

**SUPPLIER QUESTIONNAIRE**

**CONFIDENTIAL**

**Product Portfolio (classes of goods)**

**Parts and Components**

- Electrical equipment and components
- Equipment-related hardware and software
- Measuring instruments and sensors
- Process heating and cooling units
- Electric drives and engines
- Generators and power units
- Pumps
- Peripheral system components
- Handling equipment
- Hydraulic and pneumatic systems
- Ventilating, gas supply and air conditioning systems
- Process media supply components
- Standard and catalogue parts
- Magnets
- Transport rollers
- Transport systems and transport system components

- Targets
- Chambers and containers
- Semi-finished products
- Parts based on drawings and pre-cut parts
  - made of ceramic
  - made of plastic
  - made of metal
  - made of other materials
- Mechanical assembly groups

**Facility Management**

- Office furniture and equipment
- Operating and office supplies
- Construction services
- Maintenance and operation
- Facility managements services

**Services**

- Supply of temporary staff
- Engineering services
- Installation and commissioning services
- Contract work, processing and refining
- Consulting
- Logistics
- Packaging
- Training
- Translation services
- Technical documentation

**IT**

- Hardware
- Software
- IT services
- Maintenance

**Others** \_\_\_\_\_

**1. General Information**

Company name:	PO box:	
Street:	ZIP code:	City:
Country:	Phone:	Fax:
E-mail:	Website:	D.U.N.S. code:

**Contact person**

Management:	Phone:	E-mail:
Sales:	Phone:	E-mail:
Engineering/manufacturing:	Phone:	E-mail:
Shipping:	Phone:	E-mail:
Quality management:	Phone:	E-mail:
Accounting:	Phone:	E-mail:

Year \_\_\_\_\_

Sales in EUR \_\_\_\_\_

Equity ratio \_\_\_\_\_

Number of employees \_\_\_\_\_

Current capacity utilization  high  average  low

Forecast/outlook \_\_\_\_\_

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**Customer reference in photovoltaics, mechanical engineering and semiconductor industry**

	Industry sector:	Delivered goods:
Name/place:		
Name/place:		
Name/place:		
Name/place:		
Name/place:		

**Main suppliers/subcontractors**

Name/place:		
Name/place:		
Name/place:		
Name/place:		
Name/place:		

**2. Management/Company Structure**

Legal form:	Year of foundation:
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Partners or shareholders/group affiliation:

**Subsidiaries**

Name/place:	Number of employees:	Product range:

**Cooperations/partnerships**

Name/place:	Number of employees:	Product range:

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**3. Added Value**

**3.1. Staff**

How is your employee structure?  
(stated in % or in absolute numbers)

Skilled workers:

Engineers:

Office employees:

Temporary staff:

Others:

How do you cover short-time expansion demand?

Recruitment  Temporary staff  Others \_\_\_\_\_

**3.2. Production/manufacturing**

Production type

Single-item production  Serial production  Mass production  Assembly

Available development/engineering capacity  
(number of employees)

Mechanics \_\_\_\_\_ Electronics \_\_\_\_\_ Software \_\_\_\_\_ Hydraulics/Pneumatics \_\_\_\_\_

Flexibility with regard to:

- Vertical range of manufacture:
- Staff/contract manufacture/outsourcing:
- Production space:

low		1	2	3	4	5	6	high
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

What production, planning and control system do you use?

Do you ensure product traceability?  
If yes, how?

What machines/technologies do you use?  
(please enclose a list, if any)

What in-house laboratory and testing equipment is available at your premises?  
(please enclose a list, if any)

Is there a pilot plant or a system and process development facility at your premises?

Do you have a material development facility?

**3.3. Services**

Does your company have an official permit to supply temporary staff? (if yes: expiry date)

no  yes expires on: \_\_\_\_\_

Do you have experience abroad?  
(References in the USA or Asia)

no  yes

Would you be willing to work abroad?  
(e.g. in the USA or Asia)

no  yes

Would working in shifts be possible?

no  yes

How do you ensure that you constantly hire highly qualified staff?

How much space is available?  
(for assembly, storage, packaging in sqm)

Space for assembly:                      Packaging:                      Storage:                      Other use:

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**4. Quality**

Is your QM system qualified according to ISO 9001 (current version) or a similar standard?  no  yes

Exact name of your QM system: \_\_\_\_\_

Date of the last certification: \_\_\_\_\_

Date of the next recertification: \_\_\_\_\_

Would you agree to system audits conducted by VON ARDENNE?  no  yes

**If your QM system is not certified according to DIN EN ISO 9001 (current version), please answer these questions:**

Do you have a documented QM System?  no  yes

If yes, on which standard is it based? \_\_\_\_\_

Do you systematically choose and evaluate your suppliers?  no  yes

Is the production and testing equipment maintained regularly according to documented plans?  no  yes

Is all measuring and testing equipment calibrated at defined intervals and, if so, are the results recorded?  no  yes

Are incoming goods inspected and systematically documented?  no  yes

Is the quality controlled and documented during the manufacturing process?  no  yes

Do you have inspection plans/test specifications?  no  yes

Do you carry out and final tests and document the results (100% test, spot checks)?  no  yes

Can you provide final test certificates and test certificates?  no  yes

Are outgoing goods inspected?  no  yes

Are errors systematically analyzed, treated and documented?  no  yes

Do you have a complaint processing procedure (responsibilities, analysis of causes, remedial actions)?  no  yes

Are customers immediately informed about delayed deliveries or other non-conformities?  no  yes

**Do you have a certified environmental management system?**  no  yes

Exact name of the environmental management system: \_\_\_\_\_

Date of the last certification: \_\_\_\_\_

Date of the next recertification: \_\_\_\_\_

**5. Logistics**

Which logistics system can you manage?  
(KANBAN, Just in Time, Just in Sequence, Consignment Store, Vendor Managed Inventory, etc.)

\_\_\_\_\_

What deadline monitoring systems do you use?

\_\_\_\_\_

What logistics network partners do you have?

\_\_\_\_\_

**Important Documents for Suppliers**

VON ARDENNE General Conditions of Purchasing / VON ARDENNE General Terms of Service  
VON ARDENNE Logistics Guideline / VON ARDENNE Packaging Handbook

**This information was provided by**

Name: \_\_\_\_\_ Date, signature: \_\_\_\_\_