

Appendix II

Vendor Annual Letter Audit Questionnaire

I. Corporate Information

Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Country: \_\_\_\_\_

II. Quality Registrations

Is your company registered to one of the  
ISO 9000 quality standards Yes or No  
If yes, indicate which standard \_\_\_\_\_

Is the service or product you supply to  
Phoenix Chemical Laboratory, Inc.;  
within the scope of your registration. Yes or No

Name of Registrar \_\_\_\_\_  
Date of Registration \_\_\_\_\_

Does your firm have any other quality assurance  
registrations? If yes, please list.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

III. Quality System Properties

Do you have a written Quality Assurance  
Manual? Yes or No

Do you have written test or manufacturing  
procedure? Yes or No

Do you have a process or review of your  
quality system by management at regular  
intervals? Yes or No

Are responsibilities for quality assurance  
document and understood by those  
responsible? Yes or No

What specification or organization is the  
basis of your quality assurance system. \_\_\_\_\_

Do you have a system for tracing products or services through your corporate records? Yes or No

Are finished products or services examined for conformity to your quality assurance program? Yes or No

Is there a procedure in place for corrective action should deviations or non-conformities be detected in any services or products? Yes or No

Does the corrective action procedure provide for the determination of the cause or causes of non-conformity? Yes or No

Does the corrective action procedure include notification of your clients? Yes or No

Is there a policy for retesting or replacement? Yes or No

How is the retest or replacement policy controlled? \_\_\_\_\_  
\_\_\_\_\_

Do you maintain a schedule for the calibration of instruments, gauges and other measuring devices? Yes or No

Do you maintain records of such calibration? Yes or No

How long are such records maintained? \_\_\_\_\_

Are your primary standards traceable to the National Institute of Standards and Technology (NIST)? Yes or No

Do you maintain a documentation, material and specification control system to ensure that operations are conducted in accordance with required standards. Yes or No

If requested, will you supply us with a copy of your Quality Assurance Manual? Yes or No

If we request and receive a copy of your Quality Assurance Manual, will you notify us of any updates or changes thereto? Yes or No

Audit Prepared by \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_