



# Supplier Quality Self Survey

We have completed several supplier quality surveys during our fifteen years of serving medical manufacturers. The following information answers some of the questions commonly found in these surveys. We hope to offer a glimpse of our company-wide commitment to quality and the value we bring to a medical manufacturer. The information disclosed in this survey is confidential.

## Company Profile

<b>Company Name:</b>	Medical Document Services	<b>Address:</b>	113 Lafayette Road Hampton Falls, N.H. 03844
<b>Telephone:</b>	800.331.8149 or 603.926.6742	<b>Fax:</b>	603.926.4644
<b>Web:</b>	www.medicaldocservices.com		
<b>President:</b>	Lonnie Crampsey	<b>Vice President:</b>	Eric Lindsay
<b>Quality Coordinator:</b>	Amanda Racioppi	<b>SR Manager:</b>	Paul Watson
<b>Business Type:</b>	Corporation, Registered Small Business, Non-Union, Privately Held		
<b>Number of Facilities:</b>	1	<b>Employees:</b>	20
<b>Operating Shift:</b>	1 to 2	<b>Years in Business:</b>	30

## Quality Management System

*Our answers to some frequently asked questions*

<b>QUALITY</b>	Does the company have a documented quality system?	Yes
	Does the company have a written quality manual to provide its customers?	Yes
	Does an internal audit program exist?	Yes
<b>MATERIALS</b>	Do written procedures exist for incoming material inspection?	Yes
	Are non-conforming incoming raw materials segregated and documented?	Yes
	Are Material Review Board guidelines in place?	Yes
	Is there a raw materials supplier review program in place?	Yes
	Are lot numbers or product components traceable?	Yes
<b>MANUFACTURING PROCESS</b>	Are controls in place to accurately identify and route materials through the plant?	Yes
	Are there written procedures for in-process inspection?	Yes
	Are inspection points documented and are results of inspections recorded?	Yes
	Is non-conforming product segregated and documented?	Yes
	Are statistical sampling methods implemented when appropriate?	Yes
	Are corrective actions taken as appropriate?	Yes
<b>EQUIPMENT AND SAFETY</b>	Is there a scheduled preventative maintenance program?	Yes
	Are preventative maintenance measures and necessary repairs documented?	Yes
	Is housekeeping performed and documented throughout the plant?	Yes
	Are employee safety procedures documented and followed?	Yes
<b>DOCUMENTATION</b>	Are lot and job history files stored?	Yes
	Is a system in place to control drawings and specifications?	Yes
	Are job changes or revision changes documented?	Yes
	Are Certificates of Compliance shipped with final product?	Yes