



## Quality System Survey Questionnaire

**Company:** HC Pacific

**Address:** 19844 Quiroz Court  
Walnut, CA 91789  
USA

**Phone:** 909.598.0509

**Fax:** 909.598.1411

**E-Mail** hcpac@ix.netcom.com

**Years in Business:** 33

**Number of Employees:** 18

**Number in Quality:** 5

**Quality Standard:** ISO 9001:2000, AS 9120  
DNVRegistrars, # CERT-06366-2004-AQ-HOU-RAB

*Person Responsible for the Quality System at HC Pacific: Rinty Sullivan*



## HC PACIFIC Quality System Self Evaluation

### ***Key Personnel:***

- |                  |                           |
|------------------|---------------------------|
| ◆ LYNN SQUIRES   | President                 |
| ◆ Rene Jara,     | Controller                |
| ◆ Rinty Sullivan | Quality Assurance Manager |

### ***Facility Size***

24,000 sq. ft.

### ***Service***

Distribution of Aerospace Hardware/Fasteners

### ***Quality Standards***

ISO 9001-2000, AS 9120 Certificate Number CERT -06366-2004-AQ-HOU-RAB  
DNV REGISTRAR

### ***Major Customers***

- |                         |                   |
|-------------------------|-------------------|
| ◆ Boeing/Long Beach, CA | ◆ Lockheed Martin |
| ◆ Northrop Grumman      | ◆ British Aero    |

### ***Distributors For***

- |                             |                |
|-----------------------------|----------------|
| ◆ 3V Fasteners              | ◆ FIT          |
| ◆ Aerospace Rivet Mfg. Corp | ◆              |
| ◆ Air Industries            | ◆ Northbridge  |
| ◆ Bristol Industries        | ◆ PB Fasteners |
| ◆ California Screw          | ◆ Van Petty    |
| ◆ Fairchild                 |                |

\* Products purchased directly from above manufacturers (99%)



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# Supplier Quality Survey Questionnaire

\_\_\_ Mail-In Survey    \_\_\_ On-Site Survey

Supplier Name	HC Pacific		
Address	19844 Quiroz Court Walnut, CA 91789		
Phone No.	909-598-0509	Supplier FSCM Number	53037
Total Number of Employees: <u>18</u>			
Production <u>4</u> Quality <u>5</u> Engineering <u>0</u> Other <u>9</u>			
Check One: <input type="checkbox"/> Manufacturer <input checked="" type="checkbox"/> Distributor <input type="checkbox"/> Processor			
Primary Business/Products: <u>Bolts, Screws &amp; Nuts (NAS, AS, MS, AN, BAC, &amp; Specials)</u>			

## Quality Management:

Name	Rinty Sullivan	Title	Q.A. Manager
Reports To	Lynn Squires	Title	President
Name	Carlos Martinez	Title	Lead Inspector
Reports To	Rinty Sullivan	Title	Q.A. Manager

Do Not Write Below This Line: For Audit Personnel Only.

## Approval Status

\_\_\_\_\_ Approved per minimum quality requirement

\_\_\_\_\_ Disapproved

\_\_\_\_\_ Limited Approval

Comments \_\_\_\_\_

Auditor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Supplier Quality Survey Questionnaire *continued*

Y = YES

I = INADEQUATE

N = NO

N/A = NOT APPLICABLE

## Administrative *Reference 4.1, 4.2*

1. Does the facility have a Quality control Manual and/or Inspection Plan?  
Enter document revision status: Rev C /10-9-2003 Are the Quality Procedures maintained current?  Y  I  N  N/A
2. Is the Quality Control Manual and/or Inspection Plan approved by company management?  Y  I  N  N/A
3. Is the Quality Control function organized in accordance with  
 Mil-I-45208  Mil-Q-9858  ISO 9001  other (specify) AS 9120  Y  I  N  N/A
4. Does the company maintain a single-standard quality system? If not, specify in *SUPPLIER GENERAL COMMENTS* section on the last page.  Y  I  N  N/A
5. Is the ratio of Quality personnel to production department sufficient to maintain control of product quality? Ratio 1:1  Y  I  N  N/A
6. Is an organization chart available showing relationship of Quality Control to other management functions? (if Yes, attach a copy to this document)  Y  I  N  N/A
7. Is facility receptive to source inspection?  Y  I  N  N/A
8. Is Government source surveillance inspection performed by:  
 Itenerant  Resident  none  Y  I  N  N/A
9. Do procedures exist to flow-down contract requirements to suppliers?  Y  I  N  N/A
10. Does supplier maintain a system procedure for contract review and for the coordination of these procedures including approval by the Q.A. manager?  Y  I  N  N/A
11. Does a procedure exist for Quality Review for an Amendment to a contract?  Y  I  N  N/A
12. Specify Aerospace manufacturers with whom you have had contracts and have audited your facility recently:

