# APPENDIX  II

# ISO 9000  QFS Audit Checklist

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QFS Audit Checklist.doc                    Page 1 of 34                    Revised 01/01/04

# INTRODUCTION

The following checklist may be used as a tool to help perform an internal audit of a facility relative to its conformance to the Snap-on Quality Forward System (QFS). It has been prepared by reference to Tier I and Tier II of the QFS as well as to other relevant sources, such as ISO 9001 (2000).

As you will see, the checklist is in outline form. A complete audit will require the auditor(s) to discuss each relevant item (as appropriate) with the auditee. Also, objective evidence of conformance with (i.e., implementation of) the requirements in the QFS must be examined. Auditors are to use their judgment as to the extent of these efforts under the various topics to be covered. **It is assumed and expected that all auditors are very familiar with the complete Tier I and Tier II documents within the QFS.**

Notes can be taken in the space available on a copy of this checklist or elsewhere as desired. As always, it is up to the auditor(s) to conduct a complete and proper audit to meet internal and ISO auditing requirements.

## General

Conduct an opening meeting as needed to inform auditee personnel of relevant issues.


Verify access to the current versions of all QFS documentation.
- Applicable to all relevant personnel
- Web-based


Verify access to the current ISO standard.
- For the Quality Coordinator, and others as appropriate

Personnel allocation.
- Quality Coordinator(s) assigned
  - Roles/responsibilities/duties mentioned in job description or equivalent
    - Work performance used in merit reviews


Obtain any **Master Lists of documents or records** that may exist, and as appropriate to the auditee. (These will be useful references as the audit proceeds.)


Tour the facility to gain a general understanding of the operations and areas of concern. (Tour may be one way to validate implementation of auditee work instructions.)
- Facility size
- Number of employees
  - Temporary employees used
- Number of shifts
- Nature of operations

Confirm that all facilities have responded with appropriate care and detail to the most recent set of DNV audit findings and observations using the document sent by SEQ.
- Throughout SEQ internal audit, appropriate audit attention must be given to all applicable DNV audit findings and observations made since the last internal audit.

## Goal Setting for Improvement

1. Measurable improvement goals established?
    - Based on needs and expectations of customers (internal and external)
        - Formal part of annual planning/budgeting activities
    - Documented annual goals should include
        - Measurable objectives (see metrics below)
            - Current level
            - Year end goal level
            - Time frame for attainment
            - Specify individuals responsible – facility goal achievement tied to individual performance goals

2. Goal selection – Assess auditee goals for the following:

    - How many – 3 to 7 (keep manageable in number)
    - Which – those most critical
    - Realistic, but require effort ("stretch goals")

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QFS Audit Checklist.doc        Page 4 of 34        Revised 01/01/04

- Based on metrics provided by SEQ Group - Derived from cost information (due the 15th of each month for the prior month) provided by facility

**NOTE: See the appropriate sector specific appendix for exact performance metrics that may be relevant and for how these are defined.**

- Quality Leverage Ratio (QLR) = Revenue/Cost of Quality
  - (See Cost of Quality info. in SEQ 80.30)
- Percent scrap and rework of shipment cost
- Defects per million opportunities (DPMO) = (# of defect x 1M)/(Opportunities/Part) x # of parts)

  Defect:
  - Parts scrapped (each)
  - Parts reworked (each)
  - Parts released under a deviation procedure
  - Other – as may be defined in sector specific appendix

- Quality Leverage Ratio (Repair centers/Equiserv only)
  - (Warranty repair dollars + Billable repair dollars)/cost of quality dollars

- DPMO (Repair centers/Equiserv only)
  - See Appendix 8 for specific definition

- Quality Leverage Ratio (DC's only)
  - Total DC net revenue/cost of quality

- Others (DC's only - See Appendix 7 for specific definitions on these)
  - DC fill rate
  - Available fill rate
  - Customer fill rate
  - DPMO

- Other metric to measure goal progress (Re: goals that do not directly impact other metrics)
  - Business Process Quality Improvement (BPQI)
    - Cost Reduction %/Process or Method Improvement %

NOTE: Other quality planning/goal setting issues may be considered sanctioned goals: minimization of cycle times (e.g., from order placement to order filling), minimization of warranty returns, minimize rejections of incoming material (e.g., SQA), elimination of product damage due to improper storage and handling (DC's), continually improve customer satisfaction (internal and external customers).

