

## Quality System Effectiveness Assessment Introduction

### Overview

This assessment is a tool to evaluate Quality System Effectiveness and may reduce the need for inspection as the primary means to assure conforming products. In performing this assessment, organizations will identify strengths and weaknesses of their business area with respect to the relevant areas. Continuous improvement is embedded in each area.

The assessment is divided into four sections as follows:

1. Quality Culture
2. Supplier Quality
3. Internal Quality
4. Customer Quality

Some sections are subdivided into elements covering key aspects within the respective section. The sections and elements contain best practice attributes, assessed on a scale of zero (0) to five (5), and corresponding to the degree of implementation of the attributes.

### Instructions

Review each question thoroughly and answer based on the following criteria:

- 0 = No Evidence of Implementation
- 1 = Little Evidence of Implementation (20%)
- 2 = 20 - 40% Opportunity Implemented (40%)
- 3 = 40 - 60% Opportunity Implemented (60%)
- 4 = 60 - 80% Opportunity Implemented (80%)
- 5 = 80 - 100% Opportunity Implemented (100%)

### Interpretation

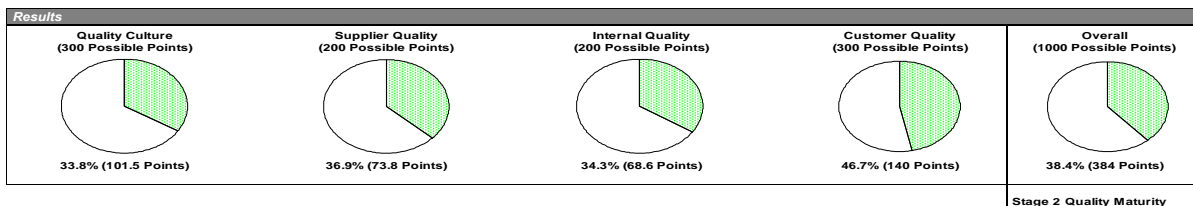
#### Section Results

Each section provides information on the total score possible along with the results of the assessed section. The results are presented numerically and graphically.

D CUSTOMER QUALITY SECTION							300 Possible Points	
							Section Score:	46.7% (140 Points)
							Percent Implemented	300 Possible Points
1	Customer assessment of product, process and service quality is measured and timely steps taken for Business Unit improvement	0	1	2	3	4	5	60%
2	Customer inputs/documentation are used to determine final acceptance criteria	0	1	2	3	4	5	80%
3	Quality escapes to customers are measured and goals for improvement achieved	0	1	2	3	4	5	20%
4	Customer quality can be predicted based on internal quality metrics and results	0	1	2	3	4	5	40%
5	Customer quality issues are shared within the business and responsible departments for improvement	0	1	2	3	4	5	20%
6	A process exists to provide notification, recall and corrective action for non-conforming products released to customers	0	1	2	3	4	5	60%
								46.7% (140 Points)

#### Overall Results

The section results and overall results for the assessment are presented toward the top of the "Assessment" tab. It provides information on the total score possible along with assessment results. The results are presented numerically and graphically.



#### Quality Maturity

The quality maturity stage is displayed below the overall results in the Assessment tab. Use the scale below to assess quality maturity as follows:

Score Range	Quality Maturity
0-200	Stage 1
201-400	Stage 2
401-600	Stage 3
601-800	Stage 4
801-1000	Stage 5

# Quality System Assessment

## General Information

Business Area \_\_\_\_\_  
 Manager Name \_\_\_\_\_

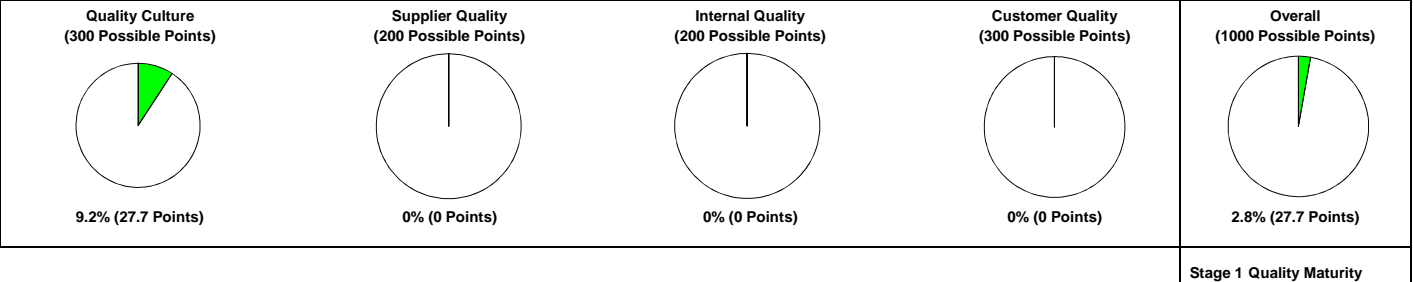
Evaluator Name \_\_\_\_\_  
 Evaluation Date \_\_\_\_\_

