



Igloo Supplier Audit Form

Form No. IPSQA-FORM-SUPPLIER AUDIT - 0022

Audit Date: _____

Audit Team: _____

Supplier Information:	
Company Name	
Div./Subsidiary of	
Address	
Telephone	
Fax	

	Name	Phone
President/General Manager		
Customer Service Manager		
Quality Assurance Manager		
Sales Manager		
Chief Financial Officer		
Production Manager		
Technical/Engineering Manager		
Materials/Purchasing Manager		
Shipping Manager		

Supplier Audit:

Ranking Criteria 1 to 5

- 1 = Does not exist
- 2 = Developmental
- 3 = Meets intent (minimal or no validation)
- 4 = Meets requirement (validated)
- 5 = Exceeds base requirements (competitive advantage)

	Objective Evidence	Score
1 FACILITIES AUDIT:		
<i>EXPECTATIONS: Buildings are in good condition and there is evidence that maintenance is performed regularly. There is sufficient capacity, backlog, and a demonstrated orderly flow of materials. There is adequate fire protection. (Please take pictures as objective evidence)</i>		
Is plant layout adequate for work performed?		
Is the layout conducive to an orderly flow of materials?		
Is maintenance of the premises adequate?		
Is general housekeeping acceptable?		
Is all production equipment adequately maintained?		
Is maintenance by a systematic preventative maintenance system?		
Is there an appropriate and adequate fire protection system in place?		
Does the current manufacturing capacity allow for flexibility and future growth?		
Section Subtotal:		0

2 QUALITY SYSTEMS:		
<i>EXPECTATIONS: All suppliers will have a documented Quality Policy that is communicated, understood and practiced by all employees. Do will be in place that support the organization in a defect prevention mode. Regularly scheduled audits will be performed, corrective action required, and verified. There will be evidence of employee training in the quality process and for job proficiency.</i>		
2.1: Management Responsibilities		
a) Who is responsible for ensuring that the quality policy is understood throughout all levels of the organization? Include names and position descriptions.		
b) How does your organization ensure that the quality policy is understood throughout all levels of the organization? Provide evidence that demonstrates this.		
c) Describe the positions and number of internal personnel responsible for performing quality program reviews/audits. In doing so, please address the following:		
1) How often are these reviews/audits performed?		
2) Provide records of your last two internal reviews/audits		
2.2: Design Control		
1. Is there a standard procedure to control and verify the design of product?		
2. Are the responsibilities and authorities of all personnel assigned to design and development activities clearly defined and documented? What are their names and Phone Numbers?		
3. Are design reviews performed and documented by qualified personnel?		
4. Are engineering resources available to support customer product development?		
5. Is there a standard procedure to ensure that all design changes are identified, documented, reviewed and approved?		
6. Are product or component or tooling design adequately documented?		
7. Are characteristics critical to safety and function identified and controlled in the process by 100% gage control or SPC?		
8. Are cosmetic conditions and allowances quantified?		
9. Is there a procedure and personnel designated to track and report on new products and/or tooling, test equipment, software, and production?		
10. Is there a procedure for reviewing customer drawings, processes, and change orders?		
11. Is there a procedure to control the review, approval, retrieval, release and distribution of controlled documentation including engineering drawings, and BOM's, manufacturing routings and instructions, and test and inspection instructions?		
12. Is all controlled documentation used in manufacturing reviewed and approved by designated authorities prior to release?		
13. Are relevant documents available at all locations where the related operations are performed?		
14. Are records maintained which reflect an adequate history of specification changes?		
2.3: Purchasing		
a) Provide the documents that describe the type and extent of control exercised by your company over subcontractors?		
b) What requirements are used to evaluate and select subcontractors? Are subcontractors required to meet any quality standards? Provide this documentation.		
c) Do you have a "Vendor Rating System"? If so, please explain the system and show where it is defined. In explaining, be sure to address the following:		
1) Do different evaluation/selection criteria apply for different types of subcontractors?		
2) What are the qualifications of the auditor evaluating the subcontractor?		
3) How can a subcontractor become disqualified?		
d) Do you have an "Approved Supplier List"? If so, provide the list and state who is in charge of maintaining and updating the list? Include names and position descriptions.		
2.4: Product Identification and Traceability		
a) Describe how product identification and traceability are maintained throughout production, delivery, and installation and in explaining, be sure to address the following:		
1) Are parts, lot, or batch numbers used? How are these number assigned?		
2) Provide examples (e.g. pictures, labels) of where the product I.D. and traceability information is marked on the finished product.		
<i>Note: Igloo requires all products approved to be identified by manufacturer name, part number, and date of manufacture.</i>		
2.5: Process Control		