## Does a detailed, written Action Plan exist for each goal?
(See flowchart in applicable appendix.)

3.  Action Plans - annual (3 to 7 in number, per above).

> **Assess** for the following:
> - Formally documented
> - Sent to SEQ Group in Kenosha, WI
>   - Also provide quarterly updates
> - Contents –
>   - Current and goal levels specified
>   - Estimate of resources required
>   - Timeframe for attainment, including intermediate milestones
>   - Assignment of responsible personnel

**Activities listed in Action Plan? – Those needed to achieve goal.**

Problem determination – True **root cause analysis** performed?
- Seeking permanent correction of current problems and prevention of others
- Emphasis control of processes (rather than inspection)

Note other characteristics of action plans:
- Teams used
  - All relevant parties, even if not on the team, kept informed
- Individual performance goals tied to facility goal achievement (as appropriate)
- Emphasis on use of current facility resources/shared services (e.g., Corporate SEQ Group)

Modifications to action plans:
- Fully documented why changes occurred
- SEQ Group to be informed of changes to goals as they occur

Results achieved:
- Corrective actions implemented  (based on FMEA results, if FMEA used)
- Corrections fully implemented  (within 3 months of FMEA conclusion, if FMEA used)

## Statistical Process Control (SPC) Requirements

Assess extent to which SPC is being used in the facility – (to be used within the Action Plans above).

- Required (where feasible) on all processes that are "Critical to Product Quality"
  - Operator controlled/managed
    - SPC training needed

  - Controlled as operation is being performed

  **Most appropriate method(s) to be developed and used – Seek SEQ Group personnel help as needed.** – See sector-specific appendices and Section 8.2.3 of the QFS Document.

For each use of SPC, the following must be done and documented:

Process variability must be determined.
- Calculate process capability (Cp)  and capability index (Cpk) for the characteristic being examined
  - (See SEQ 80.20 for detailed information on SPC tools and on basic quality statistics)

**Is the process capable?** (per facility calculations)

SPC control charts in use to monitor process and adjust if needed.
- Used by operator, if possible (the one closest to the operation)
- Electronic type is preferable


Control charts:
- Variables charting (preferred type of chart if possible)
- Attribute charts
- Go/No go gaging


Control limits and Out-of-control triggers:
- Based on process factors
- Based on Snap-on DPMO goal


Corrective action needed:
- Product found to be out of print specification
- Product found to be out of statistical control (per control chart)

**Process to be adjusted before any further production.**

**Verify process control methods are being used correctly.**

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QFS Audit Checklist.doc                    Page 8 of 34                    Revised 01/01/04

4. Nonconforming product.

   Product out of specification (at any stage of production):
   - From a supplier or as a result of internal production/processing

   Method/procedure in place:
   - Segregated (methods used) and clearly identified
   - Prevent use until proper disposition

**Corrective action taken?**  (Consider for the product at hand and for the entire product family if problem is indicative of a larger problem.)

   If from supplier:
   - Return
   - Scrap at suppler expense
   - Rework at suppler expense
   - Approved via deviation


   If resulted internally:
   - Reworked
     - May scrap small quantities if more cost effective
   - Deviation
     - Only if product can be used and cannot be reworked
     - Too costly to scrap or rework
     - Must be properly approved (inform customer if required)

**NOTE:  If released under deviation, still considered defective under DPMO metric.**

   Rework:
   - Done according to clear instructions
   - Verified after rework is done

5. Corrective and preventive action.

   Written procedure(s) needed on this topic (See points in applicable appendix).

   Needed if:
   - DPMO of a product family is unacceptable
   - Scrap/rework for a product family > 1.0% and $5000.
   - Other relevant triggers (see below)

   Has **FMEA** been used to pursue corrective and preventive action?  (See SEQ 80.10  for detailed information on the steps in the FMEA process.)

