Staco Systems Supplier Survey and Questionnaire

Instructions for use:

Short Form Survey:

Completion required by all suppliers. Requests general information for the Staco Vendor database. Please complete and return this form to requester via email immediately upon receipt in order to be added to or updated in our database.

Long Form Questionnaire:

Completion required by suppliers not currently AS9100 or ISO 9000 certified. Survey will be utilized by Staco Purchasing and Quality Departments to assess supplier compatibility with Staco. Please return to requester via email no later than one week after receipt.

SUPPLIER SURVEY - SHORT FORM

Assessment T	ype:	☐New Supp	olier	☐Incumbent	Revali	dation	
Supplier's Co	mpany Nam	e:			Primary Con	tact Name:	
Committee					Phone:		
Supplier's Address:					Fax:		
7 (dui 033.					Email:		
Remit To							
(if different)					Payment Term	ns:	
Website							
Fed Tax ID #:		(please p	orovide W9)		Annual Sales	(USD): \$	
Privately Ow		Public Corporati	on		Subsidiary of o	r AKA:	
Minority Owr		SDV Owned					
Small Busine	ess ned Small Bus	inacc					
Womenow		olier's Services	:		Ī F	acilities & l	Fauinment
What Types of s		rovided? (Check all		lain if necessary)	# of Employees		Plant Size
Manufactu	<u> </u>	Distributor	Serv	•	" op.oy		l lank Giza
Detail:	_	_			# Years in Busi	iness	# of Locations
					# of shifts		
					Describe Equip	ment or Attac	 rh List·
					Describe Equip	mont of Attac	iii List.
What % of your	business is w	ith the aerospace	industry?	What is your	current manufac	turing capacit	y (in percent)?
				1-10	21-40 4	1-60 🔲 🦸	61-80 81-100
	QUAI	LITY SYSTEM -	- IF CERTI	FIED, PLEAS	SE ATTACH CO	OPY OF CER	RT.
Certification	Ехр. [Date	☐ Not C	Certified, please	e answer the follo	owing:	
□ ISO 9001			Y N				
☐ AS9100] AS9100 Com			
☐ AS 9120				Quality Plan?			
■ NADCAP				Quality Polic			
Other				j Risk Manage 1 Document R	ement Program?		
	_				n Object Debris)	Program?	
Counterfeit Ma	iterials Avoida	ance	1 HH		C (Certificate of C		Compliance)?
Policy? Yes	s: No: 🗌				(
Conflict Minera					Staco representa		· —
Yes: No:					n on-going basis?	? Yes 🗌	No L
			KE	Y CONTACT			
Position				Name,	E-Mail and Phone#		
President/GM:							
Quality Rep.:							
A/R						T	
Name of perso	n completing	form and certify	ying accura	асу:		Date	

Supplier Questionnaire – Long Form

Supplier's Compar				
Name of Person Completing form:				
Phone Number:		Email:		

QUESTIONS AND RESPONSES

- The questions posed in this survey are intended to reach beyond the essential business requirements of having programs and processes in place to sustain normal business operations. They are designed to ascertaining how well each program and process is implemented and engrained into the supplier's core methods, techniques, behaviors, and culture.
- The Staco Systems Survey Questions are patterned after the requirements of AS9100 (current revision) and designed to focus on a supplier's operational capability in execution of its quality processes.
- The questions and corresponding responses are structured by these criteria:
- 1 Point -No systemic approach is evident; information is anecdotal. Little or no deployment is evident. Improvement is achieved through reaction to problems. Individual work areas operate independently. There are no business results, trends or comparative information reported.
- 2 Points The beginning of an effective approach to requirements is evident. The approach is in its early stages of deployment in most work areas. Early stages of transition from reaction to problems to a general improvement orientation are evident. A few business results are reported. Little trend or comparative information is reported or it is reported for a few areas of importance.
- An effective systemic approach is evident. The approach is deployed although some areas are in the early stages 3 Points – of deployment. The beginning of a systemic approach to process evaluation and continuous improvement is evident. Improvements and performance levels are reported in many areas. Early stages of trends and comparative information are evident.
- 4 Points The approach is well deployed in all areas. A fact based systemic evaluation and improvement process and some organizational learning is in place. Business results are reported in most areas. No patterns of adverse trends or poor performance are evident. Early stages of relevant comparisons and benchmarking are evident.
- 5 Points -An effective systemic approach, fully responsive to the requirements is evident. The approach is fully deployed without significant gaps or weaknesses. A fact-based evaluation and improvement process is evident throughout the organization. The approach is well integrated with the organizational needs and culture. Business results are reported for all areas. Trends, comparisons and benchmarks are reported and analyzed for improvement opportunities. Business processes and results fully address customer and market requirements.