Aerospace Manufacturer	Date
Lockheed Martin	5-2002
AIRBUS	9-2002
BAE	1-2003
B-N	4-2002

## Drawing and Change Control *Reference 4.2*

1. Does a master list of drawings and specs exist, including customer furnished documents?  Y  I  N  N/A
2. Are they properly controlled?  Y  I  N  N/A
3. Are adequate controls in effect to ensure that applicable engineering drawings and change notices are current and controlled?  Y  I  N  N/A
4. Are drawings and specs readily available to inspection personnel at point of usage?  Y  I  N  N/A
5. Does a system exist for removing and controlling obsolete documents?  Y  I  N  N/A

# Supplier Quality Survey Questionnaire *continued*

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## Tool and Gage Control *Reference 7.6*

1. Is the company's calibration system designed to meet  
 ISO 10012-1    ANSI/NCSL Z540-1    other (specify) \_\_\_\_\_
  Y    I    N    N/A
2. Are written procedures in effect to control tools, gages and test equipment?
  Y    I    N    N/A
3. Are temperature, humidity, and cleanliness controlled to the extent necessary to assure calibration accuracy?
  Y    I    N    N/A
4. Does the system provide for periodic recall of all calibrated inspection tools, gages and test equipment?
  Y    I    N    N/A
5. Does calibration documentation include appropriate notification procedures for cases of significant out of tolerance conditions?
  Y    I    N    N/A
6. Is calibration done upon receipt of device, independent of manufacturer's certification?
  Y    I    N    N/A
7. Does supplier control customer-furnished tools and personal-owned measuring devices?
  Y    I    N    N/A
8. Do all calibrated tools show date of calibration, date of next calibration, and any limitations?
  Y    I    N    N/A
9. Do all measuring and test equipment meet NIST requirements?
  Y    I    N    N/A
10. Do calibration/inspection records reflect:
  - a. Item serial number and name?
  Y    I    N    N/A
  - b. Frequency of calibration?
  Y    I    N    N/A
  - c. Date of calibration and date due for next calibration?
  Y    I    N    N/A
  - d. Personnel performing calibration/inspection?
  Y    I    N    N/A
  - e. Identity of "master" used to perform calibration?
  Y    I    N    N/A
  - f. Deviation from standard values?
  Y    I    N    N/A
11. Are all measuring equipment uniquely identified to allow calibration record traceability?
  Y    I    N    N/A
12. Are inactive items identified as "inactive" or "for reference only"?
  Y    I    N    N/A
13. Do all measuring instruments have gage R & R studies completed?
  Y    I    N    N/A
14. Is measuring and test equipment handled, stored, and transported in a manner that does not affect the calibration or condition of the equipment?
  Y    I    N    N/A
15. Does a procedure exist for a recall of products due to an out of tolerance condition?
  Y    I    N    N/A

## Material Storage and Handling *Reference 7.5.5*

1. Are procedures for the control and issuance of material adequate?
  Y    I    N    N/A
2. Are materials properly handled and stored to prevent damage, contamination, and/or loss?
  Y    I    N    N/A
3. Are materials traceable to the original mill/manufacturer certification and purchase order?
  Y    I    N    N/A
4. Are products identified from receipt and controlled throughout all stages of production and delivery?
  Y    I    N    N/A
5. Are age-controlled items one of your commodities?
  Y    I    N    N/A
6. Are materials traceable to manufacturer's certificates?
  Y    I    N    N/A

# Supplier Quality Survey Questionnaire *continued*

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7. Is "first in- first out" stock rotation practiced?

Y  I  N  N/A

## Receiving Control *Reference 7.4 & 7.5*

1. Does Receiving Inspection check incoming shipments to requirements of the Purchase Order, referenced specifications, and applicable drawings?

Y  I  N  N/A

2. Are test reports and certificates of chemical and physical analysis maintained on file? How long? 25 years

Y  I  N  N/A

3. Do Receiving Inspection records indicate acceptance or rejection of incoming material including quantities, part number, and revision number?