   If trigger conditions met:
   - Determine if process capability is known (Cp and Cpk)
     - Calculate if not known

   - If known, initiate FMEA:
     - Focus on determining root cause
     - All actions and decisions to be documented


   Additional corrective action/preventive action triggers:
   - CA needed, and need coordination across people and departments/functions.
   - Customer complaint received
   - Poor result in product audit
   - To respond to others, e.g., Corporate SEQ Group


   **See Guidelines in applicable appendix.**

6. Critical to product quality processes.

| PROCESSES CRITICAL TO QUALITY MATRIX | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| X = Required     O = Not Normally Required     — = May Be Required From Time to Time | | | | | | | | |
| Appropriate for Sectors | | | | | | | | |
| Elements Critical to Quality Requiring Work Instructions | A1 Hand Tools | A2 Tool Storage | A3 Power Tools | A4 Saws/ Files | A5 Electronic Equip. | A6 Misc. Equip. | A7 D.C.'s | A8 RC/ EquiServ |
| Incoming Mat'l Inspection | X | X | X | X | X | X | — | X |
| Dimensional Tolerance Analysis (continual) | X | X | X | X | — | X | O | O |
| Product Finish | X | X | X | X | X | X | — | O |
| On-site Product Audits | X | X | X | X | X | X | X | X |
| Shipping and Handling | X | X | X | X | X | X | X | X |
| On-site Trouble Shooting | O | O | — | O | X | — | O | X |
| Assembly/Reassembly | — | X | X | O | X | X | — | X |
| Mechanical Testing | X | O | X | X | — | X | O | X |
| Physical Properties | X | X | X | X | X | X | — | — |
| Electrical Testing | X | O | — | O | X | — | O | X |
| Software Testing | O | O | O | O | X | — | O | O |
| Set Assembly | — | O | O | — | O | O | X | O |
| Stocking | — | — | — | — | — | — | X | X |
| Picking | O | O | O | O | O | O | X | O |
| Packing | — | X | X | X | X | X | X | X |

Documented work instruction required. (May identify such processes using production routing cards or equivalent.)

- Keep written procedures as simple as possible
- Procedures should be operator oriented
- Emphasize proactive actions (minimize after-the-fact inspections)

7. Gaging and calibration.

A documented calibration system for monitoring and measuring equipment is required. - see Section 7.6 of the QFS Manual. Procedures must address the maintenance of related records – see Section 4.2.3 of the QFS Manual.

Additional detail on what a conforming system must include is provided in the applicable QFS appendix and in clause 7.6 of ISO9001 (2000).

As part of these requirements, be sure a documented system is in place to take action when equipment/measuring equipment is found to not conform to requirements, i.e., is found to be out of calibration. See decision guidelines table in the QFS appendices.

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QFS Audit Checklist.doc                    Page 12 of 34                    Revised 01/01/04

8. Minimum training requirements (re: Critical to Quality personnel).

    Documented minimum requirements:
- Training (needs)
- Competency


    Subject matter to include, but not limited to:
- Competency and qualification for the position
- Duties and responsibilities


- SPC  (as applicable)
  - Facility managers and supervisors
    - Specific control charts used – use and interpretation
      - Actions to take in out of control conditions


  - Quality coordinators
    - Control charts
      - Types
      - Uses
      - Interpretation
      - Actions to take on out of control conditions
    - Process capability
      - Definition and interpretation of Cp and Cpk


  - Operators (if needed, i.e., using SPC)
    - Specific control charts used – use and interpretation
      - Actions to take in out of control conditions


- Probationary period needs identified and fulfilled
- Ongoing training needs identified and fulfilled
  - Continually assess
- Safety and ergonomic needs and fulfillment
- General awareness of the QFS quality management system and the roles individual employees have within it.
  - Each employee should know how he or she contributes to facility's quality objectives (and creates customer satisfaction, [internal and/or external] broadly defined).

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QFS Audit Checklist.doc             Page 13 of 34             Revised 01/01/04

Records:

- Must support the attainment of the established minimums

Effectiveness of training must be assessed.

