



# CHARTER STEEL

A Division of  
Charter Manufacturing Company, Inc.

1658 Cold Springs Road

Saukville, WI 53080

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## SUPPLIER SELF-SURVEY

The purpose of this form is to gain an understanding of your organization and to verify that your organization has a system that supports the Charter Steel quality management system.

### COMPANY INFORMATION

COMPANY NAME		<b>IF KNOWN, CHARTER STEEL BUYER COMPLETE THIS ENTRY: CHARTER STEEL SUPPLIER #</b>	
ADDRESS			
PHONE		FAX	
PRIMARY PRODUCTS/SERVICES		PRIMARY CUSTOMERS	

### SUPPLIER TO THE FOLLOWING CHARTER STEEL LOCATIONS:

- Saukville, WI
- Cleveland, OH
- Fostoria, OH

### TELL US ABOUT YOUR TOP MANAGEMENT STAFF

NAME	TITLE	PHONE	EMAIL ADDRESS
	<b>PRESIDENT</b>		
	<b>GENERAL MANAGER</b>		
	<b>QUALITY MANAGER</b>		
	<b>MANUFACTURING MANAGER</b>		

### TELL US ABOUT YOUR QUALITY MANAGEMENT SYSTEM

Is your quality management system currently registered to a recognized standard (e.g. ISO 9001, ISO/IEC 17025, ISO/TS16949, IATF16949)?

**YES**-Please attach a copy of your current certificate(s).

**OR**

**NO**-Please read page 2 and complete page 3 of this form.

### SURVEY COMPLETED BY:

NAME	TITLE	PHONE	EMAIL ADDRESS	DATE

**Please return this completed form (don't forget to attach your QMS certificates) and return to the Charter Steel Buyer that sent it to you!**

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# SUPPLIER SELF-SURVEY

## INSTRUCTIONS TO THE SUPPLIER (PART B):

This portion of the Supplier Self-Survey form is based on ISO 9001:2015. If further clarification of the requirements is needed, you are encouraged to visit the Automotive Industry Action Group (AIAG) website at aiag.org.

On page three of this document, please complete the “self score” portion for this Supplier Self-Survey form and please use the score ratings as follows:

- 0 = No evidence of a process.
- 1 = Anecdotal evidence of an informal process with limited or concentrated deployment, with little evidence of repeatability.
- 2 = Informal process or formal process with limited deployment.
- 3 = Formal process is fully deployed and may be documented.
- 4 = Documented process is fully deployed and has undergone iterations of process improvement.

## KEY DEFINITIONS:

A **documented** process is one, which is defined by a written, auditable policy or procedure and typically deployed at the work level via standard work, work instructions, or routing instructions.

A **formal** process is one which is driven by management and supported by the use of data, forms and/or documents, but is not necessarily supported by a written, auditable policy or procedure. A formal process may or may not use work instructions or equal.

An **informal** process is one, which is locally devised to address the management of a specific task or set of tasks. The process, which is typically created by, and shared with, the employee(s) responsible to perform the task(s), may, or may not be known by management, may or may not be process connected to other process tasks and may or may not include the use of documents.

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## Charter Steel - Supplier Self-Survey Survey

<b>The purpose of these following questions are to obtain details on your organization's Quality Management System.</b>				
Category <i>(ISO Standard Clause)</i>	Questions to consider when determining your organizations score:			Self Score
1	<i>Leadership &amp; commitment (5)</i>	<b>Does top management demonstrate leadership and commitment for a system that supports quality?</b> 1. Is there a documented quality policy? 2. Are there defined and documented quality objectives? 3. Are quality objectives included in the organization's business plan? 4. Is customer focus part of the organization's quality objectives? 5. Does the organization promote the use of a process approach and risk-based thinking?		
2	<i>Planning (6)</i>	<b>Does the organization consider the internal and external issues when planning quality objectives?</b> 1. Are risks and opportunities considered for these objectives? 2. Are the defined quality objectives measureable? 3. Are the quality objectives monitored, communicated, and updated, as appropriate?		
3	<i>Support (7)</i>	<b>Has the organization determined and planned for the resources needed to establish, implement, and maintain a system that supports quality?</b> 1. Does the organization promote a training program that also evaluates the competency of their employees? 2. Does the training program include the quality policy, quality objectives, and the employee's role in the quality objectives? 3. Are the organization's quality objectives periodically communicated to the entire organization, at all levels? 4. Does the organization maintain their infrastructure for the operations of its processes? <i>Infrastructure can include: buildings, associated utilities, equipment, including hardware and software, transportation resources, information and communication technology</i>		
4	<i>Operation (8)</i>	<b>Does the organization plan, implement and control the processes to maintain a system that supports quality?</b> 1. Does the organization have a process to review customer requirements? 2. Does the organization have a change control process? 3. Does the organization have a process to control of production? 4. Is there a process to maintain product identification and traceability in the manufacturing of product? 5. Is there a process to handle nonconforming product?		
5	<i>Performance Evaluation (9)</i>	<b>Does the organization evaluate the performance and the effectiveness of a system that supports quality?</b> 1. Is there a methodology to monitor and measure the defined business processes? 2. Does the organization monitor their customers' perceptions of the degree to which their needs and expectations have been fulfilled? 3. Does the organization analyze and evaluate the appropriate data and information arising from monitoring and measuring?		
6	<i>Improvement (10)</i>	<b>Does the organization determine and select opportunities for improvement of a system that supports quality?</b> 1. Does the organization have a corrective action program? 2. Does the organization utilize basic quality tools and problem solving tools as part of the corrective action process? 3. Does the organization identify continuous improvement opportunities?		
<b>QMS Self-Survey Total Score</b>				