

APPENDIX 5
QUALITY QUESTIONNAIRE

Package Number: _____
Package Name: _____
Applicant: _____
Applicant Name: _____
Contact Phone: _____ Email: _____

QUESTIONNAIRE INSTRUCTIONS

Applicants are required to provide the information specified in this Questionnaire, which is designed to assist the Lower Churchill Project in deciding which Contractors and Suppliers to consider for works, goods, and services associated with the Lower Churchill Project.

The Lower Churchill Project is committed to ensuring fairness in our vendor selection process. Evaluation will be based on your company meeting the following Quality expectations for the supply of goods and/or services:

- Conduct business in accordance with a Quality Management System that is compliant with the principles of quality standard ISO 9001:2008 (or an equivalent standard) or preferably has accreditation by a recognized body.
- Maintain a documented system for selecting and managing subsuppliers / subcontractors.
- Have experience providing scope of work similar to those required for this project and delivering them on time.
- Employ personnel with skills and experience suited to providing the scope of work.

The information provided in this questionnaire is strictly confidential and solely for the use of the Lower Churchill Project.

Part A – To be completed if Applicant has a registered Quality Management System (QMS).

- 1. Does your company have a registered ISO 9001:2008 Quality Management System (QMS)?
YES NO

If “Yes”, please provide a copy of the registration certificate and do not complete questions 3 to 11. If “No”, proceed to question three (3) below.

- 2. If company has a registered Quality Management System, please provide the Table of Contents of your Quality Manual.

Applicants that “do not” have a registered ISO 9001:2008 QMS must complete questions three (3) to eleven (11).

Part B – To be completed if Applicant “does not” have a registered QMS.

- 3. If you do not have a registered Quality Management System, please explain how your organization controls its processes to ensure that you meet the customer’s requirements.

- 4. Are there written procedures for your core processes? Please list.

- 5. How do you ensure that your main subcontractors / subsuppliers meet specified requirements (including requirements for Quality)?

- 6. What are your processes for addressing problems and opportunities for improvement? Provide details.

- 7. Do you have a documented audit schedule for both internal and external audits?

- 8. What is your process for responding to customer complaints or corrective action requests?

9. Describe your process for investigating the root cause of problems and implementing effective corrective action.

10. Is there a procedure for management of hard copy and electronic records?

11. Please provide contact information for two client references and details of products or services provided.

1.

2.

12. Further Comments