- Demonstrated by improvement in the performance metrics (Primary means)
- Other methods also exist, e.g., testing, etc. (Secondary means)

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QFS Audit Checklist.doc                    Page 14 of 34                    Revised 01/01/04

9. Product audits.

   Must be performed:
   - On in-process product (only as and if deemed necessary), and or
   - On product ready to ship

   Product auditing:
   - Not inspections
   - Verification that processes are under control and functioning as required

   Regularly performed:
   - By personnel independent of the area under audit
   - Using statistically valid sample plans (ANSI/ASQ Z1.4)
   - Data to include/document  listed in the applicable appendix

10. Purchased product.

    Documented purchasing procedures are required, as applicable.
    - Conforming to Section 7.4 of QFS Document and to SEQ 80.40

    Especially important for verifying that purchased product affecting end product quality meets specifications.
    - Documented results required
    - What to do if nonconforming product is found

11. Validation of processes.

Applies to:
- New equipment
  - Do prior to use and prior to invoice payment
- Processes where testing would destroy the product
- Existing equipment
  - Periodic basis

Process validation methods (select most appropriate):
- Capability studies
- Performance testing on a statistically valid sample
- Calibration of process controls
- Independent lab testing
- Other

Maintain records of validation.

Use corrective action processes as needed to remedy.

12. Customer satisfaction.

Is customer satisfaction being measured in any way?

Establish methods to capture customer concerns.

- Financial performance
- Survey field personnel (field managers, sales and industrial rep's, distributors, technicians, etc.)
- RPC returns
- Survey of subsidiaries' customer complaints
- Electronic communication/web-based information

**Covered/surveyed all appropriate business groups worldwide?**

## Product Realization

Production processes (those critical to quality):
- Planned and controlled by local work instruction and process routings
  - Monitoring
  - Emphasize prevention, not inspection/detection
  - Inspection and testing procedures in place
  - Status reporting
    - Segregate nonconforming product

NOTE: Assess Service and Distribution processes in a similar manner, as applicable.

- Other (as applicable)
  - Repair and post-repair calibration of products
  - Customer training and technical support
  - Market-specific procedures

Design and development (Governed by Product Design Cycle and applies only to facilities doing independent design of products):
- Driven by customer needs/expectations
- Collect data at various times and from various sources

- ISO9000 (2000) conformant processes required (PDC or brand equivalent) – details in Section 7.3 of the QFS Document
  - Planning process must be in place
  - Establish design and development inputs
  - Design and development output documented
    - Verifies goals/objectives/requirements fulfilled
  - Design reviews done and documented periodically
  - Validation of processes used in design and development
  - Validation of product
  - Control over design and development changes

Review of product requirements/Contract Reviews:
- Defined and documented
- Commitments settled and agreed to
- Standardized and automated where appropriate

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QFS Audit Checklist.doc                    Page 17 of 34                    Revised 01/01/04

Purchasing (Also see SEQ 80.40 – applies only if facility is purchasing raw materials, subassemblies, components or merchandise product.)
- Supplier Quality Assurance functions in place
  - Including evaluation and <u>re-evaluation</u> of suppliers
- Critical activities to be documented

Identification and traceability:
- Through all stages/functions/operations under facility/auditee control
  - Documented work instruction needed

Customer property:
- Physical property (e.g., machining dies) and  Intellectual property
  - Documented procedure to ensure satisfactory
    - Identification
    - Verification (where needed)
    - Protection
    - Maintenance
  - Documented notification to customer if property lost, damaged or unusable.

Preservation of products and materials:
- Documented procedure needed to address protection of all materials, assemblies, etc on site
  - Handling
  - Storing
  - Stock picking
  - Packaging
  - Set building
  - Marking shipping

Customer communication:
- Facilities are a conduit to SEQ Group

Critical to Quality processes:
- Review the matrix in Section 8.1 of the QFS Document with the auditee to see if any other written procedures may be needed.

## Other

Internal communication:
- With those employees impacting quality
  - Continual improvement requirements
  - Customer/customer satisfaction requirements
- Methods
  - Whatever works/effective/appropriate  (e.g., meetings with management, postings, publications, e-mail, team briefings, procedural distribution, etc.)

Intent:   All employees can say what the **Corporate Quality Policy** is – not memorized, but rather in their own words, with the most emphasis on how it relates to them individually/what their role(s) is (are) within the Quality Forward System (QFS).