1. (Quality) Does the supplier have a documented quality manual?

1 Point	The supplier does not have a documented quality manual.
2 Points	The supplier quality manual is documented but is not being used by the business operation.
3 Points	The supplier quality manual is used for production activities but does not have provisions for administrative use in the office areas.
4 Points	Production and office personnel use the quality manual.
5 Points	The supplier has an established and documented quality management system and continually improves the effectiveness of the quality system through regular validation with its business processes.

Supplier comments

2. (Quality) Does the supplier have a risk assessment/risk management program?

1 Point	The supplier does not have a risk management plan and does not recognize a need to assess its risks or a need to determine steps necessary to mitigate any risks.
2 Points	The supplier recognizes a need for a risk management plan but has not yet initiated a process or procedure for implementing such a plan.
3 Points	The supplier has initiated a process for identifying and assessing its risks. Evidence of Risk Assessment activities is visible (e.g. process maps, value stream maps, design trees, etc.) A Risk Management plan is not available or is in the early stages of development.
4 Points	The supplier has an active process for Risk Assessment and has implemented fundamental steps of a Risk Management program. Evidence of reactive risk management efforts is visible.
5 Points	The supplier has implemented risk assessment/risk management plans that address both preventative and reactive risk management activities, resulting in risk-informed decision-making. Risk Management appears to be a culture instilled by and driven from the top levels of decision makers. The supplier's risk management culture is a continuous improvement culture.

3.	(Quality) Dos suppliers?	es the supplier have a robust internal continuous improvement process and is it flowed down to sub-	tier
	1 Point	There is currently no continuous improvement process at supplier.	

1 Point	There is currently no continuous improvement process at supplier.
2 Points	Supplier has a continuous improvement process on some customer products but not on all products.
3 Points	Supplier and key sub-tier suppliers have a continuous improvement process on all customer products but not on other products.
4 Points	Supplier has continuous improvement processes throughout their business. Continuous improvement initiatives are flowed down to some key sub-tier suppliers.
5 Points	Supplier and key sub-tier suppliers have continuous improvement processes throughout their businesses.

4. (Quality) Does the supplier have a current disaster preparedness plan?

1 Point	Supplier does not have any procedures addressing disaster preparedness.
2 Points	A policy statement exists on disaster preparedness. The supplier has an informal disaster plan.
3 Points	The supplier has a documented disaster plan. The plan identifies key individuals, location of key documents, and general actions to be taken in case of a disaster.
4 Points	The supplier's disaster plan identifies how business activities will be carried out in case of a disaster (including the death of any key personnel). Included are plans for contacting customers and maintaining production flow.
5 Points	The disaster plan allows for one or more contingencies (variations from the basic plan). The plan provides for transferring supplier's technology and work to other facilities if necessary in order to provide continuing customer support.

5. (Quality) Does the supplier have a defined environmental, health, and safety program in use?

