 Survey Expecations for Suppliers

# Is a Survey Required?

Surveys are performed when a special process or QMS is required by purchase order and the supplier or their sub-tier processor do not have a current LM approval or NADCAP certification on file. LM approvals expire after 24 months and require resurvey at that time. A resurvey may also occur if the supplier has made significant changes to its facility or personnel; or if quality nonconformances related to the special process are found by LM.

# Prepare for the Survey

The LM surveyor will contact you to schedule the survey date and confirm the location of the survey. The surveyor will also complete the Pre-Survey Questionnaire with you. Prior to the surveyor's arrival, ensure the following:

* Copies of the specification/revision being surveyed, and applicable internal processes are available
* All processes are updated to incorporate specification revisions if applicable
* Key personnel are available (operators, quality personnel, management)
* The areas where the processes are performed are accessible

Survey duration can be 1-2 days depending on the complexity of the specification(s) being evaluated.

# Survey Execution

* The surveyor will review your process documentation to verify that it meets the specification.
* All areas of manufacturing/processing that are pertinent to the survey will be visited by the surveyor to verify compliance to your internal processes and the specification.
* The surveyor will speak with operators to determine if they are following the process and capturing necessary documentation.
* The surveyor will ask for and document objective evidence and findings.

# Survey closure

The surveyor will review the results with you including any findings. If there are findings, the surveyor will inform you of the due date for corrective actions. You will be eligible for a follow up survey to verify compliance after corrective actions are completed.

The surveyor will upload their completed checklist, objective evidence, and survey results into the LM P2P system. When all required data is provided the approval status in P2P will be updated to Approved if there are no findings or Disapproved if there are findings.



Direct all questions to RMS Supplier Quality Services:

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