## Documentation

Facility must maintain a Master List of all local QFS documents (work instructions, etc.).
- Update Master List when any procedure is updated

- Formal document control (locally) – conforming to ISO 9000 (2000)
  - Properly approved
  - Properly identified
    - Numbered/named
    - Standardized format
  - Controlled distribution
  - Updated as needed
    - Communicate changes – use Revision log
    - Remove all obsolete documents from circulation
      - Properly mark/segregate/or destroy
  - Storage of documents
    - Orderly manner
    - Safe environment
      - Electronic documents backed-up
    - User copies accessible and ready for use

- Documents needed specified in QFS Manual (Section 4.2;  Sector-specific appendices;  Section 4.2.1, Tier III)
  - Documentation needs must be clearly understood since documents are to be kept to a minimum under QFS.
    - Only essential to quality documents
      - Prepared by personnel responsible for the operating practice
        - Reflects actual current practices in place and functioning

- Documents from external sources (e.g., industry standards, customer drawings, etc.)
  - Procedures to identify
  - Proper control, including use of correct version
  - Proper distribution

Work instructions required for critical to quality processes:
- Document control (per above)
- Rules for changes and modifications
  - To products, procedures, and documents
- For release of product that they meet
  - Appropriate product standard
  - Government or regulatory requirements
  - Other requirements
- Records:
  - Facility must specifically identify (list) all its records essential to demonstrate conformance with the QFS system/ISO 9000 (2000)
    - Identification
    - Local registry (Master List)
    - Recording
    - Maintenance
    - Retention period
    - Disposition


- Facility documentation required to comply with Tier I and Tier II requirements, as applicable.  Facility must "know what applies".
  - What is to be done
  - Who is to do it
  - How it is to be done
  - How measure results
  - What records are created

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QFS Audit Checklist.doc                                   Page 21 of 34                                   Revised 01/01/04

## SEQ Group Requirements

Annual reporting to senior management (Management Review).
- Written status reporting on business unit performance relative to QFS requirements
  - Based on data gathered from all facilities within the QFS
    - Value-adding data only

  - Additionally, quarterly progress reports (Facility to also receive a copy)

- Senior management to acknowledge review of (annual) reports
  - As needed, to provide comment on suitability, adequacy, and effectiveness of the QFS
  - Signed response form received by SEQ

- Management Review contents
  - Detailed in section 5.6 of the QFS document
  - Other as needed

Engage in oversight of remote facilities' annual goal setting and goal attainment progress.
- Benchmark continual improvement
- Initiate corrective and preventive action as needed (separate from the facility's own efforts)
- SEQ must request and receive quarterly updates on goals

Engage in oversight of remote facilities' product quality audits.
- Conduct independent product audits as needed
  - Based on input from field, Marketing, RPC, customer groups

Customer satisfaction.

Is customer satisfaction being measured in any way?
Establish methods to capture customer concerns.

- Financial performance
- Survey field personnel (field managers, sales and industrial rep's, distributors, technicians, etc.)
- RPC returns
- Survey of subsidiaries' customer complaints
- Electronic communication/web-based information

**Covered/surveyed all appropriate business groups worldwide?**

Require facilities to perform other root cause analysis to address issues as they arise.
- Corrective and preventive action

Perform annual internal audits on each facility under the QFS umbrella.
- (See Section 8.2.2 of the QFS Document as well as the Audit Protocol and this checklist)

Perform biannual RPC reconnaissance audits.
- See SEQ80.60 for detailed procedures. Take note of the requirement to provide external financial auditors with their required samples for testing to assist in determining the warranty reserve.

Generally, perform functions as outlined in Section 5.5.3 of QFS Document.

NOTE:  The following requirements are <u>NOT</u> relevant to ISO or OHSAS certifications.
The audit of these matters will simply take place during the same site visit made by SEQ
personnel for the internal ISO audit(s).  DNV will <u>not</u> be involved in any auditing related
to these matters.


**AUDIT PROGRAM SUPPLEMENT**
**Addendum for**
<u>**Customs – Trade Partnership Against Terrorism (C-TPAT)**</u>


**Applicability** – U.S. facilities importing material.  Non-U.S. facilities exporting to a U.S.
facility.

**Documentation** – The auditee facility must address these audit requirements in writing.
A cross-referenced list created specifically to summarize where these requirements are
met in existing facility documentation is recommended.

Procedures and records must be readily available to internal auditing personnel as well as
to U.S. Customs personnel.

**On-site Assessment**.

1. Crisis Communication (all facilities):

   Verify that the Snap-on Crisis Communication Plan* has been effectively implemented.

