



Master
Lock[®]

Supplier Quality System Assessment (QSA)

Facility Name:

Date of Assessment:

Chapter 01

General Assessment Guidelines

This Assessment is developed to allow MLC to evaluate its supplier conformance to ISO9000,ISO/TS16949 and MLC's specific quality system requirement.

This guideline is designed to verify, through objective evidence, whether or not the supplier's quality management system are indeed carried out adequately and effectively meet the requirement of MLC. And MLC has established following 5 supplier performance rating based on a percentage of total points available:

<u>Commentary Class</u>	<u>Final Rating</u>
Excellent Supplier	90 to 100%
Satisfactory Supplier	70 to 89%
Qualified Supplier	60 to 69%
Conditional Qualified Supplier	50 to 59%
Un-qualified Supplier	Less Than 50%

Supplier Audit 7-point evaluation scale

NE	This rating will be used when evaluating a new supplier that does not have system in place or no need to establish for MLC's product. For example ROHS and IMDS etc.
0	Supplier is not familiar with the requirement of element and don't know any quality system or related document (Flow Chart, Control Plan, WI etc.)
1	Supplier is familiar with the requirement of the element but there is no evidence of documentation, planing or implementation
2	Supplier is familiar with the requirements of the element and has preliminary source documentation with incomplete plans for implementation.
3	Source documentation is available and implementation is in progress. Deficiencies have been identified but improvements are not quantifiable.
4	Full implementation of source documentation for the requirement and complete confirmed evidence of implementation effectiveness. The supplier has met minimum requirements.
5	Supplier is able to demonstrate significant innovation in new ways to show relevant results beyond customer requirements.

Record the Point (NE, 0-5) for each requirement in the column (B) of Chapter 04 in this assessment.

Multiple the Point in (B) with the Weighting Factor (A) and record the result in the column (AxB).

To establish the organizations rating for each element, and for the overall assessment, percentage totals are used. Add the total the number of points scored for the element and record them in the table provided. Then, to determine the percentage, divide the number of points scored by total number of points available and multiply that figure by 100.

Chapter 02

Supplier Information

Date of Assessment: Supplier Code:

Supplier General Information

Company Name:

Company Phone: Company Fax:

Website Address:

Company Address:

City / Country:

Company Structure:

Type of Business: Manufacturing Year in Business :

Distributor

Service Provider

Point of Contact: Position / Title:

Contact Phone: Contact Fax:

Plant General Manager: Contact Phone:

E-Mail:

Quality Manager: Contact Phone:

E-Mail:

Engineering Manager: Contact Phone:

E-Mail:

Sales Manager: Contact Phone:

E-Mail:

CEO / President: Contact Phone:

E-Mail:

Bank Reference 1:

Bank Reference 2:

(Name & Account)

(Name & Account)

Has a Non Disclosure Agreement (NDA) been signed off? Yes No

Quality and Environmental Managemen Systems Information

Is the company ISO 9000 certified? (Pls attach the cert. copy) Yes No

planning to certified on:

Current Registration Date:

Registrar:

Is the company ISO/TS 16949 certified? (Pls attach the cert. copy) Yes No

planning to certified on:

Current Registration Date:

Registrar:

General Profile

Product (s)/Component (s) Manufactured in this location:

Product (s) / Component (s) considered by MLC:

Total number of manufacturing facilities (Main Site / Site):

Facility size

Auditing Location Address:

Main Site / Site / Offsite? Total Area : Manufacturin g Area:

Maximum Capacity (Units/Time): Cur-Capacity Utilization (%): Employee Turnover (%):

Location B Address:

Main Site / Site / Offsite? Total Area : Manufacturin g Area:

Location C Address:

Main Site / Site / Offsite? Total Area : Manufacturin g Area:

Marketing Information

	Customer Name	Product Type	% of Capacity	% of Sales
Top 1			%	%

Top 2			%	%
Top 3			%	%

Major Exported Countries:

Previous Years Sales:

Company Ownership Corporation Partnership Private

Description of Production Facility / Testing Equipment / Plant Layout : (Use attachment to describe Equipment List & Plant Layout)

Special Communication Facilities:

EDI Internets/E-mail Video Conference Satellite

Others (Pls specify):

Human Resource

(Please attach the Company Organization Chart)

Do the staff and employees are rotated between shifts? Yes No

If "Yes", How often will be the shift change?

