



VENDOR QUALITY SURVEY

The information you provide on this Vendor Quality Survey will be evaluated to establish or renew your business as a NORDAM approved supplier. This survey may be used by ALL NORDAM divisions.

Survey Type	<input type="checkbox"/> Self-Survey	<input type="checkbox"/> On-Site Audit performed on	/	/
Company Name				
Site Address				
City				
State/Province/Territory				
Postal Code				
Country				
Main Phone Number				
Main Fax Number				
Company Website				
General Manager Name				
Total Number of Employees				
Number of Production Employees				
Number of Quality / Inspectors				
Number Certificated Employees	_____ A&P		_____ Repairman	
Plant Area (in square feet)				
Years in Business				
Parent Organization				
Head of Quality Name & Title				
Phone and Fax				
E-mail				
Quality Contact Name & Title	<input type="checkbox"/> Same as above			
Phone and Fax				
E-mail				
Engineering Contact Name & Title				
Phone and Fax				
E-mail				

Select Type of Business:			
<input checked="" type="checkbox"/>	Type	Definition	Instructions
	Calibration	<i>Provider of precision measurement verification</i>	Complete Section III, IV and VII (Pages 4 thru 6 and 10)
	Consultants	<i>Provider of expert or professional advice</i>	Provide copies of any professional documents, certifications or licenses. Complete Section VII Vendor Acknowledgment (Page 10)
	Distributor	<i>Supplier of products as pass through with no value added work</i>	Complete Sections V and VII (Pages 7 and 10)
	Engineering Design	<i>Provider of design services without providing associated product</i>	Complete Sections VI and VII (Pages 8 thru 10)
	ILS	<i>Supplier of aircraft parts with certificate of conformance that is registered on Inventory Locator Service, LLC (ILS).</i>	Complete Sections VII (Page 10)
	Raw Material Provider with Manufacturer Certificate	<i>Supplier of aircraft parts with certificate of conformance.</i>	Complete Sections VII (Page 10)
	Manufacturer	<i>Organization that uses machines, tools and labor to produce goods for use or sale.</i>	Complete Sections I thru IV, and VII (Pages 3 thru 6 and 10)
	Special Process Providers	<i>Provider of production or service that generates outputs that cannot be measured, monitored, or verified until the resulting products have been used or services have been delivered.</i>	Complete Sections I thru IV, and VII (Pages 3 thru 6 and 10)
	Material Testing	<i>Organization that performs physical/chemical properties testing</i>	Complete Sections I thru IV, and VII (Pages 3 thru 6 and 10)
	OEM	<i>Organization that originally manufactured the equipment for aerospace industry.</i>	Complete Sections I thru IV, and VII (Pages 3 thru 6 and 10)
	Contract Maintenance	<i>Certificated FAA Approved Repair Station/ Maintenance Organization providing repair maintenance, overhaul services.</i>	Complete Sections I thru IV, and VII (Pages 3 thru 6 and 10)
	Sub Contract Maintenance	<i>Non-Certificated FAA Repair Stations / Maintenance Organization providing repair maintenance, overhaul services.</i>	Complete Sections I thru IV, and VII (Pages 3 thru 6 and 10)
	Air Operators	<i>Supplier of aircraft parts who is authorized to operate aircraft or aviation facilities under FAR Parts 91, 121, 125, 127, 129, 133, 135, or 137</i>	Complete Sections I thru IV, and VII (Pages 3 thru 6 and 10)
	All other types		Complete Sections III, IV, and VII (Pages 4 thru 6 and 10)

SECTION I: SPECIAL PROCESSES

For each special process performed in-house, list the specifications used.