   * Available from Richard Secor, Director – Corporate Communications.

2. Information Security (all facilities):

   Determine the nature and extent of computerized information maintained at the facility and what hardware/software is in use.

   Is security over hardware adequate?
   - Laptops
   - Computer rooms

   Make inquiries and examine detailed documentation (required) related to:

   Mandatory system backups of:

   - Networks
   - System software
   - Application software
   - Data files

   Location of backups.

   Anti-virus software updates:

   - Are these performed on a timely basis?
   - Are they automatically done or is a manual update needed?

   Password protections (information access control):

   - Verify the extent of password usage
   - How frequently are they changed
   - Are "strong passwords" required

3.  Security Management System (SMS).

Verify the existence of a facility-level SMS Manual:
- Verify based on the Corporate manual (U.S.)
- Verify local SMS for non-U.S. operations affected by these security requirements

4.  Foreign Supplier, Transportation Carrier, Customs Broker Requirements (U.S. facilities only.

Verify that the auditee facility has a documented system to ensure that any of the above types of companies* with which business is conducted are C-TPAT certified.  (NOTE:  U.S. Customs expects Snap-on to drive this program through it entire supply chain.)

* Applies only if the company in question is dealt with directly rather than through Corporate Purchasing, is not on the Corporate Approved Carrier List, differs from those used by Corporate Transportation Services, OR is other than the corporate Customs broker.

- Appropriate records must exist and be retained by the auditee facility  (retention for minimum of 3 years)

Conveyance security (when importing to U.S.).

Assess how conveyance security is maintained to prevent the introduction of unauthorized persons or material:

- Physical searches of, at a minimum, all readily accessible areas
- Securing of external and internal compartments and panels

Are procedures in place to promptly report unauthorized persons, unmanifested materials, or signs of tampering?

5.  Material Handling and Manifesting Security.

Auditee facilities' procedures must be assessed for both incoming (U.S. facilities importing) and outgoing goods.  (Procedures must be in place to protect against unmanifested material being introduced into the supply chain.)

Observe and/or examine procedures and records of the following:

- Supervised introduction/removal of cargo
  - Designated security officer for this

- Proper marking, weighing, counting and documenting of cargo verified against manifest documents
- Examine how facility ensures that manifests are complete, legible, accurate and submitted to Customs in a timely manner

- Detection and reporting of shortages/overages, and what actions are taken when a discrepancy is noted.
  - Cycle counting
  - Inventory taking
  - Other investigative efforts

- Verification of seals on containers and/or trailers

- Monitoring of incoming and outgoing goods
  - Timely movement

- Conduct of random, unannounced security assessments
  - Documented in what manner

- Proper storage of both empty and full containers to prevent unauthorized access

- Notification of U.S. Customs and other law enforcement agencies in cases where anomalies or illegal activities are detected or suspected
  - Have procedures been defined for such instances

6.  Physical Security.

Assess the security procedures in place concerning the buildings and grounds:

- Are buildings designed and built to prevent intrusion (composition/construction)
    - Construction materials used that are resistant to unlawful entry

- Controlled access to the buildings
    - Locking devices on both external and internal doors
    - Security of windows

- Assess the feasibility of perimeter fencing
    - Is the fence in good condition; properly maintained
    - Are gates locked

- Does adequate lighting exist, in all areas, both inside and outside, at all times

- Are security guards used
    - Do patrols take place

- What surveillance devices are in use, e.g., cameras
- Are metal detectors in use

- Are identification tags used for cars
- Are parking areas for private vehicles separate from shipping, loading dock, and cargo areas

- Is proper security related signage in place

- Do provisions exist to provide greater security over specific high value or dangerous goods
    - Are such goods segregated and properly marked while also being stored in a secured area

- Do adequate internal and external communication systems exist to contact internal security personnel or local law enforcement

7. Access Control.

Assess procedures in place to prevent unauthorized access to facilities (especially, but not exclusively, shipping, loading docks, and cargo areas) and conveyances on property.