Y  I  N  N/A

4. Do Receiving Inspection records reflect the reason for the rejections?

Y  I  N  N/A

5. Are inspected items properly segregated from material awaiting inspection?

Y  I  N  N/A

6. Are controls adequate to prevent entry of uninspected materials into stock or manufacturing?

Y  I  N  N/A

7. Is inspected material adequately identified as to acceptance or rejection?

Y  I  N  N/A

8. Is rejected material adequately controlled?

Y  I  N  N/A

9. Are subcontracted testing and inspections performed by approved houses?

Y  I  N  N/A

10. Is raw material adequately identified?

Y  I  N  N/A

11. Are controls adequate to properly segregate customer-furnished material and ensure its use in the intended end item?

Y  I  N  N/A

12. Are all incoming materials subjected to receiving inspection?

Y  I  N  N/A

13. Is the amount and nature of receiving inspection determined by considering the amount of control exercised at the subcontractor, recorded evidence of conformance provided, rejection history, part complexity, and historical process performance?

Y  I  N  N/A

14. When materials are accepted on the basis of certification or test reports:

a. Are the test reports checked 100% against P.O. requirements and records of the check retained?

Y  I  N  N/A

b. Are samples checked periodically to verify conformance with specification requirements?

Y  I  N  N/A

c. Is the frequency of the periodic checks based on historical performance and other indicators?

Y  I  N  N/A

d. Are test reports and certifications retained for 10 years or the period specified by contract?

Y  I  N  N/A

## Sampling Inspection *Reference 8*

1. Do sampling inspection procedures conform with **ANSI/ASQZ1.4** and **1.5 AQL**?

Y  I  N  N/A

2. Do inspection personnel have instructions covering sampling inspection?

Y  I  N  N/A

3. Do inspection records show lot size, sample size and lot identity?

Y  I  N  N/A

4. Do instructions provide for tightened or reduced inspection when results warrant?

Y  I  N  N/A

5. Does the company employ statistical quality control methods?

Y  I  N  N/A

# Supplier Quality Survey Questionnaire *continued*

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## Nonconforming Material Control *Reference 8.3*

1. Do you have written procedures which provide for:
  - a. Rejection forms?  Y  I  N  N/A
  - b. Identification documentation, evaluation, segregation, and disposition of non-conforming products?  Y  I  N  N/A
  - c. Re-inspection after return from suppliers?  Y  I  N  N/A
  - d. Corrective Action?  Y  I  N  N/A
  - e. Control of scrap material?  Y  I  N  N/A
  - f. Control of material review activity?  Y  I  N  N/A
2. Is "defective" and "incomplete" material identified and documented as to inspection status?  Y  I  N  N/A
3. Is a bonded area used for nonconforming materials?  Y  I  N  N/A
4. Is Quality Control represented in the materials review activity?  Y  I  N  N/A
5. Do records of nonconformance and materials review action reflect adequate descriptions of deficiencies, corrective action and dispositions?  Y  I  N  N/A
6. Are internal rejection documents initiated upon receipt of customer rejected product?  Y  I  N  N/A

## Control of Quality Records *Reference 4.2.3*

1. Does the supplier appropriately identify, collect, index, access, file, store, maintain, and dispose of quality records?  Y  I  N  N/A
2. Are all quality records readily retrievable and stored in a suitable environment to minimize deterioration or damage and to prevent loss?  Y  I  N  N/A
3. When records are maintained in other than hard copy for (i.e. electronic media,) are methods in place to prohibit tampering with or loss of record, and are records obtainable only by department managers?  Y  I  N  N/A
4. Are quality records made available to the customer for evaluation when requested?  Y  I  N  N/A
5. Are quality records reviewed for completeness, accuracy and legibility, and stored in such a way as to maintain their identification to corresponding product?  Y  I  N  N/A
6. Are quality records retained for a minimum of ten (10) years or as specified in the contract?  Y  I  N  N/A
7. Do quality records include Management Review Minutes, Internal Quality Audits, Contract Review, Product Quality, Non-conforming Products, Customer Complaint, Corrective Preventive Action, Training Records, First Article, Subcontractor Evaluation and Performance Records, Purchase Orders, Test Reports, Test Results, Inspection Reports, Control Charts, Calibration Records and Certificates, and Work Instructions?  Y  I  N  N/A
8. Are Quality Records controlled by the Q.A. department?  Y  I  N  N/A

# Supplier Quality Survey Questionnaire *continued*

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## Internal Quality Audits *Reference 8.2.2*

