Supplier Questionnaire Training

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Supplier Questionnaire

COMPLETION OF THE QUESTIONNAIRE IS REQUIRED FOR CONSIDERATION, EVALUATION AND DEVELOPMENT OF A CREATION TECHNOLOGIES SUPPLIER.

- The supplier is required to answer each item in full as directed in the questionnaire.

- Comments fields should be filled in with supporting information as appropriate.

- The Questionnaire is divided into eight sections.
    1. CATEGORY
    2. STAFFING FACILITIES
    3. OPERATIONS CAPACITY
    4. FINANCIALS
    5. COMMERCIAL
    6. NEW PRODUCT DEVELOPMENT
    7. QUALITY SYSTEM
    8. DISTRIBUTER INFORMATION

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Supplier Questionnaire Sections

1. CATEGORY

   This section contains general information about the supplier, as well as contact information.

   Creation will complete the Supplier Category Classification within Section 1.

Supplier Questionnaire Sections cont.

2. STAFFING/FACILITIES

The supplier enters information about the employees and the facility.

2.0   STAFFING / FACILITIES:

# of Employees -	Design Engineering	Manufacturing	Mfg. Engineering	Quality	Inspection	TOTAL

Is workforce unionized?	☐ Yes ☐ No	Comments:	

Plant Area:		# of Buildings:	Primary Product / Commodity or Service:
	☐ Sq. Feet ☐ Sq. Meters		

3. OPERATIONS CAPACITY

The supplier will enter information about the capacity, lot size and the production shifts.

3.0   OPERATIONS CAPACITY:

Number of shifts:	
Hours per day:	
Days per week:	

Overall Capacity (%):	

Normal Production Lot Size:	

➤ *Creation may request a DETAILED Manufacturing Equipment and Process List which may include a detailed inspection equipment list.*

Supplier Questionnaire Sections

4. FINANCIALS

The supplier will enter financial information including payment terms, ownership status, revenue percentages.

4.0   FINANCIALS:

Indicate your company's ownership status:	☐ Publicly held company	☐ Privately held company
If publicly held, stock symbol:		

Indicate company's Financial D&B (or equivalent financial strength ratio):	

Financial					Shipping						
Payment Terms: Min NET 60					Freight Terms	☐ EXW	☐ DDP	☐ DAP	☐ FCA	☐ TBD	
Invoice Currency	☐ USD	☐ CAD	☐ CNY		FOB						
Payment Method	☐ Check	☐ Wire	☐ Clearing		Ship Via						

Annual Sales Percentages:

Total Annual Sales % (previous year):	
% Annual Sales for MEDICAL:	
% Annual Sales for AVIATION / AEROSPACE:	
% Annual Sales for AUTOMOTIVE / INDUSTRIAL:	
Expected Sales (current year):	
Projected Sales Growth (1 year out):	
Projected Sales Growth (2 years out):	
Projected Sales Growth (3 years out):	

List the percentage of revenue for key customers of Medical /Aviation /Aerospace /Automotive / Industrial Customers to whom you supply product:

Customer % of Revenue:	Industry:			Types of Part(s) / Product(s):
	☐ Aerospace	☐ Medical	☐ Industrial	
	☐ Aerospace	☐ Medical	☐ Industrial	
	☐ Aerospace	☐ Medical	☐ Industrial	
	☐ Aerospace	☐ Medical	☐ Industrial	
	☐ Aerospace	☐ Medical	☐ Industrial	
List the percentage of revenue for supplied Product to Creation Technologies				

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Supplier Questionnaire Sections

Between Sections 4 and 5 there are checkboxes for suppliers that are Distributors, Metrology Suppliers (Calibration), and Service Providers. These suppliers are able to skip some of the remaining sections in the questionnaire.

☐ Distributor: *If this box is checked* **skip** *to page 6 and complete.*
☐ Metrology Supplier: *If this box is checked* **skip** *to "calibration control" section on page 4 and complete.*
☐ Service Provider: *If this box is checked* **enter** *NA in comments field of any non-applicable sections.*

5. COMMERCIAL

The supplier answers questions about contracts and agreements.