1 Point	Supplier's procedures do not address safety. Unsafe conditions observed in supplier's facility.
2 Points	Hazardous conditions (e.g. guards removed from machinery in operation, oil on floor, tripping hazards, blocked exits, safety glasses not worn while operating equipment, etc.) are ignored in the supplier's facility. Personnel safety is a low priority.
3 Points	Supplier has a policy statement addressing safety. Personnel are trained / instructed in safety issues (training records maintained). Hazardous materials are identified, properly stored and disposed of. Supplier has the MSDS sheets for all chemicals on-site and they are readily available to supplier's personnel. Supplier has proper handling equipment / protective equipment available and it is in use. Observation shows that personal protective equipment is used (e.g. safety glasses, closed toe shoes). Observation indicates that no piping feeds directly into an open drain, and that there is proper venting of any paint booths, plating / etching operations, and chemical hoods.
4 Points	Supplier's procedures address environmental and health issues via a policy statement. Supplier has identified an individual responsible for overseeing EHS program within its facility. Safety records (accidents) tracked. Visual controls in place relative to safety performance. Personnel are trained/instructed in safety, environmental, and health issues. OSHA 200 log of recordable injuries is available and annual posting is displayed and current.
5 Points	Procedures address safety in manufacturing process, material handling, and design of work. Procedures address notifying customers if safety matters (e.g. accidents, lost time) will affect product quality or delivery. Supplier utilizes a safety checklist and conducts audits to evaluate environmental, health, and safety conditions. Supplier is conducting hazard analysis, covering the programs of energy control, machine guarding, powered industrial trucks, cranes, hoists and lifts, radiation, confined spaces, and blood borne pathogens (as applicable to supplier's site). All applicable regulatory agencies' permits are in place.

Supplier comments

6. (Quality) Are records of conformity to requirements and effective implementation of the quality management system maintained and readily available when requested by the customer?

1 Point	The supplier does not maintain records of conformity to requirements or to its quality management system.
2 Points	The supplier maintains records. Some of the records are not legible and/or do not tie to the quality management system.
3 Points	The supplier maintains conformity and quality management records but the records are not well organized or managed. Some of the records are not legible and/or some records are missing and not readily retrievable.
4 Points	The supplier maintains legible complete conformity and quality management records. The records are legible, readily identifiable and retrievable.
5 Points	Procedures define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of the records. Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system. The records are readily available when requested by the customer.

1 Point	Supplier does not have Work Instructions for manufacturing
2 Points	Some informal Work Instructions are available but documentation is not controlled. Key fabrication and assembly processes are not identified.
3 Points	Some informal Work Instructions are available and in use but there is no evidence that documentation is controlled or maintained. Key fabrication and assembly processes are identified
4 Points	Formal Work Instructions are available for most manufacturing processes and the documents are controlled through a formal release system.
5 Points	Formal Work Instructions are utilized for all processes. A robust document control system is utilized to manage documentation which includes a method to ensure that only controlled documents are utilized. Work Instructions provide detailed fabrication and assembly steps and highlight steps that are critical to correct manufacture of the product.
(Ops) Doe	
to its custo	s the supplier have procedures & work instructions that define methods of packaging products for shipr mers that ensures damage will not occur during normal delivery process?
to its custo	
1 Point	No formal shipping procedures are evident.
	Mo formal shipping procedures are evident.
1 Point	Mo formal shipping procedures are evident. Informal work instructions are available to generally guide the shipping function. Little or no evidence of customer requirements are evident.
1 Point 2 Points	No formal shipping procedures are evident. Informal work instructions are available to generally guide the shipping function. Little or no evidence of customer requirements are evident. Formal procedures or work instructions are in use. The instructions cover basic common shipping practices

environmentally friendly packing and dunnage.