a) How are production processes that affect quality identified and planned? Who is responsible for identifying and planning these processes? Include names and position descriptions.		
b) What statistical techniques are used to monitor and verify process capability and stability? Estimate the number of processes statistically monitored in your system. Provide examples of control charting if used.		
c) Has top management received statistical training? In answering this question, please address the following:		
1) What statistical training has top management received?		
2) Does your company have SPC specialists available? If so, provide their contact information.		
3) Has anyone within your company received six-sigma training? If so, provide their contact information.		
2.6: Inspection and Testing		
a) Describe your receiving inspection and testing procedures. In doing so, address the following:		
1) What statistical sampling technique is used (e.g. 100% testing, random testing, etc.)?		
2) How are damaged goods handled?		
3) What data is maintained to provide feedback to your purchasing procedures?		
b) Who is authorized to perform in process and final inspection testing? Include names and position descriptions.		
c) Provide the documentation that provides information regarding what products require in-process inspections and testing and the procedures for conducting these inspections and tests.		
d) Describe the procedure when a product fails in-process or final inspection. In doing so, please address the following:		
1) How are inspection and testing results recorded?		
2) Provide examples of these records showing whether the product passed or failed inspections and identify the inspector.		
2.6: Controlling Measuring and Test equipment		
a) Describe the procedures used for inspection and calibration of tools, gauges, and test equipment. In doing so, address the following:		
1) Who ensures that measuring and test equipment is calibrated and adjusted at predetermined intervals? Include names and position descriptions.		
2) How are uncalibrated or outdated items identified and/or stored?		
3) How are tools, gauges, and test equipment that require regular re-calibration recalled?		
b) What certifications of calibration are on file? Provide a copy of the last two certificates.		
2.7: Controlling Nonconforming Products		
a) What formal organization procedures are established for the segregation of discrepant material? Where are the procedures defined?		
b) What formal company procedures are established for the identification and/or marking of discrepant material? Provide examples (e.g. pictures, labels) of the identification and/or marking of discrepant material.		
2.8: Corrective and Preventative Action		
a) Describe the procedures for implementing corrective action. In doing so, address the following:		
1) What triggers corrective action?		
2) Who is responsible for investigating the causes of nonconformities and recording the results of the investigation?		
3) How do records indicate the nature of deficiencies and the positive corrective action taken? Provide an example copy of these records.		
b) Describe the procedures for implementing preventative action. In doing so, address the following:		
1) Who is responsible for determining and implementing the necessary steps to deal with problems requiring preventive action? Include names and position descriptions.		
2) How is the effectiveness of the preventative action measured?		
c) Describe the procedure for handling customer complaints and reports of product nonconformities.		

