | | | | | 0 | |
| P2 | 8.4 | **Purchased Product:** Are specified requirements for purchased product and/or sub-contracted product clearly documented and communicated to suppliers and sub-contractors? | **3** | | | | | | 0 | |
| | | Are there documented procedures to ensure that purchased product conforms to specified requirements? | **3** | | | | | | 0 | |
| P3 | 8.4 | **Supplier Performance:** Are suppliers and sub-contractors measured, evaluated and rated for performance of delivery, quality, premium freight and warranty? Are suppliers or sub-contractors measured for risk? | **2** | | | | | | 0 | |
| P4 | 8.4 | **Supplier Corrective Actions:** Are corrective actions solicited from suppliers and sub-contractors when they do not meet requirements? | **3** | | | | | | 0 | |
| P5 | 8.4 | **Product Control:** Is product handled, packaged, stored, and shipped in a manner that will prevent damage or deterioration? | **3** | | | | | | 0 | |
| P6 | 8.4 | **Product Identification:** Is product identifiable and traceable by suitable means from receipt through all stages of production, delivery, and installation? | **3** | | | | | | 0 | |
| P7 | 8.4 | **Incoming Product:** Is incoming product inspected or otherwise verified as conforming to specified requirements prior to use? | **3** | | | | | | 0 | |
| P8 | 8.4 | **Material Certification:** Are supplier material certifications maintained and controlled? | **3** | | | | | | 0 | |
| P9 | 8.4 | **Part Qualification:** Are supplier part qualifications requested, reviewed, approved and documented? (PQR, PPAP, FAIR, ISIR) | **3** | | | | | | 0 | |

## Quality / Engineering

| | | | Place the corresponding number in the appropriate blue cell to obtain a score for that question | | | | | | | |
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| | | | **weight** | Evaluation points/rating* | | | | | | |
| | | | | **5** | **4** | **3** | **2** | **1** | **Sub-Total** | **Comments** |
| Q1 | 8.5.6.1 | **Control of Changes/Documents:** Are the most current drawings, change notices, and specifications in use by manufacturing, quality and engineering personnel at the appropriate production and inspection points? | **2** | | | | | | 0 | |
| | 8.5.1.1 | **Process Control:** Are processes that directly effect quality identified, documented by procedure, and carried out under controlled conditions? | **3** | | | | | | 0 | |

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| | | Does the FMEA identify special characteristics? | | | | | | | | | |
| | | Are special characteristics identified in the control plans? | | | | | | | | | |
| Q2 | | Are FMEA and control plans developed cross functionally? | | | | | | | | | |
| | | Do control plans include set-up, manufacturing process controls, and inspection criteria? | | | | | | | | | |
| | | Are first and last article inspections performed? | | | | | | | | | |
| | | Do visual work instruction requirements match control plans? | | | | | | | | | |
| Q3 | | **In-process Inspection:** Is the identification of inspection and test status of product maintained throughout the process to ensure that only product that has passed the required inspections and tests is released? | **3** | | | | | | 0 | | |
| | | **Final Inspection:** Are final inspection audits conducted to ensure compliance with customer | **3** | | | | | | 0 | | |
| Q4 | | **Final Inspection:** Are records maintained to provide evidence that product has been inspected, tested and clearly identified as pass or fail? | **2** | | | | | | 0 | | |
| Q5 | 7.1.5.1.1 | **Statistical Process Control:** Is SPC used for significant product characteristics and process parameters? | **3** | | | | | | 0 | | |
| Q6 | 7.1.5.3.1 | **Laboratory:** Does the supplier have a lab, and if so, do they have a defined scope of capabilities to envelope adequate inspection and testing? | **3** | | | | | | 0 | | |
| | 8.5.1.5 | **Preventive Maintenance:** Is a preventive maintenance program for equipment being utilized?* | **3** | | | | | | 0 | | |
| Q7 | | *If IATF16949 certified, does the organization maintain a total productive maintenance system with maintenance objectives such as OEE (overall equipment effectiveness)? | | | | | | | | | |
| | | Verify equipment PM schedule | | | | | | | | | |
| | | Verify maintenance records for tools and machines | | | | | | | | | |
| | | Verify tool life management program for perishable tooling | | | | | | | | | |
| | | Verify reaction plans for unscheduled equipment maintenance? | | | | | | | | | |
| | 8.7 | **Non-conforming Product:** Is non-conforming product identified, isolated and dispositioned in accordance with documented procedures by authorized personnel? | **3** | | | | | | 0 | | |
| Q8 | | Validate control and disposal of set-up parts | | | | | | | | | |
| | | Validate control and disposal of all rejected parts | | | | | | | | | |
| | | Validate control of rework and re-inspection | | | | | | | | | |

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| | | | Validate control and disposal of non-conforming product in Quarantine | | | | | | | | |
| | | 8.7 | **Corrective Actions:** Does the organization maintain an active corrective action system that ensures visibility and traceability? | **3** | | | | | | 0 | |
| | Q9 | | Validate corrective action process meets requirements of SQA Manual | **3** | | | | | | 0 | |
| | | | Validate that process control documentation reflects the results of long term corrective action | **3** | | | | | | 0 | |
| | | 7.1.5.2 | **Calibration:** Is there an effective system to control, identify, calibrate, and maintain inspection, measuring, and test equipment? | **3** | | | | | | 0 | |
| | Q10 | | Are calibration standards traceable to the National Institute of Standards and Technology (NIST) or appropriate international standards? | **3** | | | | | | 0 | |
| | | | Are Gage Repeatability and Reproducibility (GR&R) studies being performed? | **2** | | | | | | 0 | |
| | | 10.2 | **Mistake Proofing:** Does the organization employ mistake proofing techniques? | **2** | | | | | | 0 | |
| | Q11 | | Are Poka-Yokes verified for deterioration/effectiveness? | | | | | | | | |

| Weight | Rating* | Total Points | 0 | Scaled Performance Rating | |
|---|---|---|---|---|---|
| **3-Critical**<br>**2-Important**<br>**1-Preferred** | 5 - Evidence validates deployment of a systematic process, resulting in continuous capability Improvement. World class; Industry leading innovation and results.<br>4 - Evidence validates consistent deployment of a systematic process, resulting in meeting business expectation.<br>3 - Evidence validates early stages of deployment or minor lapses of compliance.<br>2 - Evidence of random / Incomplete deployment, process improvements required to validate process.<br>1 - No evidence of deployment of a systematic process. | | | 70%> - Acceptable<br>60 - 69% - Marginal (see note)<br>< 60% - Unacceptable | **0.00%** |

Note: TEAM Industries will only consider suppliers that score 70% or better. These scores are used as part of a total sourcing process that may additionally consist of an initial supplier profile, risk analysis, process audit, and qualification of supplied product and services. Scores lower than 70% overall or rated unsatisfactory(<3) on any individual element may be required to submit a formal response and corrective action addressing the inadequacies.

**List the Core Competencies of the Supplier**

**Strengths**

**Areas for Improvement**