PROCESS	SPECIFICATONS	APPROVALS	EXPIRATION DATE
<i>Heat Treating (Example)</i>	<i>AS7003</i>	<i>Nadcap</i>	<i>Oct. 31, 2011</i>
Chemical Processing			
Coatings			
Heat Treating			
Machining (where specialized training is necessary)			
Non-Destructive Test (List each type for which you have a Level II or Level III operator.)			
Welding			
Other process as defined by the OEM			

SECTION II: SPECIAL PROCESSES SUBCONTRACTED

Are special processes subcontracted on NORDAM parts? Yes No

If yes, provide a description of how you approve and evaluate your subcontractors (you may alternatively choose to submit the related procedure).

List special process and subcontractor(s) that perform the process.

SPECIAL PROCESS	SUBCONTRACTORS

SECTION III: QUALITY SYSTEM

If you do hold an AS9100 series or ISO certification, proceed to Section IV. Otherwise, please complete the following questions:

QUALITY SYSTEM		YES	NO	NA
1	Do you have a quality manual? Record last revision date: _____			
2	Is the manual readily available to employees?			
3	If you are a Repair Station, is there an organizational chart that clearly defines your organization? Please provide a copy of the organizational chart.			
TRAINING		YES	NO	NA
4	Is there a training program to ensure that all personnel are qualified for the specific tasks performed?			
5	Are records of certificates, on-the-job training (OJT) and formal classroom training maintained for a minimum of two years after employee termination?			
TECHNICAL DATA AND DOCUMENT CONTROL		YES	NO	NA
6	Are technical data such as OEM data, drawings, and process specifications readily available to operating personnel?			
7	Is there a system for controlling drawings, specifications and other technical data?			
8	Does the system notify relevant personnel when revisions occur?			
9	Is the document control system periodically audited to ensure continued compliance?			
CONTRACT REVIEW		YES	NO	NA
10	Is there a system to ensure contract requirements are identified and can be met prior to acceptance?			
11	Is there a system to ensure that revised contract requirements are evaluated and communicated to the appropriate functions?			
VENDOR AND PURCHASE ORDER CONTROL		YES	NO	NA
12	Do purchase orders clearly flow-down and define requirements including quality / FAA requirements, drawing and specification requirements with revision levels where appropriate?			
13	Is there a system for monitoring vendor performance?			
14	Do you have a vendor corrective action system?			
15	Are purchase orders reviewed for accuracy and clarity before release?			
16	Are purchase order (PO) revision levels controlled?			
PRODUCT IDENTIFICATION AND TRACEABILITY		YES	NO	NA
17	Are material and product identification maintained from receipt through delivery?			
18	Do you identify the inspection status of products in process?			
PROCESS CONTROL		YES	NO	NA
19	Do work instructions provide detailed, sequential steps including inspection points?			
20	Is there a system to prevent unauthorized changes?			
21	Are the personnel performing work identified by stamp and/or signature?			
22	Do work instructions and tech data indicate correct drawing revision levels?			
TOOLING CONTROL		YES	NO	NA
23	Are tools properly identified, stored and controlled to prevent misuse and damage?			

