

INTERVIEW GUIDE

PROCUREMENT GENERAL INFORMATION

- Supplier Name:
- Supplier Address:
- Company Phone number:
- Primary Contact name and email address:
- Remittance Address:

PARTNER CONTACT INFORMATION

Order Management

- Who should receive purchase order email notifications?
- Which email address would allow us access to product experts to answer customer questions?

Scheduling/Capacity

- Who is your day-to-day contact person for scheduling requests and/or capacity questions?

Quality

- What would be an email address (preferably a group box monitored regardless of individual employee availability) for after-sale claims, concerns, or questions (e.g. claims@vendor.com)?
- Is there an individual point of contact for urgent communications regarding after-sale claims, quality, warranty, etc. (phone and email)?
- Who is your contact for our quality team to request technical engineering input?

Transportation

- Who is your primary shipping contact (phone and email)?

COMPLIANCE

- Which quality compliance standards do you already qualify for?
 - Please send these certifications.

SCHEDULING/CAPACITY MANAGEMENT

- Do you have capacity constraints?
 - If yes, are you taking actions to increase capacity? What are they?
- What are the days your company is on holiday/closed?
- What are your products' manufacturing lead times?

QUALITY AND AFTER-SALES SUPPORT

- Do you have quality acceptance standards? (How do you document the quality expectations?)
- Do you have pack standards / pack instructions?
- Do you use IPPC approved pallets?
- Do you have service parts available? Or do you only process whole item replacements?
- Do you need defective products returned?
- Are assembly directions provided for initial assembly? For installing service parts? If so, please forward those on to our team.
- Do you have troubleshooting guides for quality/warranty concerns?
- Is there a product ID label? How do we identify product/parts in the field?
- What is the product warranty or where can it be found?
- Are there any troubleshooting guides to help identify the root cause of a problem to determine the appropriate service part needed?
- Is there a way to identify an order as "priority" (e.g. mock-up, replacement, high visibility account)?
- Do you have a policy to pay a reimbursement for labor associated with quality/warranty issues?
- Do you follow the Blue-ribbon process (hardware identified in packaging)?
- How do you identify finish codes in manufacturing?

TRANSPORTATION QUALITY

- Is everything shipped in a carton?
- Any directional arrows we need to follow?
- Any freight we can't stack on? How high can we stack freight?
- Everything over 150lbs needs to be on a pallet. Do you already comply with this?
- Any freight that goes LTL or Ground must be palletized. Do you already comply with this?
- Do you have bi-directional pallets?
- Are all your pallets standard size or do you use any custom sizes?
- Are the weights and cubes you provide us the size of the product or the size of the pallet with the product?
- Any fragile/easily breakable freight? (Glass, lighting, etc?)
- Any odd shaped non -rectangular freight?
- What are the largest pieces that you sell? What are the weights and dims of those pieces?
- What do you use for product securement on your shipments currently?
- Do you deck any product?

LOGISTICS/TRANSPORTATION

- How many days prior to "delivery date" would you like shipping labels to drop?
- What kind of printer do you have for shipping labels (color/zebra/standard)?
- What are your dock hours? (D-D HHMM-HHMM)
- What is your shipping address?