Purpose of Audit:	Doc. No.
	Date of Assignment:

Customer Details

Company Name:	
Audited by:	Designation:
Address:	
Audit Summery:	

Category of Process:	Max. Marks	Marks Obtained	Actual %	Acceptable>64%, Not Acceptable<60%
Production preparation (New parts, design change parts, new technology parts, factory transfr, etc.)	16			Acceptable>75%
Initial supply control (Special control until the quality is stabilized after the start of mass products.	13			Acceptable>70%
Initial product control, Control of new parts, design change parts, process change parts, trail parts.	11			Acceptable>70%
Quality Management System, Planning & Documentation.	15			Acceptable>60%
Management processes.	15			Acceptable>60%
Resources Management Processes	10			Acceptable>60%
Product Realization Processes	36			Acceptable>60%
Management Monitoring & Improvement Processes	20			Acceptable>80%
Total	136			

Major Area of Concern:
Overall Result of Assessment

Criteria for Audit:

>70% : Company was in position and all the processes are working according to the schedule.
60-70% : Actions to be taken,
<60% : Why analysis and actions.

Lead Auditor	Concerned Person:	Head Engg. & QA

CUSTOMER SATISFACTION SURVEY CHECK LIST

S.No.	Process & Check Point	Points		Assessor Comment	Remarks
Production Preparation (New parts, design change, new technology parts, Factory trnsfer,etc.)		Max	Actual		
1.1	Is the procedure for production is according to the ISO standards?	4			
1.2	For critical parts do we check the process under supervision of engineer.	4			
1.3	Do we carryout the quality improvement activities.	3			
1.4	Do we prepare the timing plan and scheduling for the incoming orders.	3			
1.5	Are we opting the new technologies for new parts manufacturing.	2			
Initial Supply control. (Special control until the quality is stabilized after the start of mass production)					
2.1	Is the period for initial supply control and the intended activities defined in a procedure.	3			
2.2	Are the special control item and method during the initial supply control period decided.	3			
2.3	Do we measure the process capability of critical parameters and improve it if found less than specified?	4			
2.4	Do we carry out the initial supply control for sub-vender parts	2			
2.5	Is the Process which is producing initial supply control products clearly identified with displays for attention of operators and management?	1			
Initial product control, control of new parts, design change parts, process change parts, trail parts					
3.1	Is the defination of initial product (including the change item/point) clearly defined in the procedure?	3			
3.2	Is the initial product tag attached on the product from the changed process, and is the identification of initial product supply controlled throughout the vendor processes?	3			
3.3	Do we perform the inspection of initial products and preserve the records for the specified storage period?	1			
3.4	Is the acceptance criteria suitable? (particularlyfor those items for which either specifications are not decided or tolerances are not specified in the drawings by customer)	1			
3.5	Are the performance and durability evaluation of product carried out either in company or by external organization?	1			
3.6	Is the procedure for dealing with rejected products during the initial product check defined?	1			
3.7	Do we check wether the inspection report and initial product tag are attached during the shipment of initial products to customers?	1			

Quality Management System, Planning & Documentation					
4.1	Are appropriate documents prepared? (CQP,QM,WI,Designs,CP, PS,etc)	5			
4.2	Are we maintaining all the above mentioned documents correctly & updated frequently?	5			
4.3	Do our Quality Objective include the customer/product Specific Quality Objective? Did you cheched.	2			
4.4	Are Process established & implemented to communicate the Quality Policy, Quality Objectives & performance of Quality Management System Processes.	3			
Management Processes					
5.1	Is our company structure is according to the Proper Organizational structure?	3			
5.2	Did you check the personnel who is responsible for the quality in the company. Does he know about the responsibility & autority assigned?	4			
5.3	Does our Management monitor the performance of Quality Management System Processes?	3			
5.4	Does the Management deploy continual improvement through out the company? How did you checked?	2			
5.5	Do we conduct the survey on customer satisfaction in regular intervals?	3			
Resources Management Process					
6.1	Did you found that we have the adequate resources to perform the QMS processes?	2			
6.2	Do you think, we have the required workspace needed?	2			
6.3	Are optimum utilization of resources being done?	2			
6.4	Do you think the staff are competent to perform the QMS processes?	1			
6.5	Do you think our company is able to manage the emergency in production? Did you have any	1			
6.6	Do you think the staff in company are motivated adequately empowered?	1			
6.7	Is the work environment is clean and proper?	1			

Resources Suggestions
Do you think we could have done better by any other way,

Product Realization Processes					
7.1	Are product related Customer requirements being adequately identified and addressed.	3			
7.2	Do you think that we have a , implemented strategy in communicating with customer.	3			
7.3	Are the plans to developing new product prepared & used?	3			
7.4	Is Product ? Process design & development being planned & done as per the plan.	3			
7.5	Do you think we are maintaining a system for control of design changes?	3			
7.6	Do you think we maintain Product approval process being performed before the production.	3			
7.7	Do we monitor production process in regular intervals, taking into account of finished goods inventory.	3			
7.7	Do you verify the puchased product from our company. If yes, what all the things you take into consideration?	3			
7.8	Do you think we regularly do servicing to machines and measuring instruments?	3			
7.9	Do you think our production process is optimal and best that we can do?	3			
7.10	Do you think our Storage-section was upto the mark	3			
7.11	Do you have any advise in our production process?	3			

Management Monitoring and Improvement Processes					
8.1	Do you think we are using the statistical standard tools in manufacturing process & other.	7			
8.2	Do you think the product being inspected / tested and various stages of manufacturing.	7			
8.3	Do you think we analyse the data collected during the execution of avarious processes & utilized for taking corrective/ preventive action.	6			

Experience in PRADAKO Mechanical & Engineering works
Write your experience in visiting our company,

Suggestions