24	Are tools, used for inspection purposes, periodically inspected and status documented?			
25	Are any calibration intervals more than 12 months?			
26	Is there a system to maintain accurate records of tooling ownership?			
STAMP CONTROL		YES	NO	NA
27	If inspection stamps are used, is there a documented procedure to control their use?			
RECEIVING INSPECTION		YES	NO	NA
28	Is there a system for inspection of purchased parts and materials to ensure compliance with purchase order requirements?			
29	Are received parts and materials controlled to prevent release prior to certificate of conformity? If NO, describe your positive recall system.			
30	Are raw materials periodically tested to validate certificates of conformance and certificates of analysis?			
31	Are acceptance criteria clearly defined for all inspections and tests performed?			
32	If an acceptance sampling plan is used, state the standard.			
CONTROL OF NONCONFORMING PRODUCT AND CORRECTIVE ACTION		YES	NO	NA
33	Is nonconforming material properly identified, segregated, and records of disposition maintained?			
34	Are reworked or repaired product re-inspected to original criteria?			
35	Is there a process for corrective action and identifying the root cause?			
MATERIAL HANDLING, AND STORAGE (WAREHOUSING)		YES	NO	NA
36	Is material stored to protect from damage, deterioration, loss and unauthorized release?			
37	Is there a process to control limited life materials?			
38	Are there controls in place to minimize the risk of damage/deterioration during packaging, production and transport/shipping processes?			
CALIBRATION		YES	NO	NA
39	Is there a system to ensure all measuring tools and equipment used for product acceptance are calibrated?			
40	Are calibration standards traceable to acceptable national standards e.g. NIST?			
41	Do the calibration records include the following:			
	a) Defined calibration intervals			
	b) Calibration due dates			
	c) Identification of calibration status			
	d) Actual numerical results of the calibration			
	e) Date and due date of calibration			
	f) Person or company who performed the calibration			
	g) Calibration standard used			
	h) Item number of the calibration standard used			
	i) Calibration date and due date of standard used			
	j) Temperature and humidity reading during calibration			
42	Are some calibrations performed in-house?			
43	Are some calibrations subcontracted?			
44	Is there a system for identifying measuring devices found to be out of tolerance, and a			

	system to evaluate products where the out of tolerance measuring device was used?			
45	Is each piece of precision measuring equipment identified by a unique tracking number?			
46	Are all measuring and test equipment verified or calibrated prior to usage?			
47	Is the calibration system periodically audited to ensure continued compliance?			
	HOUSING, FACILITIES, AND SAFETY	YES	NO	NA
48	Is facility sufficient to protect parts from damage or loss caused by weather, theft, contamination or other deterioration or damage?			
49	Is the facility adequate size for the work being performed?			
50	Are fire lanes clear from obstructions and identified?			
51	Are fire extinguishers in serviceable condition and periodically inspected?			
52	Are flammable liquids properly identified and stored?			
53	Are flammable storage cabinets properly grounded?			
54	Are first aid kits and eyewash stations clearly identified and easily accessible?			
55	Is the facility kept clean and organized, relative to your industry?			
	RECORDS	YES	NO	NA
56	Are receiving inspection records including traceability maintained?			
57	How long are records (work packages, shop travelers, traceability documents, certificates of conformance, etc.) maintained?			
	NORDAM-SUPPLIED MATERIALS/TOOLING	YES	NO	NA
58	Do you agree to track and maintain NORDAM furnished tooling (which may be owned by NORDAM, government, or NORDAM customer) while in your possession and notify NORDAM purchasing of any loss or damage upon discovery?			
59	Do you maintain a listing of all NORDAM/government/customer furnished tooling currently in your position?			
60	Do you maintain a record of the NORDAM/government/customer furnished tooling that you have returned to NORDAM in the last 18 months?			
61	(For current NORDAM vendors) Attach a copy of your last annual physical inventory, containing tooling numbers, of all NORDAM/government/customer tooling that was submitted to NORDAM as required by the NORDAM contract and/or buyer.			

SECTION IV: TITLE 14 CFR PART 120-DRUG & ALCOHOL TESTING PROGRAM

In accordance with the FAA regulations, each person who performs a safety-sensitive function for a regulated employer by contract – including by subcontract at any tier – must be subject to drug and alcohol testing under an FAA-regulated testing program. The rule has a cascading effect and you must also flow this requirement/information to your sub-tier maintenance providers, who in turn must also flow this requirement/information down to the lowest level of sub-tier contacted maintenance.

1. If you are a 14 CFR-145 Certificated Repair Station, located in the United States with an FAA-approved ADAMPP, then forward a copy of your complete OpSpecs including “Paragraph 449” or the “Registration Format” letter from your FSDO acknowledging your FAA-approved ADAMPP.
2. If you are not a 14 CFR-145 Certificated Repair Station, located in the United States with an FAA-approved ADAMPP then forward the “Registration Format” letter from your FSDO acknowledging your drug and alcohol program.
3. Provide objective evidence that you flow down this drug and alcohol testing requirement to your vendors that perform contract maintenance work for you on NORDAM’s customer’s parts.

