

PIONEER INDUSTRIES

A DIVISION OF



Dear Suppliers,

In accordance with the new AS9100 Revision D it is required that we ensure the following expectations are clearly communicated to our suppliers.

Leads and Supervisors

1. **Are Leads and Supervisors aware of their duties within the Quality Management System?**
2. **How are Leads and Supervisors incorporating "Risk Based thinking" into their roles?**
3. **How do Leads and Supervisors regularly and effectively communicate Quality Objectives to floor personnel?**
4. **Do Leads and Supervisors know who their Internal Customers are? How do they go about achieving Customer Satisfaction?**
5. **DO Leads and Supervisors know how to describe Inputs and Outputs of their process(s)?**

Questions to Ask

1. **Do you know the Quality Policy and how to find it?**
2. **In your own words, what does the Quality Policy mean to you?**
3. **What are the operational risks in your area?**
4. **Can you explain what you are doing? Are there any special instructions / written requirements you are using?**
5. **Do any materials have a shelf life?**
6. **Who are your internal customers? How do you go about achieving internal customer satisfaction?**
7. **What are the inputs and outputs of your process?**

Product Safety

Product Safety is equivalent to Product Conformity

1. **Material Sensibility** = Attention to Time and Temperature
2. **Identify Product considered Fragile or High Cost** = Manage Risk Accordingly
3. **Effective Handling Process(s)** = Identify Parts and Materials that can effect Part / Product Safety
4. **Ask Questions** = Make No Assumptions