1. Is a system established for planning and implementation of internal quality audits?  Y  I  N  N/A
2. Is a schedule presently established and active?  Y  I  N  N/A
3. Are internal audits scheduled on the basis of status and importance of the activity to be audited?  Y  I  N  N/A
4. Are they executed by personnel independent of those having direct responsibility for the activity being audited?  Y  I  N  N/A
5. Are the results brought to the attention of a management review team and the personnel having responsibilities in the areas audited?  Y  I  N  N/A
6. Is a Corrective Action Response issued against the area and management personnel for any deficiency found during the audit within 30 days?  Y  I  N  N/A
7. Is every area of ISO 9001 / AS 9120 audited at least once a year?  Y  I  N  N/A
8. Are Internal Quality Auditors trained and qualified?  Y  I  N  N/A
9. Is implementation and effectiveness of the action verified by a follow-up audit at the next Quarterly Management Review meeting?  Y  I  N  N/A

## Training *Reference 6.2*

1. Are current work instructions, drawings and procedures readily available at each operation or work station and are personnel familiar with them?  Y  I  N  N/A
2. Have quality training needs been identified?  Y  I  N  N/A
3. Have training of personnel performing activities affecting quality been completed, and is there a master schedule plan developed?  Y  I  N  N/A
4. Does training include familiarization with parts, drawings, measuring and test equipment, specifications procedures, SPC, handling, and packaging?  Y  I  N  N/A
5. Do training records reflect the methods used to qualify employees and assess training effectiveness?  Y  I  N  N/A
6. Is training done under Quality Assurance supervisor and are records maintained and scheduling performed by Q.A. manager?  Y  I  N  N/A

## Purchasing *Reference 7.4*

1. Are subcontractors approved and is there a current list available to purchasing and inspection departments?  Y  I  N  N/A
2. Do purchase orders describe product ordered and applicable quality requirements, including revisions?  Y  I  N  N/A
3. Does Q.A. review and approve all purchasing documents related to products prior to release?  Y  I  N  N/A
4. Does supplier approve purchased product by source control or subcontracted testing?  Y  I  N  N/A
5. Does the Quality organization review the customer's purchase order, drawing and specifications before start of production to ensure that all planning is in compliance?  Y  I  N  N/A
6. Does supplier have procedures for receiving, storage, and replacement of customer supplied products?  Y  I  N  N/A

# Supplier Quality Survey Questionnaire *continued*

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## Final Inspection Acceptance and/or Test *Reference 7.4.3 & 8.2*

1. Are final inspection, acceptance and or tests performed by Quality Control Personnel?  Y  I  N  N/A
2. Do acceptance and test procedures reflect the product configuration and reference engineering document configuration?  Y  I  N  N/A
3. Are functional test procedures adequately detailed to minimize operator error?  Y  I  N  N/A
4. Are records of inspection and test data maintained?  
How long? 10 years  Y  I  N  N/A
5. Do the product inspection test records reflect the inspector performing the detailed operations?  Y  I  N  N/A
6. Do these records reflect actual measurement values obtained during inspection and testing when required?  Y  I  N  N/A
7. Do test procedures require retest of all affected areas after rework?  Y  I  N  N/A
8. Are Micro, Macro and Decarburization Examinations performed to the proper sampling size, when required by the Procurement Specifications?  Y  I  N  N/A
9. Are Penetrant or Magnetic Particle Inspections performed when required by Procurement Specification?  Y  I  N  N/A
10. Are single element and multi segment tri-rolls used to check thread conformance during inspections?  Y  I  N  N/A
11. Are the same tri-rolls mentioned above used during final inspection?  Y  I  N  N/A
12. Does supplier have a system for maintaining and identifying inspection status at all times through receiving, storage, and delivery?  Y  I  N  N/A
13. Are inspection stamps used and are they adequately controlled?  
Enter example of stamp: \_\_\_\_\_  Y  I  N  N/A
14. Do inspection stamps identify the supplier facility and the person to whom the stamp is issued?  Y  I  N  N/A
15. Are records maintained reflecting the distribution and accountability of all inspection stamps?  Y  I  N  N/A
16. Are all currently unassigned stamps accounted for and maintained in a secured area?  Y  I  N  N/A
17. Are inspection stamps different in design from those used by any other organization?  Y  I  N  N/A
18. Are lost or retired stamps permanently removed from service?  Y  I  N  N/A
19. Are facsimiles of stamp impressions and descriptions of the configuration and use of each stamp documented?  Y  I  N  N/A