Number of Employees	1st Shift	2nd Shift	3rd Shift	Totals
Administration/Management				
Design / Project Engineering				
Manufacturing Engineering				
Quality Assurance Engineering				
Production (Direct)				
Quality Assurance (Direct)				
Temperatory Employees				
Others				
Totals	0	0	0	0

Any research in new field of activity / product or Foreseen development? Yes No

If yes, please specify (target & when):

Do the staff and employees for all shift are qualified and trained with the same level of standard? Yes No

Early Customer Awareness

Do you have systems to inform MLC and/or other customers in case of below: (Pls check the Box)

a. Possible extension of the production deadline or delivery schedules? Yes No

b. Termination of a manufacturing process or product field? Yes No

c.	New technical / technology exists will benefited MLC?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
d.	Key material / changes?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
e.	Key component or material Supplier / Subcontractor Change?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
f.	Process flow or key process control changes?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
g.	Product design changes?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
h.	Plant / Manufactory site relocation?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Chapter 03

Assessment Scoring Summary

MLC Audit Team		Supplier Representatives	
Name	Position / Title	Name	Position / Title

Score Summary

Field	Weight Factors	% per Field	Sub-Rating (%)
4.1 Product and process development & realization, Change Control	15.00%	#VALUE!	#VALUE!
4.2 Materials Management (Incoming, Receiving and Logistic Management)	10.00%	#VALUE!	#VALUE!
4.3 Supplier Materials Quality Management	10.00%	#VALUE!	#VALUE!
4.4 Equipment/tooling/jigs/fixtures/ Laboratory Management	10.00%	#VALUE!	#VALUE!
4.5 Product & Process and Quality Systems Management	35.00%	#VALUE!	#VALUE!
4.6 Rework/Repairs and Staffs Training	5.00%	#VALUE!	#VALUE!
4.7 Outgoing Quality, Field Return Management and On-going reliability Testing	10.00%	#VALUE!	#VALUE!
4.8 Training System, Employee Competent and Quality Culture	5.00%	#VALUE!	#VALUE!
Total Weight Factor	100.00%	Final Rating	#VALUE!

Audit Summary

Based on survey, the Supplier is recommended to the Class of:

<u>Commentary Class</u>	<u>Final Rating</u>	<u>Commentary</u>
## Excellent Supplier	90 to 100%	The Quality System is established with World Class Level
## Satisfactory Supplier	70 to 89%	The Quality System is established with no any outgoing inspection for MLC
## Qualified Supplier	60 to 69%	The Quality System is ready to supply a specific range of quality parts to MLC
## Conditional Qualified Supplier	50 to 59%	Only ready to supply MLC for specific parts under MLC Qualification
## Un-qualified Supplier	Less than 50%	The Quality System is not ready to supply quality product to MLC

Prepared By:
MLC-SQE

Approved By:
MLC Manager

Chapter 04

Assessment Checklist and Findings Report

4.1 Product & Process Development & Realization; Change Control Management

Elements	Weight Factor (A)	Point (B)	(AxB)	Requested Action / Observation	Action Plan fr. Supplier	Who	When	Closure Date	Closure Evidence fr. Supplier
4.1.1 Availability of customer requirements, design goals and guidelines. (should be concentrated on end product applications; and process stability and effectiveness)	5		#####						
4.1.2 Documentation system of product and process design reviews / validations for mass production	4		#####						
4.1.3 Design plan/reviews/testing/validations with appropriate approvals by suitable authority and/or CFT at each stage, including application reliability.	3		#####						
4.1.4 FMEAs, control plan, process flow diagram with identification of critical parameters/characteristics form material level to delivery and with capability review prior to mass production and updated as necessary	4		#####						
4.1.5 New product introduction / transfer management (Preparation of work instructions, equipment checklist, operator training etc).	4		#####						
4.1.6 PPAP/PSW or similar type of Customer Approval Package and Customer Approval	5		#####						
4.1.7 Change Control Program for controlling the pre-and-post mass production changes and ensuring customer notification and approval	5		#####						
Full Weighted Point	150	Sub-Total	#####	% per Field		#VALUE!			