Section Subtotal:		0

3. CONTRACTS/CUSTOMER SERVICE AUDIT		
<i>EXPECTATIONS: Customer contracts will be reviewed to ensure compliance capability with all specifications prior to approval and acceptance to ensure that internal operations focus on satisfying the external customer. The buyer at Igloo Products Corp. should be contacted any reason contractual requirements cannot be met.</i>		
1. Are procedures in place to ensure review and approval of contract requirements prior to acceptance?		
2. Are steps taken to ensure that contract requirements can be met?		
3. Are plans established to meet customer concerns and complaints?		
4. Are concerns and complaints resolved promptly?		
5. Are the following indicators monitored in order to determine problem areas and trends, delivery, pricing, technical specifications, quality, and service?		
6. Is the customer relationship periodically reviewed for improvement?		
Section Subtotal:		0
4. PRODUCTION PROCESS CONTROL AUDIT		
<i>EXPECTATIONS: The supplier has documented an effective manufacturing process and demonstrated initial or start-up process capability sequence of operations, (2) process control points and methods, (3) evidence of process capability, and (4) an approved first piece pro</i>		
1. Does the supplier inspect or otherwise verify purchased material/components prior to use?		
2. Are written inspection records maintained?		
3. Are documented work instructions available which clearly define the manner of production?		
4. Are key process and product characteristics controlled at key points during production by either gage or SPC?		
5. Are standard workmanship criteria identified and documented or are limit samples approved and controlled?		
6. Is the status of all material, components and product adequately identified and controlled at all times throughout the production process?		
7. Is manufacturing performance data collected and analyzed to detect problem areas and trends?		
8. Are inspection, test and process control requirements adequate, controlled and available to the personnel responsible for completion of the assigned work?		
9. Is all production tooling and equipment reviewed, qualified and approved prior to use?		
10. Are all process qualification and monitoring controls carried out in accordance with sound, documented, statistical techniques?		
11. Are adequate records of inspection and test maintained?		
12. Is final verification performed per documented instructions prior to product release?		
13. Is 100% final testing conducted on electrical, electro-mechanical and other critical operating assemblies in such a manner as to maintain product integrity?		
14. Is there a preventative maintenance program for production tooling?		
15. Are first piece production samples 100% inspected and/or tested before submission with qualification report?		
16. Does the supplier utilize statistical methods for assuring that components are produced within control limits (eg., histograms, X-Bar and R charts, capability studies, etc.)?		
17) Has top management received statistical training? In answering this question, please address the following:		
a) What statistical training has top management received?		
b) Does your company have SPC specialists available? If so, provide their contact information.		
c) Has anyone within your company received six-sigma training? If so, provide their contact information.		
Section Subtotal:		0

5. MATERIAL HANDLING, STORAGE, PACKAGING & DELIVERY AUDIT		

EXPECTATIONS: Defect prevention measures will be in place to ensure that materials and products are handled and stored without damage environmentally safe and adequate to protect product. There is evidence that a documented system is in place to define, review, and dis nonconforming materials, including records of appropriate corrective action. All shipping and documentation requirements will be met.

1. Are all materials and products handled in such a way as to prevent damage?		
2. Are all materials and products clearly identified and stored in such a way as to prevent damage and mix-ups?		
3. Are special packaging requirements documented including product labeling?		
4. Do packaging requirements include provision for identification of special materials such as limited life, hazardous, etc.?		
5. Are there prepackaging capabilities for customer product?		
6. Are there appropriate equipment, systems, or procedures in place to ensure shipment of exact required quantities?		
7. Are all products protected during shipment and delivery in such a way as to prevent damage?		
8. Is supplier capable of supporting Igloo bar code and labeling requirements?		
9. Is non-conforming or product-on-hold materials clearly designated and isolated (physically and systematically) to insure materials is not used or shipped?		
Section Subtotal:		0

SCORE SUMMARY	Section Average
1 FACILITIES AUDIT:	0
2 QUALITY SYSTEMS:	0
3. CONTRACTS/CUSTOMER SERVICE AUDIT	0
4. PRODUCTION PROCESS CONTROL AUDIT	0
5. MATERIAL HANDLING, STORAGE, PACKAGING & DELIVERY AUDIT	0

Audit Summary & Requested Actions:

SUMMARY REMARKS:

REQUESTED ACTIONS:

0