raw material	s are to be handled and stored?
1 Point	Supplier's procedures do not address material handling or storage. Material handling is inadequate and places product at risk of handling damage.
2 Points	Handling and storage of material appear to be adequate to prevent damage. Aged and environment controlled material storage is available. No procedures exist that define storage and handling controls.
3 Points	Supplier's procedures define how material and products are to be handled and stored throughout the manufacturing process. Supplier's procedures identify the records to be maintained, the duration of retention, and method for disposal of obsolete records. Procedures define the storage and handling of aged and environmentally controlled materials.
4 Points	Supplier's procedures define how product is to be stored so that oxidation and contamination are prevented. Procedures define authority for releasing product from storage areas to either production or shipping. Aged and environmentally controlled product storage is monitored and validated on a periodic basis.
5 Points	The supplier tracks inventory turns. It has a formal process for ensuring stock rotation and the management of date sensitive shelf life components and materials. The supplier has a process for prevention of product damage and preserving product integrity, including correct storage facilities, temperatures and humidity. Non-conforming material is quarantined in controlled areas and not allowed to commingle with other inventory. Purchased product is not consumed or processed until it has been verified as conforming to specified requirements.

9. (Ops) Does the supplier have documented procedures that provide instructions on how components, assemblies and

Supplier comments

10. (Quality) Does the supplier assure contamination free, clean products throughout its manufacturing process (FOD program)?

1 Point	Procedures do not address product cleanliness. Products seen during manufacturing processes are contaminated.
2 Points	Supplier assures that completed products are clean both internally and externally from rust, oil, loose powder, metal chips or any other contaminants that may remain from the manufacturing operations. Clean parts are coated with preservatives and packaged protectively prior to shipment to customers.
3 Points	Supplier provides parts that have been subjected to a final cleaning process that is in compliance with the requirements. Parts delivered to customers are clean and free of contamination. Supplier appears to have a FOD program but there is no evidence of management support or compliance activity.
4 Points	Product handling and packaging throughout manufacturing processes is designed to prevent contamination. FOD program appears active and compliance is encouraged.
5 Points	Supplier has cleaning capability in accordance with the requirements. Product cleanliness is routinely verified on all products prior to stocking and prior to delivery to customer as required. The supplier has provisions for cleaning; prevention, detection and removal of foreign objects; special handling for sensitive products; marking and labeling including safety warnings; shelf life control and stock rotation; and special handling for hazardous materials.

11. (Ops) Does the supplier have a formal maintenance program for its manufacturing equipment?

1 Point	Procedures do not address maintenance of equipment. Corrective maintenance is performed on equipment only when failure occurs.
2 Points	Preventive maintenance is performed irregularly. Records of corrective and preventative maintenance are not complete. Equipment is clean and appears to be maintained.
3 Points	Procedures define a preventive maintenance program. A preventive maintenance schedule exists and is followed. Records reflect that preventative maintenance is performed per schedule and corrective maintenance is fully documented.
4 Points	Historical maintenance of each piece of equipment is tracked. Machine availability (up time) is measured. A Total Productive Maintenance (TPM) process has been introduced and is in the early stages of implementation.
5 Points	Machine capability studies are performed. Visual controls on equipment maintenance are seen throughout manufacturing areas. An active fully implemented TPM process is in place to ensure machine availability (up time).

Supplier comments

12. (Ops) Does the supplier have a formal maintenance program for customer owned tooling/fixtures

1 Point	Procedures do not address maintenance of customer owned tooling/fixtures. Corrective maintenance is performed on equipment only when failure occurs.
2 Points	Preventive maintenance is performed irregularly. Records of corrective and preventative maintenance are not complete. Tooling/Fixtures are clean and appear to be maintained.
3 Points	Procedures define a preventive maintenance program. A preventive maintenance schedule exists and is followed. Records reflect that preventative maintenance is performed per schedule and corrective maintenance is fully documented.
4 Points	Historical maintenance of each customer owned tooling/fixture is tracked. Machine availability (up time) is measured. A Total Productive Maintenance (TPM) process has been introduced and is in the early stages of implementation.
5 Points	Visual controls on customer owned tooling/fixture maintenance are seen throughout manufacturing areas. An active fully implemented TPM process is in place to ensure that customer owned tooling/fixtures are in acceptable production condition.

evaluates training effectiveness?	
1 Point	Supplier's procedures do not address training. No training program in place.
2 Points	Supplier has an informal training program, based upon peer and "on the job" training.
3 Points	Supplier's procedures define training requirements for personnel performing quality functions (inspection and disposition of nonconformance's), including operators or test technicians performing inspections / tests. Records of training conducted are current and available for review.
4 Points	Supplier identifies training needs for all personnel associated with product manufacturing and inspection and has a documented plan for such training. Records of training are current.