Consider:

- Are electronic access cards in use

- Are employees required to wear identification

- How are non-employees identified

    - Is a visitor log(s) maintained – by whom
    - Visitor badges issued
    - Identification and treatment of vendors while they are on-site

        - Note entry/exit requirements

- Do employees understand their responsibility to challenge or report unidentified or suspicious persons or activities

8. Human Resources.

- Have criteria been established to identify employees most affected by these security requirements - the "affected employees" (e.g., shipping/receiving personnel, material handlers, etc.)

- Are appropriate background and other checks performed on all affected employees
- Are security issues discussed during the interview process
- Is all information presented by job seekers verified
- Are periodic re-assessments done in this area after individuals are hired

- Nature and extent of disciplinary actions that would address various security violations.  Does an established code of ethics or standard of conduct exist and has it been communicated effectively.

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QFS Audit Checklist.doc                    Page 29 of 34                    Revised 01/01/04

9.  Education and Training Awareness.

- Assess the current Security Awareness program, if any.  At a minimum, all employees should be aware of security issues and requirements and their general duties within them.  Affected employees should be educated on the recognition of internal conspiracies, maintaining cargo integrity, and determining and addressing unauthorized access.

- When it becomes available (2004 sometime), has the security training module on the company intranet site been utilized.

- Recognition that security is now of highest priority throughout the supply chain.

10.  Assess sustainability of all of the preceding requirements.  Note how often facility personnel review and/or revise security procedures – (at least biennially).

# EXHIBITS

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QFS Audit Checklist.doc                     Page 31 of 34                     Revised 01/01/04

| ISO9001-2000 Quality System Elements | | QS-9000/TE Supplement Standard Section | QFS Snap-on MOP |
|---|---|---|---|
| General Requirements | 4.1 | 4.1.1 & 4.2 | Tier I – Document 4.1 |
| General | 4.2.1 | 4.2.1 | Tier I – Document 4.1 |
| Quality Manual | 4.2.2 | 4.2.1.1, 4.2.2 | All of Tier I & Tier II – Document 4.2.1, 8.1 & Tier III Work Instructions |
| Control of Documents | 4.2.3 | 4.5.1 – 4.5.2 | Tier I – Document 4.2.2 |
| Control of Records | 4.2.4 | 4.16 | Tier I – Document 4.2.3 |
| Management Commitment | 5.1 | 4.1 | Tier I – Document 5.0 |
| Customer Focus | 5.2 | 4.1 | Tier I – Documents 5.1 & 5.2 |
| Quality Policy | 5.3 | 4.12 | Tier I – Document 5.3 |
| Quality Objectives | 5.4.1 | 4.1 | Tier I – Document 5.4.1 (Annual) |
| Quality Management System Planning | 5.4.2 | 4.1.4, 4.2.3 | Tier I – Documents 5.4.1, 5.4.2, 5.4.3, 5.4.5, 5.4.6 & 6.0 |
| Responsibility & Authority | 5.5.1 | 4.1.1 & 4.1.2.1 | Tier I – Documents 5.0 & 5.5.1 |
| Management Representative | 5.5.2 | 4.1.2.3 | Tier I – Document 5.0 |
| Internal Communication | 5.5.3 | 4.1.2.6, 4.1.2.4 | Tier I – Document 5.4.5, 5.5.3 |
| Management Review | 5.6 | 4.1.3, 4.1.2.6 & 4.1.3.1 | Tier I – Document 5.6 (Quarterly-Annual), 5.4.6 |
| Provision of Resources | 6.1–6.4 | 4.1.2.2 | Tier I – Document 6.0 – 6.4 |
| General | 6.2.1 | 4.18 | Tier I – Document 6.2 |
| Competence, Awareness & Training | 6.2.2 | 4.18, 4.1.2.2 | Tier I – Document 6.2 |
| Infrastructure | 6.3 | 4.1.2.4 | Tier I – Document 5.4.4 |
| Work Environment | 6.4 | 4.9b.1 – 4.9b.3 | EH&S MOP ISO14001, OHSAS 18001 |
| Planning of Realization Process | 7.1 | 4.2.3.2, 4.2.3.2 & 4.2.3.4 | Tier I – Documents 7.1.1 & 7.1.2 |
| Determination of Requirements Related to Product | 7.2.1 & 2 | 4.2.3.5, 4.2.3.6, 4.2.3.7 & 4.2.3.8, 4.3.1 – 4.3.4 | Tier II – Product Design Cycle Tier I – Documents 7.2.2 – 7.4.2 |
| Customer Communication | 7.2.3, 5.2 | 4.1.2.5 & 4.1.7 | Tier I – 7.2.3, 5.2 |