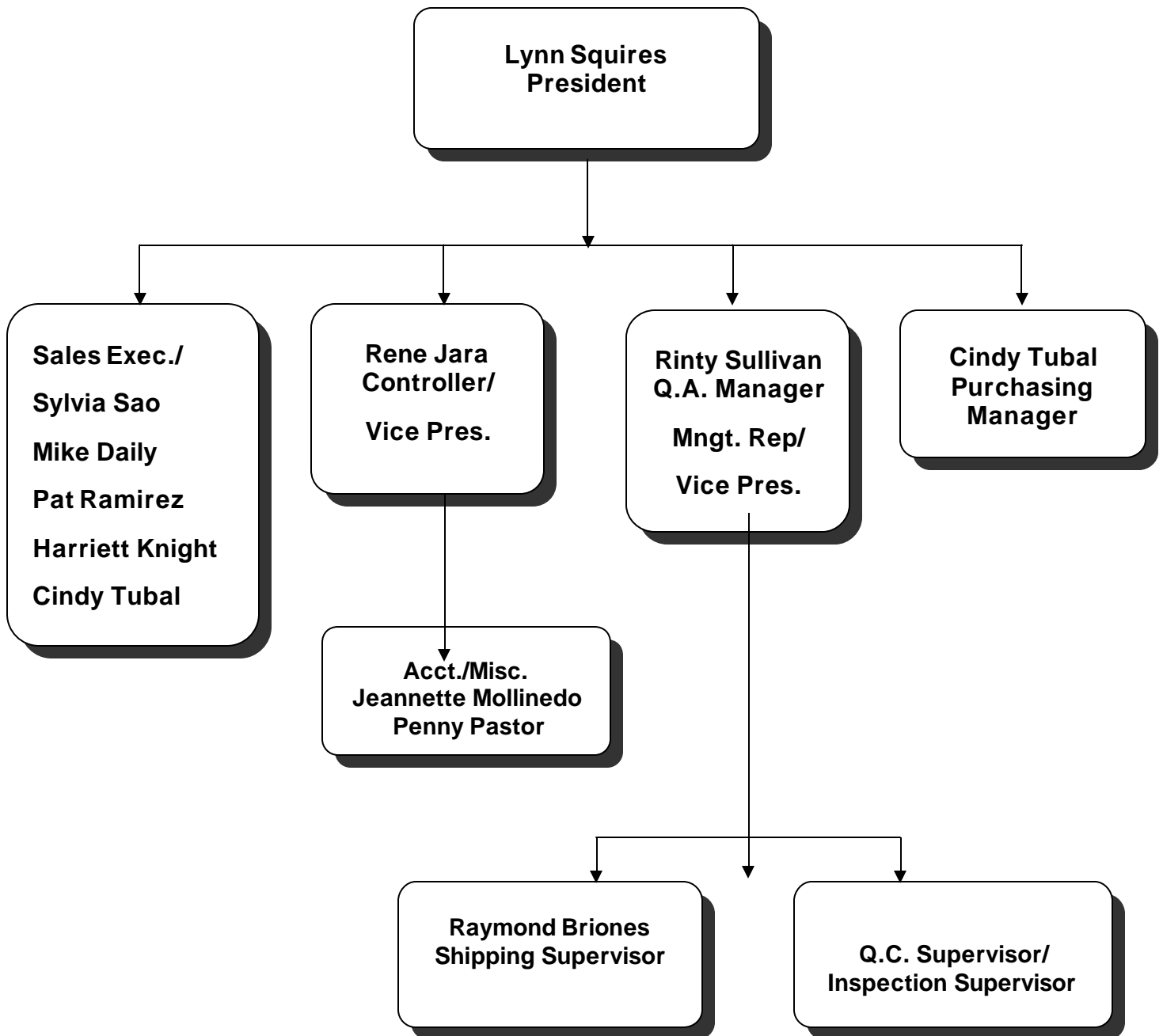
## Corrective Action *Reference 8.5.2 & 8.5.3*

1. Does the supplier maintain a corrective action system?  Y  I  N  N/A
2. Are defective products and related data analyzed to determine cause and extent of discrepant condition, and procedures updated as a result of corrective or preventive action?  Y  I  N  N/A
3. Are corrective action requests issued to a supplier when repetitive quality problem exists on procured material?  Y  I  N  N/A



# HC Pacific Organizational Chart

(Oct. 7, 2003)



## INTERACTION OF PROCESSES