 ***Proceed to Section VII Vendor Acknowledgment (Page 10)***

SECTION V: DISTRIBUTOR VENDORS (Pass-through, no value added work)

	QUALITY SYSTEM	YES	NO	N/A
1	Do you maintain appropriate documentation to verify the conformity of items (e.g., manufacturer's data, standards, and airworthiness data)?			
2	Do records include, where applicable: <ul style="list-style-type: none"> a) Test and inspection reports, manufacturer, distributor, repair station? b) Original certificates of conformity or copies of airworthiness certificates? c) Non-conformance, concession, and corrective action records? d) Lot traceability records? e) Environmental or shelf life condition records? 			
3	How long do you retain records of conformity and traceability?			
4	Does your receiving inspection process address suspected unapproved parts?			
5	Does your receiving inspection process ensure items are received with a certificate of conformance, certificate of analysis, test / inspection reports, or airworthiness approval from an approved manufacturer or repair station?			
6	Are items identified and traceable from receipt through shipping?			
7	Do you warehouse and ship items in accordance with manufacturer's instructions?			
8	Are measuring instruments calibrated?			
9	If you find nonconforming items in stores, do you notify customers who have already received items from the same lot / batch?			
10	If you disposition nonconforming product other than ONLY "scrap" or "return", please explain or submit your procedure for handling nonconforming product.			
11	Do you control environmental factors such as temperature, humidity, lighting, cleanliness, and electro-static discharge to prevent damage to product?			
12	Do you provide a Certificate of Conformance for items provided?			
13	Is your Certificate of Conformance an ATA-106 COC?			
14	Does your Certificate of Conformance identify from where you obtained the item?			

 **Proceed to Section VII Vendor Acknowledgment (Page 10)**

SECTION VI: ENGINEERING DESIGN SERVICE VENDORS

DESIGN AND DEVELOPMENT	YES	NO	NA
1	Does the organization plan and control the design and development of product? Number of engineers by discipline _____ _____		
2	During the design and development planning, does the organization determine: <ul style="list-style-type: none"> a) The design and development stages, in respect of organization, task sequence, mandatory steps, significant stages and method of configuration control? b) The review, verification and validation that is appropriate to each design and development stage? c) The responsibilities and authorities for design and development? 		
3	Where appropriate, due to complexity, does the organization give consideration to the following activities: <ul style="list-style-type: none"> a) Structuring the design effort into significant elements? b) For each element, analyzing the tasks and the necessary resources for its design and development? c) Does this analysis consider an identified responsible person, design content, input data, planning constraints, and performance conditions? d) Is the input data specific to each clause reviewed to ensure consistency with requirements? 		
4	Does the organization manage the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility?		
5	Is planning output updated, as appropriate, as the design and development progresses?		
6	Are the different design and development tasks to be carried out defined according to specified safety or functional objectives of the product in accordance with customer and/or regulatory authority requirements?		
7	Are inputs relating to product requirements determined and are records maintained? Do these inputs include: <ul style="list-style-type: none"> a) Functional and performance requirements? b) Applicable statutory and regulatory requirements? c) Where applicable, information derived from previous similar designs? d) Other requirements essential for design and development? 		
8	Are these inputs reviewed for adequacy?		
9	Are requirements completed, unambiguous and not in conflict with each other?		
10	Are the outputs of design and development provided in a form that enables verification against the design and development input and approved prior to release?		
11	Do the design and development outputs: <ul style="list-style-type: none"> a) Meet the input requirements for design and development? b) Provide appropriate information for purchasing, production and for service provision? c) Contain or reference product acceptance criteria? d) Specify the characteristics of the product that are essential for its safe and proper use? e) Identify key characteristics, when applicable, in accordance with design or contract requirements? 		
12	Is all pertinent data required to allow the product to be identified, manufactured, inspected, used and maintained defined by the organization? For example: <ul style="list-style-type: none"> a) drawings, part lists, specifications? b) a listing of those drawings, part lists, and specifications necessary to define the configuration and the design features of the product? c) information on material, processes, type of manufacturing and assembly of the product necessary to ensure the conformity of the product? 		

