Appendix "C"

(Refer to Para 18)

VENDOR QUALITY SURVEY REPORT (VQSR)

PART I - QUALITY SYSTEM OF VENDOR

1. MANAGEMENT RESPONSIBILITY

1.1. Availability of a well defined and documented Quality policy and objectives.

1.2. Effective implementation of the Quality policy through functional organization of the firm for quality related tasks and appointment of a management representative to oversee its implementation and periodical review.

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2. QUALITY SYSTEM

2.1. Availability of a well documented and related procedures / instructions covering all activities of management, production and verification of quality of items to the specified requirements.

2.2. Whether the Quality System is being effectively implemented, through verifiable documentation of all major activities.

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3. CONTRACT REVIEW

3.1. Availability of an established system of contract review for scrutiny of contracts and analysis of technical / organizational requirements of contracts.

3.2. Whether the firm has a viable system to ensure that contractual requirements can be met.

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4. DESIGN CONTROL

4.1. Whether procedures for planning, development, control and verification of product design are laid down? Have the responsibilities been assigned for each activity?

4.2. Comment on the availability of infrastructure and technical capability of the firm including adequately qualified and experienced personnel, to undertake product design tasks.

4.3. Whether the laid down procedures and the resources of the firm are adequate for identification, analysis, implementation and verification of tasks involving product design to meet the required specifications and acceptance criteria for the product.

4.4. Comment on the capability of the firm to produce a product to specific design inputs, after due verification and incorporating design changes, where necessary, as per their laid down procedures. What types of products is the firm capable of designing ?

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5. DOCUMENT CONTROL

5.1. Whether document control procedures are laid down and responsibilities for controlled issue, review, updating and approval of documents assigned? Are these procedures being implemented effectively?

5.2. Availability of system to ensure that obsolete documents are removed from the points of issue and documents with un-authenticated alterations are not used.

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6. PURCHASE

6.1. Availability of a documented system of assessment and selection of sub-vendors / sub-contractors and monitoring of their performance.

6.2. Whether the firm has a system to ensure purchase documents clearly indicate the details of product specifications, drawings etc. and are these reviewed / approved before issue. Is the system adequate?

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7. PURCHASE SUPPLIED PRODUCT

7.1. Whether there is an established procedure for identification, verification of quality systematic storage and issue of purchaser supplied product? Is it effectively implemented?

7.2. Whether the firm has a procedure to record and notify to the purchaser of any lot, damaged or otherwise unsuitable product and to ensure such an item is not used in the production.

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8. PRODUCT IDENTIFICATION AND TRACEABILITY

8.1. Availability of established procedure to procedure to identify a product from applicable drawings, specifications and other documents throughout production, delivery and installation.

8.2. Where applicable, whether the firm has a viable and effective system to ensure trace ability of finished products to the original raw products to the original raw products to the original raw materials use , operators / equipment used for manufacture and the quality records.

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9. PROCESS CONTROL

9.1. Comment whether the firm has well defined and documented instructions for approval, monitoring and control of manufacturing processes and employments/

performance of machines, operators, instruments, jigs and fixtures during all stages of production.

9.2. Whether process capability has been defined and process control parameters have been documented .Are these adequate and availability at each relevant work station?

9.3. Whether the system for monitoring/control of processes and product characteristics is implemented effectively at ach stage of manufacture?

9.4. Whether the instructions specifically cater for the special or complex process involved (if any) and personnel working on these special processes adequately trained and qualified.

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10. INSPECTION AND TESTING

10.1. Comment on availability of well defined and documented procedures for identification, testing of quality , storage and issue of bought – out input materials , components, sub – assembles / assembles and semi – finished items to the shop floor.

10.2. Whether tested and approved input material / items identified and carefully segregated from those not tested or rejected. Comment on records maintained for each.

10.3. Whether the firm has an effective procedure and maintains documents for carrying out in-process inspection at various stages of the manufacturing process.

10.4. Whether the firm ensures prompt recall and replacement of item / product in the event of non – conformance being found at any stage.

10.5. Comment on the final inspection and testing procedure adopted by the firm on the finished products to verify conformance to the specified requirements.

10.6. Whether the firm maintains proper records of final inspection and full testing or products to establish conference to the given specification before dispatch,

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11. INSPECTION MEASURING AND TEST EQUIPMENT

11.1. Comment on the system in the firm to ensure that inspection, measuring and test equipment are capable of the desired accuracy and precision at all times.

11.2. Whether the firm has an effective procedure to identify the calibration status of the equipment and take timely corrective action in case found to be out of calibration.

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12. INSPECTION AND TEST STATUS

12.1. Whether the firm has an identification system for the inspection and test status of products to indicate conformance or non- conformance to inspection and tests performed.

12.2. Is the system implemented effectively throughout production and installation ?

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13. CONTROL OF NON CONFORMING PRODUCT

13.1. Whether the firm has an effective procedure for identification, segregation , review and disposition of non – conforming product.

13.2. Comment on the methodology used by the firm to prevent in – advertant use or installation of a non – conforming product.

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14. CORRECTIVE ACTION

14.1. Whether the firm has an effective procedure to analyse the causes of non – conforming product and take effective corrective action to eliminate deficiencies and prevent recurrence.

14.2. Whether the firm analyses all processes , work operations , service reports and customer complaints to detect and eliminate potential causes and eliminate potential causes of non – conforming products and take preventive action or exercise more controls where necessary.

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15. HANDLING STORAGE PACKAGING AND DELIVERY

15.1. Whether the firm has adequate storage accommodation and means for handling of raw materials and finished products to prevent their damage or deterioration pending use or delivery.

15.2. Comment on the effectiveness of measures adopted for packaging and delivery of products to ensure protection of their quality till the final destination / delivery.

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16. QUALITY RECORD

16.1. Whether the firm maintains records to demonstrate achievements of the required quality in products and effective operation of the quality records also maintained in a similar manner?

16.2. Does the firm have adequate arrangements for safe storage and ready retrieval of quality records?

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17. INTERNAL QUALITY AUDIT

17.1. Whether the firm has an effective and well documented procedure for conducting periodical internal quality audits? If so, give brief details.

17.2. Whether the firm ensures results of quality audits are documented for follow – up action by concerned personnel? Is suitable follow – up action being taken?

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18. TRAINING

18.1. Whether there is an effective system to identify the training needs of personnel for specific tasks and to train people performing activities effecting quality?

18.2. Are training records maintained by the firm?

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19. **SERVICING**

19.1. Whether procedures for extending after – sales and warranty services are documented?

19.2. Whether the firm extends after sales services and maintains records thereof? If so, indicate areas.

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20. STATISTICAL TECHNIQUES

20.1. Has the firm got an established procedure to apply appropriate statistical techniques for quality assurance of purchased items, process control and their end products? If so, indicate applied areas.

20.2. Is there documentary evidence of implementation of statistical techniques in these areas?

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Part I - Total Marks -

Marks Obtained -