ATTENTION - Q.A. Manager/Purchasing Manager

To whom it may concern:

As a leading manufacturer in the perforating industry, Hendrick Manufacturing Company is continuously searching for ways to improve working relations with its customers. We realize that our suppliers are an integral part of that task.

Enclosed is a supplier survey for your review and completion. This survey is designed to enable Hendrick Manufacturing Company to evaluate and appraise prospective and existing suppliers.

Please print out, complete the survey and return via mail or fax, within 10 days of receipt. **Failure to do so may result in your removal from our A.V.L.(Approved Vendor List).**

We look forward to your response to this survey. If there are any specific questions relating to this survey, please feel free to contact Jerry Reed, Purchasing Manager and/or myself.

Sincerely,

HENDRICK MANUFACTURING COMPANY

Jerry Reed Quality Assurance Manager
Bruce Caldwell Purchasing Manager

HENDRICK MANUFACTURING COMPANY

SUPPLIER SURVEY AND EVALUATION FORM

DATE OF SURVEY_____

COMPANY: _____ DIVISION: _____

ADDRESS: _____ CITY: _____

STATE: _____ ZIP: _____ PHONE: _____ FAX: _____

PRODUCTS MANUFACTURED: _____

UNION CONTRACT: Y ___ N ___ UNION: _____ CONTRACT EXPIRES: _____

PLANT AREA: _____ SHIFTS: _____ PERCENT CAPACITY _____

TOTAL EMPLOYEES: _____ RATIO OF Q.A. PERSONNEL TO PROD. PERSONNEL _____

Q.A. MANAGER: _____ REPORTS TO: _____ TITLE: _____

CERTIFICATIONS: _____

HENDRICK - SURVEY PERSONNEL: (If site survey)

NAME	POSITION
_____	_____
_____	_____
_____	_____

COMPANY PERSONNEL CONTACTED DURING SURVEY: (If site survey)

NAME	POSITION
_____	_____
_____	_____
_____	_____

PURPOSE OF SURVEY: INITIAL _____ CERTIFY _____XX_____ OTHER _____

SURVEY REPORT BY: _____ DATE: _____

If you are ISO9000 or QS9000 certified/registered there is no need to complete survey, please fax this page with a copy of your certificate. Thank you

A: **ADMINISTRATION**

		YES	NO	N/A
A.1)	Is there a quality program in place?	__	__	
A.2)	Is there an organizational chart? If so, please supply a copy.	__	__	
A.3)	Does a quality manual/quality plan exist and is it supported by top management?	__	__	
A.4)	Does the quality manual/quality plan have controlled copies that state latest revisions and dates?	__	__	
A.5)	Are the quality manuals procedures implemented throughout the manufacturing area?	__	__	
A.6)	Is the quality manual updated and available to all personnel?	__	__	

B: **ADVANCED QUALITY PLANNING**

		YES	NO	N/A
B.1)	Is there an adequate new quote/new part notification process?	__	__	
B.2)	Does this process take into account capacity and capability?	__	__	
B.3)	Is there a 1st piece inspection report procedure for new components?	__	__	

C: **SUPPLIERS-VENDORS-CONTROLS**

		YES	NO	N/A
C.1)	Does a supplier selection process exist?	__	__	
C.2)	Is the documented process for supplier survey and evaluation?	__	__	
C.3)	Are records available to substantiate an adequate supplier rating system?	__	__	
C.4)	If purchased material is rejected, is it segregated analyzed and/or returned for proper corrective action?	__	__	
C.5)	Is there a formal corrective action system in place to correct problems with suppliers?	__	__	

D: **DRAWINGS AND CHANGE CONTROL**

		YES	NO	N/A
D.1)	Are adequate controls in effect to assure applicable engineering drawings, change notices and specifications are in use by production and quality at the time of manufacturing?	__	__	
D.2)	Does the system prevent the use of marked up obsolete, or illegible drawings or specifications?	__	__	
D.3)	Are the revisions to drawings, specifications and procedures recorded so as to maintain a historical file?	__	__	