	DESIGN AND DEVELOPMENT	YES	NO	NA
13	At suitable stages, are systematic reviews of design and development performed in accordance with planned arrangements: a) evaluate the ability of the results of design and development to meet requirements? b) identify any problems and propose necessary actions? c) authorize progression to the next stage?			
14	Do participants in such reviews include representatives of functions concerned with the design and development stage(s) being reviewed?			
15	Are records of the results of the reviews and any necessary actions maintained?			
16	Is verification performed in accordance with planned arrangements to ensure that the design and development outputs have met the design and development input requirements?			
17	Are records of the results of the reviews and any necessary actions maintained?			
18	Is design and development validation performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use, where known?			
19	Wherever practicable, is validation completed prior to the delivery or implementation of the product?			
20	Are records of the results of validation and any necessary actions maintained?			
21	At the completion of design and/or development, does the organization ensure that reports, calculations, test results, etc., demonstrate that the product definition meets the specification requirements for all identified operational conditions?			
22	Where tests are necessary for verification and validation, are these tests planned, controlled, reviewed, and documented to ensure and prove the following: a) Test plans or specifications identify the product being tested and the resources being used, define test objectives and conditions, parameters to be recorded, and relevant acceptance criteria? b) Test procedures describe the method of operation, the performance of the test, and the recording of the results? c) The correct configuration standard of the product is submitted for the test? d) The requirements of the test plan and the test procedures are observed? e) The acceptance criteria are met?			
23	Are design and development changes identified and records maintained?			
24	Are the changes reviewed, verified and validated, as appropriate, and approved before implementation?			
25	Does the review of design and development changes include evaluation of the effect of the changes on constituent parts and product already delivered?			
26	Does the organization's change control process provide for customer and/or regulatory authority approval of changes, when required by contract or regulatory requirement?			
27	Are records of the results of the review of changes and any necessary actions maintained?			

 **Proceed to Section VII Vendor Acknowledgment (Page 10)**

SECTION VII: VENDOR AKNOWLEDGMENT (all vendors)

Once you have completed the appropriate section(s) of the survey, please submit signed survey and the appropriate attachments to the NORDAM Representative listed below.

QUALITY SYSTEM CERTIFICATIONS OR APPROVALS	
AS9100 Certificate Number & Expiration Date	✍ Not applicable
AS9110 Certificate Number & Expiration Date	✍ Not applicable
ISO Certificate Number & Expiration Date	✍ Not applicable
FAA Repair Station Number	✍ Not applicable
EASA Repair Station Number	✍ Not applicable
FAA PMA or TSO Number	✍ Not applicable
CAAC Certificate Number	✍ Not applicable
Other Civil Aviation Authority Certificate Number	✍ Not applicable

☞ Required Action: Attach copies of your AS9100, AS9110, ISO certificates, FAA Air Agency certificate, FAA Operations Specifications, and Capabilities List, if applicable, EASA approval certificate, Civil Aviation Authority of China certificate and Capabilities List, and any other Civil Aviation Authority certifications held. Other Attachments may include:

- Nadcap or other certificates related to special processes
- ASA-100 Certificate
- A description of how you approve and evaluate subcontractors of special processes
- ASA-100 Certificate
- Organizational Chart (Repair Stations only)
- A description of your positive recall system (See Section III Item 29)
- Physical Inventory of NORDAM supplied tooling, including tool number.
- Title 14 CFR Part 120 Drug and Alcohol Testing Program and objective evidence (See Section IV)
- Professional documents, certifications & licenses
-

It is the vendor's responsibility to abide by the requirements of the accepted NORDAM contract, purchase order and NORDAM Supplier Quality Manual while performing work for NORDAM.

