

VETTING A PRECISION METAL STAMPING SUPPLIER IN A VIRTUAL BUSINESS MODEL

INTERVIEW CHECKLIST FOR TOP 9 CONSIDERATIONS

1. QUALITY STANDARD CERTIFICATIONS

- What certifications do you hold that are specific to quality standards for ... ?
 - ISO
 - Medical
 - Military
 - Aerospace
 - Automotive
 - Environmental

2. WELL-DEFINED, MEASURABLE QUALITY OBJECTIVES

- What are your overall production/performance/quality objectives?
 - Do they include ...
 - on-time delivery?
 - customer complaints?
 - customer reject rates?
- What quality programs do you have in place?
- Do you have a “cost of quality” report?
 - Do you quantify investments in prevention and improvement?
- Do you have a documented quality program?
- Is documentation readily available to customers?
- What are your measurement criteria?
- When corrective action is needed, what process do you follow?

3. CONTINUAL IMPROVEMENT INITIATIVES

- Are you expanding your capacity and capabilities, or at least keeping them up to date?
- Are you able to add capacity if we bring you enough business?
- Are you willing to add capacity if we bring you enough business?
- If you are willing to add capacity, how quickly will you be able to ramp-up for full production and delivery?
- What lean manufacturing initiatives do you have in place?
 - Do you have a company-wide lean manufacturing program which involves all employees, including training?

4. SUPPLY CHAIN RELATIONSHIPS

- Do you buy enough from the type of supplier our product requires?
- Do you have buying power?
- Do you have multiple dependable sources?
- Do you have long-standing relationships with a complementary network?
- Are you prepared with possible contingencies and options in place should the supply chain get interrupted or compromised for any reason?

5. WORKFORCE TRAINING

- What percentage of your workforce is permanent versus contract help?
- What kind of training program do you have for your workforce—both permanent and contract labor?
- What is the supervision structure for the workforce—both permanent and contract labor?
- What is your turnover rate for production floor employees?
- Is your workforce union or non-union?

6. REGULATORY

- How are regulatory issues managed on your behalf with regard to REACH, RoHS, conflict minerals, UL, Prop 65, etc.?

VIRTUAL BUSINESS MODEL CONSIDERATIONS

7. SUPPLY CHAIN

- How has COVID-19 impacted your supply chain?
 - What risk strategies and production/material redundancies/resiliencies do you have in place?
 - What inventory plan or processes do you implement to ensure production/delivery reliability?
- How vertically integrated are you?
- Are you able to control the production process from beginning to end, complete with secondary operations?
- What impact has COVID-19 had on your workforce/ability to maintain production levels?

8. ENGINEERING AND SUPPORT

- What kind of file formats can you send/receive?
- Do you have a full-service engineering and tool room facility?
- How much product development and prototyping assistance can you provide?

9. VISUAL CHECK

- Do you have a set-up for video conferencing or virtual visits?
- Are you open to physical plant tours?
 - If so, what safety protocols do you observe?
 - Are there any restrictions?
- If you can't get a full video tour or physically visit the facility, will they provide you with current photos or a quick video of their production floor?
- Assess the following when touring the facility—either virtually or physically:
 - Is the space well-organized and clean?
 - Does the equipment look clean and well-maintained?
 - Does there appear to be adequate room for our product?
 - Does it appear there is a good workflow and an overall good fit for our requirements?
 - Does the website reflect all of the capabilities, technology, and machinery?



At Larson, we believe that building relationships is the best way to understand your needs so we can create cost-effective and timely solutions. If there are any questions we can answer for you regarding this checklist or your next stamping project, [contact us](#) now to get the conversation started.

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