5.0   COMMERCIAL:

Contracts and Agreements -	Yes	No	Comments
1. Do you provide direct contract pricing (based on annual quantity with multiple deliveries)?	☐	☐	
2. Would your company enter into Long Term Agreements (LTA's)?	☐	☐	
3. Would you company enter Vendor Managed Inventory Programs (VMI)?	☐	☐	
4. Do you have any active Long-Term Agreements (LTA's)?	☐	☐	

5. NEW PRODUCT DEVELOPMENT

The supplier answers questions about new product development.

6.0   NEW PRODUCT DEVELOPMENT:

Development Support -	Yes	No	Comments
1. Do you have customer new product development / launch experience?	☐	☐	
2. Do you have a dedicated new product development group?	☐	☐	
3. Do you have a dedicated pilot-production area?	☐	☐	

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Supplier Questionnaire Sections

7. QUALITY SYSTEM

   This is the largest section of the questionnaire. QUALITY SYSTEMS covers the following:

   - Supplier's certifications, regulatory compliance, and 3rd party audit questions.

   - Production Part Approval (PPAP)

   - Continuous Improvement

   - Supplier Control and Management

   - Engineering

   - Part Cleanliness and FOD Control(Foreign Object Debris/Damage)

   - Software Quality Control

   - Business Systems

   - Calibration Control

   - Materials

   - Special Process and Non-Destructive Testing

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Supplier Questionnaire Sections – Section 7

7.0 QUALITY SYSTEM:

> ➤ *Supplier shall provide a copy of applicable certification(s) including the certificate number by the registrar or certifying party.*

Indicate Current Quality System Registration:	☐ ISO 9001 ☐ ISO 13485 ☐ ISO 14001 ☐ FDA ☐ Other(s), please specify:		
	☐ AS9100 ☐ ISO 17025 ☐ OSHAS 18001 or equivalent ☐ IAFT 16949 _____		
Last Audit Date:		Registrar:	
Last Audit Findings	Major(s):	Minor(s):	
Certification Validation(s) yes / no		Source:	
FDA Registration Number			
Experience with supplying to Military	☐ ITAR ☐ CGD ☐ DFAR		
Will Creation be allowed to audit the supplier if required?		☐ Yes ☐ No	

Indicate the PPAP elements your organization has experience with (part of normal business process) and can provide, if requested:

Production Part Approval Process (PPAP) element experience -	Yes	No	Comments
1. Part Submission Warrant (PSW)	☐	☐	
2. Design Record / Balloon Drawing	☐	☐	
3. Material / Performance Test Results and Certificates	☐	☐	
4. Dimensional Results	☐	☐	
5. Process Capability Studies	☐	☐	
6. Measurement System Analysis (MSA)	☐	☐	
7. Process Flow Diagram	☐	☐	
8. Control Plan	☐	☐	
9. Process Failure Mode and Effects Analysis (PFMEA)	☐	☐	

Continuous Improvement -	Yes	No	Comments
1. Do you have a structured continuous improvement program?	☐	☐	
2. Does your company have a Six Sigma or equivalent management system?	☐	☐	
3. Do you measure and report on scrap and rework trends?	☐	☐	
4. Do you analyze scrap and rework to determine root causes of defects?	☐	☐	
5. Do you use SPC techniques in the manufacturing process?	☐	☐	
6. Do you perform machine capability studies? Takt time?	☐	☐	
7. Do you manufacture in a cellular environment?	☐	☐	
8. Do you respond to customer feedback regarding your company's quality and delivery performance?	☐	☐	
9. Do you incorporate Just In Time (JIT) based on customer forecast?	☐	☐	
10. Do you measure and track your company's quality and delivery performance?	☐	☐	
10a. Indicate your company's year-to-date quality performance rating in terms of defective Parts Per Million (PPM) and last full calendar year end rating:			
10b. Indicate your company's year-to-date delivery performance rating in terms of On-Time Delivery (OTD) percentage and last full calendar year end rating:			

Supplier Control and Management -	Yes	No	Comments
1. Do you have a supplier rating system?	☐	☐	
2. Is the supplier rating information supplied to your Purchasing department / group?	☐	☐	
3. Do you have an approved supplier list? AVL? (Approved Vendor List)	☐	☐	
4. Do you have a supplier audit program?	☐	☐	
5. Do you have a corrective action system for supplier/customer non-conforming material?	☐	☐	
6. Do you have a process to manage supplier Product Change Notifications (PCN)?	☐	☐	
7. Do you have a process to manage customer Product Change Notifications (PCN)?	☐	☐	
8. Do you have a program to prevent purchase of counterfeit materials?	☐	☐	