I understand and will comply with the requirements of the NORDAM Supplier Quality Manual while performing maintenance or manufacture work for NORDAM.

I have accessed the NORDAM Supplier Quality Manual located within NORDAM Supplier Documents section of the following webpage: http://www.nordam.com/myNORDAM/public_documents.aspx

(scroll down on the NORDAM webpage if NORDAM Supplier Documents section is not visible on your computer)

(VOID UNLESS SIGNED)

Name	Title
Signature	Date

For questions or submittal of signed survey; contact:

Contact Name:

NORDAM

Division:

Address

Phone:

Fax:

Email:

NORDAM website: www.nordam.com

NORDAM Use:					
Tracker #		SAP #		Legacy #	

FOR NORDAM INTERNAL USE ONLY.

(After completing document, scan, re-name and save document to "\\tng\ncmd_depts\SHARED\CORP QUALITY VMM")

Tracker:		Vendor:	
Legacy:		Vendor Code:	

- Approved - Effective Dates _____ to _____
- Approved pending corrective action
- Denied approval

Describe the Scope of Approval:

Choose Type of Business:

<input type="checkbox"/> OEM	<input type="checkbox"/> Distributor	<input type="checkbox"/> Mfg/Processor	<input type="checkbox"/> Calibration
<input type="checkbox"/> DAR/DER Consultant	<input type="checkbox"/> ILS	<input type="checkbox"/> Raw Matl Mfg + Certs	<input type="checkbox"/> Spec Proc <input type="checkbox"/> NADCAP
<input type="checkbox"/> Inspect/Test	<input type="checkbox"/> Spec Proc PAH	<input type="checkbox"/> Eng Design Services	<input type="checkbox"/> Contractor (MRO)
<input type="checkbox"/> Sub-contractor(MRO)	<input type="checkbox"/> Air Operator	<input type="checkbox"/> Manufacturer	<input type="checkbox"/> Material Testing
<input type="checkbox"/> Others (Please specify):			

_____	_____
Name	Title / Division

_____	_____
Signature	Date

Checklist for Survey Review:

<input type="checkbox"/> Spec Processes	<input type="checkbox"/> Approval Type	<input type="checkbox"/> Verify Dates
<input type="checkbox"/> TOB	<input type="checkbox"/> Cat I/II	<input type="checkbox"/> Scan / Save

Tracker:		Legacy:	
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- Approved - Effective Dates _____ to _____
- Approved pending corrective action
- Denied approval

Describe the Scope of Approval:

Choose Type of Business:

<input type="checkbox"/> OEM	<input type="checkbox"/> Distributor	<input type="checkbox"/> Mfg/Processor	<input type="checkbox"/> Calibration
<input type="checkbox"/> DAR/DER Consultant	<input type="checkbox"/> ILS	<input type="checkbox"/> Raw Matl Mfg + Certs	<input type="checkbox"/> Spec Proc <input type="checkbox"/> NADCAP
<input type="checkbox"/> Inspect/Test	<input type="checkbox"/> /Spec Proc PAH	<input type="checkbox"/> Eng Design Services	<input type="checkbox"/> Contractor (MRO)
<input type="checkbox"/> Sub-contractor (MRO))	<input type="checkbox"/> Air Operator	<input type="checkbox"/> Manufacturer	<input type="checkbox"/> Material Testing
<input type="checkbox"/> Others (Please specify):			

_____	_____
Name	Title / Division

_____	_____
Signature	Date

Checklist for Survey Review:

<input type="checkbox"/> Spec Processes	<input type="checkbox"/> Approval Type	<input type="checkbox"/> Verify Dates
<input type="checkbox"/> TOB	<input type="checkbox"/> Cat I/II	<input type="checkbox"/> Scan / Save