Supplier identifies training needs for all of its personnel. Supplier has a documented training plan and the

training records are current. Supplier periodically assesses the effectiveness of its training program.

13. (Ops) Does the supplier have a defined training program that assesses training needs, provides training, and

Supplier comments

5 Points

14. (Ops) Does the supplier have adequate equipment, space and organization for production and administrative personnel?

1 Point	Working space is restricted, lighting is poor, machines appear worn and other conditions exist that might impair compliance with the customer's requirements. Offices and administrative areas are not organized.
2 Points	Working space, lighting, machinery and other conditions are basically adequate in the production areas. Offices and administrative areas are adequately organized to ensure customer satisfaction.
3 Points	Working space appears conducive but no evidence of basic 5-S techniques can be found. There is no visible flow of materials or information.
4 Points	The supplier has plans for 5-S but the plans have not been fully implemented. The plans do include some focus on the availability of work instructions and equipment, and the use of measuring devices.
5 Points	The supplier has implemented a 5-S plan. The plan includes the availability of information, the availability of work instructions and equipment, and the use of measuring devices. The supplier has also provided for the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable buildings, workspace and associated utilities, process equipment, and supporting services such as transportation, communication, and administration.

15.	(CS) Does the supplier manage customer due dates and are these dates communicated throughout the organization
_	including sub-tier suppliers?

1 Point	The supplier does not have any process for managing customer due dates after the original customer order has been accepted.
2 Points	The supplier has an informal process for managing customer due dates that usually is implemented only when customer delivery issues arise.
3 Points	The supplier has a documented due date management process. It reviews customer due dates as necessary. The supplier generally tracks its customer due date performance. No sub-tier due date management process is evident. Significant effort is given to expediting sub-tier shipments and line shutdown occurs regularly.
4 Points	The supplier has a formal process for ensuring due date performance with its customers and sub-tier suppliers. This performance is not typically shared with its customers or sub-tiers.
5 Points	The supplier has a formal process for managing and coordinating due dates with its customers. Regular due date reviews are conducted to ensure customer satisfaction. The supplier utilizes customer furnished web sites and other electronic media to coordinate due date performance. The supplier promptly notifies its customers when due date constraints arise. The supplier tracks its performance to customer due date, tracks its sub-tiers' due date performance and provides performance feedback to its sub-tier suppliers. Corrective actions and continuous improvement efforts are taken to improve due date performance.

16. (CS) Does the supplier have a documented contract review process for reviewing its customers' contracts prior to acceptance to ensure it can meet the contract requirements?

1 Point	The supplier does not have a documented contract review process or procedures.
2 Points	The supplier has documented contract review procedures. No evidence is available to indicate that the process is being followed. Quality, procurement or other affected departments are not involved in the review process.
3 Points	The supplier has a documented contract review process and the sales/contracts personnel are following the procedures. Other affected departments are not involved in the contract review process.
4 Points	The supplier has a documented contract review process and the sales/contracts personnel are following the procedures and other affected departments are involved in the contract review process. Evidence that the supplier has contacted the customer regarding vague or conflicting requirements are not available. Includes review of requirements from a design, manufacturing, inspection, etc., process as applicable.
5 Points	The supplier reviews all of the requirements related to the customer's product. The supplier conducts the review prior to giving its commitment to the customer. The supplier also ensures that product requirements are defined, and contract or order requirements differing from those previously expressed are resolved.

17.	(Purch) Does the supplier and major sub-tier suppliers (if required by contract) have a robust process for evaluating
	incoming materials?