Engineering -	Yes	No	Comments
1. Do you have a system to incorporate customer specifications into manufacturing work instructions, standards, and specifications?	☐	☐	
2. Do you have a system to incorporate customer changes into manufacturing work instructions, standards, and specifications? ECN and /or PCN Process?	☐	☐	
3. Can your system support Key Characteristics and SPC requirements defined on Creation engineering documents in your manufacturing work or testing instructions?	☐	☐	
4. Do you have engineering support in Canada? U.S.? Mexico? or other country's Creation is present?	☐	☐	
5. Do you use Computer Aided Manufacturing (CAD/CAM) / Solid Works software to develop manufacturing work instructions and programming?	☐	☐	
6. Can you support data transfer with other CAD/CAM/ Solid Works formats?	☐	☐	

Manufacturing Control and Inspection -	Yes	No	Comments
1. Do you have a material traceability system? Drill down to component level?	☐	☐	
2. Do you verify physical and chemical properties of purchased materials?	☐	☐	
3. Can you retain quality records for 25 years or longer if specified by the customer?	☐	☐	
4. Does your system provide for timely, identification, quarantine, and control of non-conforming material?	☐	☐	
5. Does your system provide notification to the customer for non-conformances that have been shipped from your factory? Including onsite support for containment / sorting to keep production running at your customer?	☐	☐	

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Supplier Questionnaire Sections – Section 7 cont.

	Yes	No	Comments
6. Do you submit part approval documentation compliant to the requirements defined in the Automotive Industry Action Group (AIAG) PPAP manual or other Creation specific customer certifications / requirements?	☐	☐	
7. Do you perform sampling inspection in-process? Record results?	☐	☐	
8. Does your system assure all manufacturing work instructions and specifications are current? Visual standards or monitors / IPADs especially if English is not primary language?	☐	☐	
9. Do work instructions for operators and assemblers have revision history and signoff?	☐	☐	
10. Do you have a system to validate manufacturing methods and work instructions?	☐	☐	
11. Is there a Material Review Board (MRB) and corrective action system?	☐	☐	
12. Can you perform annual eye exams for all personnel performing visual inspection by a medically qualified/trained person to Snellen 14/18, (20/25), Jaeger Type 2, or equivalent for lead inspectors / operators if necessary?	☐	☐	

Part Cleanliness / FOD Control (Foreign Object Damage) -	Yes	No	Comments
1. Do you have a system to ensure part cleanliness including shipment packaging or dunnage?	☐	☐	
2. Does your part cleanliness process include visual inspection under magnification? If so list magnification.	☐	☐	
3. Do you have ultrasonic cleaning equipment?	☐	☐	
4. Do you have pressure wash capability?	☐	☐	
5. Do you have rigid bore scope equipment for difficult to access internal passages?	☐	☐	
6. Do you have flexible bore scope equipment for difficult to access internal passages?	☐	☐	

Software Quality Control -	Yes	No	Comments
1. Is software used in manufacturing, design, or inspection of product?	☐	☐	
2. Do you have documented procedures for implementing software quality?	☐	☐	
3. Do you have procedures for change control of software, and do they comply with industry standards?	☐	☐	
4. Are copies of software files stored and backed up at a secure off-site location?	☐	☐	
5. Do you have software proprietary license control?	☐	☐	

Business Systems -	Yes	No	Comments
1. Do you have a change control system (engineering or process)?	☐	☐	
2. Do you have experience using customer supplier portals for planning, order releases, and documentation (engineering and quality) visibility?	☐	☐	
3. Do you use a Material Requirements Planning (MRP) or Enterprise Resource Planning (ERP) system? Capability to use (EDI – Electronic Data interchange)?	☐	☐	
4. Indicate the brand name of your company's MRP / ERP system (if applicable):			