E: **GAGE AND TEST EQUIPMENT CONTROL**

		YES	NO	N/A
E.1)	Do historical records indicate that gauging and test equipment are certified and/or calibrated at regular intervals?	___	___	
E.2)	Are gages and test equipment out of calibration segregated and controlled to eliminate their use?	___	___	
E.3)	Do gages and test equipment have stickers attached or equivalent identifying the gage for required traceability?	___	___	
E.4)	Are gages and test equipment calibrated against measuring standards traceable to the N.I.S.T.?	___	___	
E.5)	Are new, reworked and modified tools, gages and test equipment qualified prior to use?	___	___	
E.6)	Are R&R studies performed periodically on gages and test equipment?	___	___	

F: **INCOMING MATERIAL CONTROL**

		YES	NO	N/A
F.1)	Does the supplier have a formalized receiving inspector that checks incoming material?	___	___	
F.2)	Do receiving inspection history records indicate lot size, sample size, lot identity and results?	___	___	
F.3)	Is inspected material adequately identified as to acceptance or rejection?	___	___	
F.4)	Are controls adequate to prevent entry if uninspected and/or rejected material into regular process flow?	___	___	
F.5)	Does receiving inspection personnel have adequate written instructions defining characteristics, equipment and methods used during inspection?	___	___	
F.6)	Are records of test reports and certifications on file and traceable to specific lots?	___	___	
F.7)	Does the supplier have a material review board to act on all incoming rejected material?	___	___	

G: **IN-PROCESS CONTROL**

		YES	NO	N/A
G.1)	Do manufacturing personnel have up-to-date instructions that are dated and identify the characteristics to be monitored as pertaining to Hendrick material?	___	___	
G.2)	Does the system have tags, stamps, tickets, or other means to control and indicate the part status during fabrication?	___	___	
G.3)	Is in-process control data recorded and maintained to qualify defect rates for processes?	___	___	
G.4)	Does the supplier track rework and scrap rates, identify problems and initiate corrective action?	___	___	
G.5)	Are 1st piece inspection reports completed on initial samples and kept on file?	___	___	

H: **STATISTICAL PROCESS CONTROL**		YES	NO	N/A
H.1)	Does top management support, understand and have attended S.P.C. training sessions?	__	__	
	The following percentage of employees have received S.P.C. training, understand it and regularly use it:			
	Upper Management: _____%			
	Middle Management: _____%			
	Hourly: _____%			
H.2)	Does the supplier identify and track critical process' and characteristics with the use of S.P.C.?	__	__	
H.3)	Does the supplier perform machine capability studies on new and existing machines and equipment?	__	__	
H.4)	Is there a formalized system to evaluate and act upon data Collected to improve a process?	__	__	

I: **NON-CONFORMING MATERIAL CONTROL**		YES	NO	N/A
I.1)	Does the supplier have implemented written procedures that state the disposition and required follow-up of defective material?	__	__	
I.2)	Are non-conforming materials properly identified and segregated from good material?	__	__	
I.3)	Does a written procedure and form exist for implementing and documenting deviations and/or substitutions?	__	__	
I.4)	Is there a material review board that routinely meets to make disposition on non-conforming material?	__	__	
I.5)	Does the management review and act on repetitious discrepancies?	__	__	__
I.6)	Are non-conforming finished products re-tested or re-inspected with normal inline equipment after rework or repair?	__	__	

J: **INTERNAL CONTROL**		YES	NO	N/A
J.1)	Does the supplier have a written procedure to retrieve defective lots that may have been shipped?	__	__	
J.2)	Does the supplier track its outgoing quality index and trends, and react to customer rejects?	__	__	
J.3)	Are records of quality system documents and quality performance records kept on file for a minimum of 3 years?	__	__	

K: **SUPPLIER IMPROVEMENT PROGRAMS/HUMAN RESOURCES**

		YES	NO	N/A
K.1)	Are there outgoing programs to help motivate and maintain a quality awareness attitude among all workers? (i.e. quality circles, quality awards)	__	__	
K.2)	Is the facility maintained in a manner that it offers the employee a positive and safe environment?	__	__	
K.3)	Does the supplier have an effective human resources management program covering hiring, measurement, and recognition?	__	__	
K.4)	Is there a program in place to invest in capital equipment?	__	__	