1 Point	Suppliers do not have certs on all in-coming materials 100% of the time.
2 Points	Supplier and sub-tier suppliers get certs 100% of time but supporting data is not received 100% of the time.
3 Points	Supplier and sub-tier suppliers get certs and supporting data 100% of the time.
4 Points	Supplier and sub-tier suppliers get certs with supporting data and validate data against requirements 100% of the time.
5 Points	Supplier and sub-tier suppliers get certs with data and validate data against requirements 100% of the time. Supplier also has an internal process for performing random audits to independently validate cert data.

18. (Purch) Does the supplier monitor sub-tier quality and delivery performance?

1 Point	The supplier does not monitor or report its sub-tier supplier performance.
2 Points	The supplier tracks its sub-tier suppliers' quality performance but does not report its findings to the sub-tier. No evidence can be found regarding sub-tier delivery performance.
3 Points	The supplier tracks its sub-tier suppliers' quality and delivery performance. Some reports are sent to the sub-tier suppliers but this reporting is not provided on a regular basis or it is limited to only some of the sub-tier suppliers.
4 Points	Sub-tier quality and delivery performance is tracked and reported on a regular basis with the entire sub-tier supply base. Formal corrective actions are required for sub-standard quality performance. No formal corrective action is required for sub-standard delivery performance.
5 Points	Sub-tier quality and delivery performance is tracked and reported on a regular basis with the entire sub-tier supply base. Supplier performance is tracked and reported to the sub-tier supply base along with minimum performance expectations. Sub-tier suppliers falling below the established minimums are issued corrective actions.

19. (Purch) Are applicable customer requirements flowed down to the sub-tier suppliers?

1 Point	The supplier does not have a clearly defined process for flowing down requirements through purchasing documents.
2 Points	Weak or missing portions of the requirements in the purchasing documents that are flowed down to the subtier suppliers exists.
3 Points	Requirements are flowed down to the sub-tier suppliers. The collection and dissemination of documentation is awkward and cumbersome.
4 Points	Customer requirements are flowed-down to the sub-tier suppliers. Requirements are detailed but not included in purchase order documents.
5 Points	Purchasing information describes the product to be purchased, includes requirements for approval of product, procedures, processes and equipment, requirements for qualification of personnel, and the subtiers' quality management system requirements.

Supplier comments

20. (Purch) Does the supplier utilize and maintain an updated Approved Supplier List?

1 Point	No sub-tier supplier management plan is evident.
2 Points	Supplier has a method to manage sub-tiers but such method is not documented. Does not utilize an approved supplier list.
3 Points	The Supplier's sub-tier management plan documents controls for sub-tier suppliers and captures all the elements of the standards that are required by ATK for the Tier 1 Supplier. Supplier has an Approved Supplier List but it is not maintained or reviewed.
4 Points	The supplier has a documented sub-tier management program that defines the controls required for each critical purchase and the extent of control is consistent with the criticality of the parts being purchased. Plan includes regular reviews and corrective action for non-conformance. Supplier uses and maintains an Approved Supplier List. There is no evidence of process audits or validation efforts.
5 Points	The supplier has a documented sub-tier management plan that ensures its purchased products conform to specified purchase requirements. The supplier regularly audits its sub-tiers for compliance. The supplier has a current register of approved suppliers that includes the scope of the approval; periodically reviews supplier performance; and records these reviews. The supplier further defines the necessary actions to take when dealing with suppliers that do not meet requirements.

SCORING SUMMARY

Supplier Name	

Question	Score					
	N/A	1	2	3	4	5
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Question	Score					
	N/A	1	2	3	4	5
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

TOTAL SCORE: AVERAGE SCORE:

SECTION BELOW IS FOR STACO SYSTEMS USE ONLY						
Risk Assessment						
Risk Factors		Risk Measurem	ent	Is Risk Acceptable?		
	LOW	MEDIUM	HIGH	Yes	No	
Sole Source						
Lead Time						
On Time Performance						
Certification						
Stability (years in business)						
Vendor Number:			Payment Terms:			
Scope:						