

A-4 Product/Process Quality Checklist

Customer or Internal Part No _____		Revision Level _____				
	Question	Yes	No	Comment / Action Required	Person Responsible	Due Date
1	Is customer assistance or approval required for the development of the control plan?					
2	Has the organization identified who will be the quality liaison with the customer?					
3	Has the organization identified a qualified and trained employee who will be the quality liaison with its suppliers?					
4	Has the quality management system been reviewed and approved per current customer specific requirements (CSR)?					
5	Are there sufficient personnel identified to cover:					
a	Control plan requirements?					
b	Layout inspection?					
c	Engineering performance testing?					
d	Problem reaction and resolution analysis?					
e	Programming (system updates)?					
f	Work instructions maintenance/updates (timely updates)?					
6	Is there a documented training program that:					
a	Includes all employees?					
b	Lists who has been trained? - Current and posted in area (e.g., Current Training Schedule, Harvey Ball 4 quadrant chart)					
c	Provides a training schedule?					
7	Has training been completed for:					
a	Statistical process control?					
b	Capability studies?					
c	Problem solving?					
d	Mistake-proofing? (e.g., error-proofing/red rabbits)					
e	Reaction plans?					
f	Material handling? (handling of defective material)					
g	Other topics as identified?					
8	Is each operation provided with process instructions that are linked to the control plan?					
9	Are standard operator instructions accessible at each work station?					
10	Do operator instructions include pictures, diagrams, and are in understandable language?					
11	Are all special characteristics identified?					
a	If yes, are they posted at work stations?					
12	Are passthrough features included in the standard operator instructions?					
13	Were operators/team leaders involved in developing standard operator instructions?					
14	Do inspection instructions include:					
a	Easily understood engineering performance specifications?					
b	Test frequencies which have been based upon industry standards, statistical process control methods?					
c	If sampling frequency is not 100%, is the frequency based upon volume produced to support effective containment? (see AIAG Control Plan Manual, Control Plan form, field 23 for					
d	Sample sizes?					
e	Reaction plans?					
f	Documentation requirements?					
15	Are visual aids:					
a	Appropriate, easily understood and comprehensive?					
b	Available?					
c	Accessible?					
d	Approved?					
e	Dated and current?					
16	Is there a procedure to implement, maintain, and establish reaction plans, for issues such as out of control conditions based on statistical process control?					
17	Is there an identified problem solving process that includes root cause analysis?					

18	Are the latest drawings and specifications available for the operator, at the points of the inspection?					
a	Have engineering tests (dimensional, material, appearance, and performance) been completed and documented as required in accordance with customer requirements?					
19	Are the current forms/logs available for appropriate personnel to record inspection results?					
20	Are the following available and placed at the appropriate points of the operation?					
a	Monitoring and measurement devices?					
b	Gage instructions?					
c	Reference samples?					
d	Inspection logs?					
21	Have provisions been made to certify and calibrate gages and test equipment at a defined frequency that is appropriate?					
22	Have required measurement system capability studies been:					
a	Completed and documented?					
b	Accepted?					
23	Have initial process capability studies been conducted per customer requirements?					
24	In case of inadequate process capability, is there a documented containment plan until process capability has been achieved?					
25	Are layout inspection equipment and facilities adequate to provide initial and ongoing layout of all details and components in accordance with customer requirements?					
26	Is there a documented procedure for controlling incoming material that may include, for example, the following items:					
a	Characteristics to be inspected? (e.g., drawings, critical features, pass-through)					
b	Frequency of inspection? (e.g., PFMEA/Control Plan)					
c	Sample size?					
d	Designated location for approved product?					
e	Disposition of nonconforming products?					
27	Have sample production parts been provided per customer requirements?					
28	Is there a procedure to identify, segregate, and control nonconforming products to prevent shipment?					
29	Are there locked bins?					
30	Are rework/repair procedures available to ensure conforming product?					
31	Is there a procedure to requalify repaired/reworked material? (included Independent Repair					
32	Has a master or qualified sample, if required, been retained at work station/center as part of the first piece approval/in-process inspection (i.e., boundary sample, master good)?					
33	Is there an appropriate lot traceability procedure from incoming through shipping? (to minimize exposure to your customer)					
34	Are periodic audits of outgoing products planned and implemented?					
35	Are periodic assessments of the quality system planned and implemented?					
36	Has the customer approved the packaging and the packaging specification, including backup packaging?					
a	If any updates to the packaging - has containerization been provided the new information immediately?					

*** Every "No" item must have approved action plan**

Revision date: _____

Prepared By: _____