## Instructions

Rate each task according to the following criteria:

- 0 = No Evidence of Implementation
- 1 = Little Evidence of Implementation (20%)
- 2 = 20 - 40% Opportunity Implemented (40%)
- 3 = 40 - 60% Opportunity Implemented (60%)
- 4 = 60 - 80% Opportunity Implemented (80%)
- 5 = 80 - 100% Opportunity Implemented (100%)

## Results




A QUALITY CULTURE								300 Possible Points
							Section Score:	9.2% (27.7 Points)
							Percent Implemented	300 Possible Points
1	Business/Facility has received QMS certification and additional certifications pertinent to the business unit						0%	
2	Quality performance goals are developed, tracked and achieved						0%	
3	Business Unit standard quality metrics exist from shop floor to enterprise level roll up and analysis						0%	
4	Business Unit Quality standards are established and communicated to production/service employees						0%	
5	Quality metrics are utilized and reviewed as a key benchmark for performance measurement						0%	
6	Assessments and or metrics exist to determine the effectiveness of the quality system						0%	
7	Production/Service Management accepts and promotes ownership for process and product quality through management reviews or other evidence						0%	
8	Business Units Engineering, Manufacturing, Service and Quality teams actively pursue measures to reduce the need for inspection						0%	
9	Employees are empowered to stop production for unmet process quality requirements						80%	
10	Performance Measurement results are used to drive Continuous Improvement initiatives						0%	
11	External Customer feedback is used with actions taken for quality improvement						40%	
12	Quality Improvement projects include employees from all relevant stakeholders						0%	
13	Production / Operations / Service management are key leaders in driving continuous quality improvement						0%	

B SUPPLIER QUALITY								200 Possible Points
							Section Score:	0% (0 Points)
							Percent Implemented	200 Possible Points
1	Business Unit Supplier selection process includes quality elements						0%	
2	Supplier audits / evaluations are used to approve or certify suppliers						0%	
3	Business Unit Supplier Rating system includes a quality element to assess supplier performance						0%	
4	Supplier audits / evaluation program has measures to determine its effectiveness in the selection, approval and oversight of suppliers						0%	
5	Supplier audits / evaluations are used to provide continued oversight of suppliers						0%	
6	Supplier management includes sub-tier (2nd and 3rd level) performance to include Supplier management of their subs and contractors						0%	
7	Supplier quality system allows for relief from source or receiving inspection of product if customer contracts permit						0%	
8	Suppliers have an accepted material review system to disposition non-conforming products within their business						0%	
9	Suppliers proactively report and manage release of non-conforming products to external customers to reduce downstream impact						0%	
10	Supplier defects are managed from receipt to customer environment for corrective actions						0%	
11	Process exists to recover cost of poor quality from suppliers						0%	
12	Business Unit has supplier continuous improvement initiatives to improve product and process quality						0%	
13	A supplier training program exists to improve the quality of products and services provided						0%	

C INTERNAL QUALITY								200 Possible Points
							Section Score:	0% (0 Points)
							Percent Implemented	200 Possible Points
1	Quality personnel are part of the work instruction development process						0%	
2	In process quality inspection steps are included in work instructions						0%	
3	Work instructions or checklists have evidence of worker ownership for work completion, communication and accuracy						0%	
4	Product & process inspection activity is primarily completed by personnel outside of inspection department(s)						0%	
5	A system exists to adjust inspection levels based on criticality of characteristics, department performance and risk of an escape to customers						0%	
6	Automated inspection or poka-yoke equipment exist to measure key/critical characteristics						0%	
7	There are processes to assure gauge repeatability and reliability to support product inspection requirements						0%	
8	Calibration programs exist to assure manufacturing and inspection equipment performance						0%	
9	Product and process key and critical characteristics are identified and monitored; Goals for improvement are established and monitored						0%	
10	Process capability and specification limits are defined and being monitored as appropriate for the product/process						0%	
11	Product and process quality is determined and recorded by variable data rather than simply attribute data to improve quality performance						0%	
12	Internal audit processes are documented, monitored, and an effectiveness measure exists to assess audit program effectiveness						0%	
13	An effective root cause analysis and sustained corrective action process exists to reduce defects, escapes, and non-conformance						0%	
14	Effective continuous improvement programs exist to reduce scrap, rework and quality defects						0%	

D CUSTOMER QUALITY SECTION								300 Possible Points
							Section Score:	0% (0 Points)

		0	1	2	3	4	5	Percent Implemented	300 Possible Points
1	Customer assessment of product, process and service quality is measured and timely steps taken for Business Unit improvement							0%	 <p>0% (0 Points)</p>
2	Customer inputs/documentation are used to determine final acceptance criteria							0%	
3	Quality escapes to customers are measured and goals for improvement achieved							0%	
4	Customer quality can be predicted based on internal quality metrics and results							0%	
5	Customer quality issues are shared within the business and responsible departments for improvement							0%	
6	A process exists to provide notification, recall and corrective action for non-conforming products released to customers							0%	