4.2 Materials Management (Incoming, Receiving and Logistic Management)

Elements	Weight Factor (A)	Point (B)	(AxB)	Requested Action / Observation	Action Plan fr. Supplier	Who	When	Closure Date	Closure Evidence fr. Supplier
4.2.1 Availability of incoming inspection instructions, training for inspection methods and appropriate inspection equipment.	4		####						
4.2.2 Availability of engineering drawing (s) / specifications with identification of inspection items and tolerance of acceptance.	4		####						
4.2.3 Non-conforming material control system for suspected and N/C material, WIP and finished goods.	3		####						
4.2.4 Material identification and segregation (pass / reject / on-hold / scrap /waiting for inspection / etc.)	5		####						
4.2.5 Incoming inspection traceability (to operator / supplier lot / non-conforming material report / UAI approval / etc).	4		####						
4.2.6 Documented responsibility to pass, reject and waive of the incoming material.	4		####						
4.2.7 Dock-to-stock or skip lot inspection with traceable performance records and traceability of the lot.	3		####						
4.2.8 Warehouse inventory control (FIFO, Inventory turns monitoring, scrap control, self-life control, identification).	3		####						
4.2.9 Storage condition, packaging, handling and delivery	3		####						
4.2.10 Flammable / Toxic materials and dangerous goods control.	3		####						
4.2.11 Maintain a Restricted Substance Survey (IMDS) system to meet Laws / Customer requirements	4		####						
Full Weighted Point	200	Sub-Total	####	% per Field		#VALUE!			

4.3 Sub-Supplier Materials Quality Management

Elements	Weight Factor (A)	Point (B)	(AxB)	Requested Action / Observation	Action Plan fr. Supplier	Who	When	Closure Date	Closure Evidence fr. Supplier
4.3.1 Sub-Supplier / sub-contractor qualification / audit process	4		####						
4.3.2 Approved Sub-Supplier Listing by purchased part/material	3		####						
4.3.3 Sub-Supplier Corrective Action, Preventive Action & 8D reporting Systems.	4		####						
4.3.4 Sub-Supplier improvement and developing system.	3		####						
4.3.5 Sub-Supplier performance tracking and reviews system	4		####						
4.3.6 Supplier's internal engineering change controls on purchased materials/parts.	5		####						
4.3.7 Purchased material qualification system (FAI of tooling, components etc).	5		####						
4.3.8 Overall sub-supplier quality management and development program.	3		####						
Full Weighted Point	155	Sub-Total	####	% per Field		#VALUE!			

4.4 Equipment / Tooling / Jigs / Fixtures / Laboratory Management

Elements	Weight Factor (A)	Point (B)	(AxB)	Requested Action / Observation	Action Plan fr. Supplier	Who	When	Closure Date	Closure Evidence fr. Supplier
4.4.1 Automation and utilization of jig and fixtures with mistake proofing approach	2		####						
4.4.2 Tool life management.	3		####						
4.4.3 Machine / equipment set up verification and approval.	4		####						
4.4.4 Preventive Maintenance program.	4		####						
4.4.5 Back up capabilities and spare parts control.	4		####						
4.4.6 Equipment/ Tooling/ Measuring Equipment, etc. control and protection	3		####						
4.4.7 Facilities and housekeeping management.	2		####						
4.4.8 Testers / measurement equipment verification and correlation.	3		####						
4.4.9 Temperature and humidity controls, working environment, 6S	2		####						
4.4.10 MSA (e.g. GR&R, Liniability, Stability, Bias) per control plan measurement systems	3		####						
4.4.11 Laboratory testing control with appropriate equipment, testing personnel and testing method.	3		####						
Full Weighted Point	165	Sub-Total	####	% per Field		#VALUE!			