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QFS Audit Checklist.doc                          Page 32 of 34                          Revised 01/01/04

| ISO9001-2000 Quality System Elements | | QS-9000/TE Supplement Standard Section | QFS Snap-on MOP |
|---|---|---|---|
| Design & Development | 7.3.1-7.3.7 | 4.4.1 - 4.4.11<br>4.2.3.1 - 4.2.3.8 | Tier II – Product Design Cycle<br>Tier I – Documents 7.2.1 – 7.2.3, 7.3.1 – 7.3.7 |
| Purchasing | 7.4.1 & 7.4.2 | 4.6.1 – 4.7 | Tier II – SEQ80.40<br>Tier I – Documents 7.4.1 – 7.4.3 |
| Verification of Purchased Product | 7.4.3 | 4.3.1 – 4.3.4 | Tier II – SEQ80.40<br>Tier I – Documents 7.4.1 – 7.4.3 |
| Control of Production & Service Provision | 7.5.1 | 4.9, 4.19 | Tier I – 7.5.1 – 7.6,<br>Tier II – Product Design Cycle & Appendix A1-A8 |
| Validation of Processes for Production & Service Provision | 7.5.2 | 4.15.1 – 4.15.6 | Tier I – Document 7.5.2<br>Tier II – Appendix A1-A8 |
| Identification & Traceability | 7.5.3 | 4.8 | Tier I – 7.5.3<br>Tier II - Product Design Cycle |
| Customer Property | 7.5.4 | 4.7.1 | Tier I – Document 7.5.4 |
| Preservation of Product | 7.5.5 | 4.15 | Tier I – Document 7.5.5 |
| Control of Measuring & Monitoring Devices | 7.6 | 4.9.1 & 4.11 | Tier I – Document 7.6.2<br>Tier II – Appendix A1-A8<br>Tier III – Work Instructions |
| General | 8.1 | | Tier I – Document 8.1 |
| Customer Satisfaction | 8.2.1 | 4.1.7 | Tier I – Document 8.2.1<br>Tier II – Product Design Cycle |
| Internal Audit | 8.2.2 | 4.17 | Tier I – Documents 8.2.1 & 8.2.2 |
| Measurement & Monitoring of Processes | 8.2.3 | 4.9.1, 4.9.2, 4.9.3, 4.9.4, 4.9.5 & 4.9.6 | Tier I – Document 8.2.3<br>Tier II – Appendix A1-A8<br>Tier III – Work Instructions |
| Measurement and Monitoring of Product | 8.2.4 | 4.10 | Tier II – Appendix A1-A8 – Product Audits,<br>Tier III – Work Instructions |

| ISO9001-2000 Quality System Elements | | QS-9000/TE Supplement Standard Section | QFS Snap-on MOP |
|---|---|---|---|
| Control of Nonconforming Product | 8.3 | 4.10, 4.12, 4.13 | Tier I – Document 8.3<br>Tier II Appendix A1-A8 |
| Analysis of Data | 8.4 | 4.1.6, 4.20 | Tier I – Documents 8.2.3 & 8.4<br>Tier II – SEQ 80.20, Appendix A1–A8 |
| Continual Improvement | 8.5.1 | 4.14 | Tier I – Document 8.5<br>Tier II – Appendix A1-A8 |
| Corrective Action | 8.5.2 | 4.2.3.2 & 4.2.3.3 | Tier I – Document 8.5.2<br>Tier II – Appendix A1-A8 |
| Preventive Action | 8.5.3 | 4.2.3.2 & 4.2.3.3 | Tier I – Document 8.5.2<br>Tier II – Appendix A1-A8 |

| Non-ISO9001 Requirements | QS-9000/TE Supplement Standard Section | QFS |
|---|---|---|
| Cost of Quality | 4.1.5 | Tier I – Document 8.4 (QLR)<br>Tier II – SEQ80.30 & Appendix A1-A8 |
| Written Work Instructions | 4.2.2 | Tier III – Work Instructions |
| Use of Multiple Discipline Teams | 4.2.3.2 | FMEA – SEQ80.10 |