Calibration Control -	Yes	No	Comments
1. Do you have documented procedures to control, calibrate, and maintain inspection, measuring and test equipment?	☐	☐	
2. Do you have a gauge recall system in place? And a dropped gauge clause?	☐	☐	
3. Are gauges and inspection equipment traceable to a global standard?	☐	☐	
4. Do you have a system for calibration of measuring and test equipment compliant with ISO10012, ISO17025 or ANSI/NCSL Z540? Internal or external?	☐	☐	
5. Do you use subcontractors for calibration of measuring and test equipment? Does the subcontractor certify using a globally recognized standard? (NIST, ISO17025, etc)	☐	☐	

Materials:

Do you currently work with the following materials?	Yes	No	Comments:
Plastics / Resins	☐	☐	
PCBs	☐	☐	
Copper	☐	☐	
Gold	☐	☐	
Nickel	☐	☐	
Lead	☐	☐	
SnPb or HASL	☐	☐	
Silver	☐	☐	
Palladium	☐	☐	
Mercury	☐	☐	
Electronics	☐	☐	
Stainless Steels	☐	☐	
Precipitation Hardened Stainless Steels	☐	☐	
Exotic Stainless Steels	☐	☐	
Other, please specify:	☐	☐	

Special Processes, Non-Destructive Testing:

➢ *Please include a copy of any applicable 3rd party registrations (i.e., NADCAP, etc.).*

Specification:	Process:	On-site? YES	On-site? NO	Subcontracted? YES	Subcontracted? NO	Comments:
AMS2468	Hard Coating Treatment of Aluminum Alloys	☐	☐	☐	☐	
AMS2759	Heat Treatment of Steel Parts	☐	☐	☐	☐	
AMS-QQ-P-35	Passivation Treatments for Corrosion Resistant Steel	☐	☐	☐	☐	
MIL-A-8625	Anodic Coatings for Aluminum and Aluminum Alloys	☐	☐	☐	☐	
MIL-R-46082	Retaining Compounds, Single Component, Anaerobic	☐	☐	☐	☐	
AMS-2644	Fluorescent Penetrant Inspection	☐	☐	☐	☐	
ASTM-E1444	Magnetic Particle Inspection	☐	☐	☐	☐	
Other, please specify:	Other, please specify:	☐	☐	☐	☐	

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8. DISTRIBUTOR INFORMATION

   A Distributor will enter information about employees, the warehouse, services provided, support, and counterfeit control.

8.0 DISTRIBUTOR INFORMATION:

# of Employees -	Sales / Support	Quality	Operations	TOTAL

Type(s) of Products and/or Product Categories	
Which Authorized Franchised Manufacturers are supported?	

Warehouse Locations:

City, State, Province, Country		Warehouse Size	Inventory Value	% of Sales
		☐ Sq. Feet ☐ Sq. Meters		
		☐ Sq. Feet ☐ Sq. Meters		
		☐ Sq. Feet ☐ Sq. Meters		

Creation Technologies Operations that can be supported at a local level:

USA	☐ Denver, CO	☐ Dallas, TX	☐ Chicago, IL	
	☐ Milwaukee, WI	☐ St Peter, MN	☐ Seattle, WA	

Canada	☐ Toronto, ON	☐ Mississauga, ON	☐ Vancouver, BC	

Mexico	☐ Mexicali, MX	☐ Hermosillo, MX		

Asia	☐ Changzhou, CN			

Type of Service	Type of Value-Added Services			
☐ Authorized Seller ** Program**	☐ Kitting	☐ Cable Assembly	☐ Connector Assembly	☐ Mil Screening
☐ Independent Distributor / Dealer	☐ IC Programming	☐ Other (please specify): _____		
☐ Broker	Value-Added Services Controlled by:			
☐ Other	☐ Internal Procedures	☐ Manufacturer Procedures		

Is your Storage Warehouse approved by the Defense Supply Center Columbus (DSCC)?	☐ YES	☐ NO	☐ N/A
Are your company's Counterfeit Controls compliant with AS5553?	☐ YES	☐ NO	☐ N/A
Describe your Counterfeit Controls (if applicable):			
Does your company have active membership in GIDEP and issue advisories / alerts for suspected / confirmed counterfeit parts?	☐ YES	☐ NO	☐ N/A
% of Sales that are MIL-SPEC components:			

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