4.5 Process / Product Quality and Quality Systems Management

Elements	Weight Factor (A)	Point (B)	(AxB)	Requested Action / Observation	Action Plan fr. Supplier	Who	When	Closure Date	Closure Evidence fr. Supplier
4.5.1 Use of Statistical tools (SPC, Cpk analysis, DOE, etc) especially on key product and process characteristics.	5		#####						
4.5.2 Process data collection and analysis with improvement actions	5		#####						
4.5.3 Continuous Improvement plans (CIP) and follow-up.	3		#####						
4.5.4 Internal process corrective actions. (Feedback Loop Control)	5		#####						
4.5.5 Process work instructions. (All working area)	5		#####						
4.5.6 Document Control (ECN, WI, Specs., etc).	4		#####						
4.5.7 Process / test traceability (to operator/equipment).	4		#####						
4.5.8 In process quality audits. (QA Patrol Report / Line Alert System)	4		#####						
4.5.9 In process inspection / testing.	3		#####						
4.5.10 ESD / Safety / Se-up control (storage, handling, equipment / line setup, operator training, etc).	3		#####						
4.5.11 Material / WIP identification and control.	4		#####						
4.5.12 Material / WIP flow, staging, handling and delivery	3		#####						
4.5.13 Material usage traceability to finished products.	5		#####						
4.5.14 Plan-Do-Check-Act systems to review the overall performance continuously with feedback and quality policy and objectives deployment and promotion.	5		#####						
Full Weighted Point	290	Sub-Total	#####	% per Field		#VALUE!			

4.6 Rework Control and Staff Training

Elements	Weight Factor (A)	Point (B)	(AxB)	Requested Action / Observation	Action Plan fr. Supplier	Who	When	Closure Date	Closure Evidence fr. Supplier
4.6.1 Good / bad / suspected parts identification / segregation	4		####						
4.6.2 Reworking process and support (method, equipment, operators, etc.).	3		####						
4.6.3 Rework product traceability	5		####						
4.6.4 Reworking Approval Process and if required with notification to customers	5		####						
4.6.5 Re-inspection control on the reworked part/products	5		####						
4.6.6 Rework data collection, analysis and utilization for corrective actions	4		####						
Full Weighted Point	130	Sub-Total	####	% per Field		#VALUE!			

4.7 Outgoing Quality, Field Return Management, Customer Relation Management and On-Going Reliability Testing

Elements	Weight Factor (A)	Point (B)	(AxB)	Requested Action / Observation	Action Plan fr. Supplier	Who	When	Closure Date	Closure Evidence fr. Supplier
4.7.1 Inspection and Production Testing plan.	5		#####						
4.7.2 Qualification of equipment and tools used for inspection	4		#####						
4.7.3 Pre-shipment inspection system.	3		#####						
4.7.4 Out-going inspection system	3		#####						
4.7.5 Lot status and traceability.	5		#####						
4.7.6 Outgoing quality failure analysis and corrective actions like, 8D, QCC Tools used, including initial responding time and containment action identification	5		#####						
4.7.7 Finished goods packaging, storage conditions / handling.	5		#####						
4.7.8 Finished goods inventory control (FIFO / Obsolesces).	4		#####						
4.7.9 Field performance tracking.	4		#####						
4.7.10 Field return failure analysis and corrective actions.	4		#####						
4.7.11 On-going reliability testing process.	3		#####						
4.7.12 Humidity and temperature control for shipment units	5		#####						
4.7.13 External corrective action & improvement 8D reporting system to customer	5		#####						
4.7.13 Field Return Rating or Customer Relationship Management system to improve customer satisfaction.	3		#####	Primary information was collected by sales department.					
Full Weighted Point	290	Sub-Total	#####	% per Field		#VALUE!			

4.8 Training Systems, Employee Competent and Quality Culture

Elements	Weight Factor (A)	Point (B)	(AxB)	Requested Action / Observation	Action Plan fr. Supplier	Who	When	Closure Date	Closure Evidence fr. Supplier
4.8.1 Training needs identifications and Training Systems	4		####						
4.8.2 Jobs and Tasks Assignment Systems (Job Competent System)	5		####						
4.8.3 Quality Culture (e.g. organizational structure, responsibility and authority, reporting channel, communication channel and method, etc.)	3		####						
Full Weighted Point	60	Sub-Total	####	% per Field		#VALUE!			

