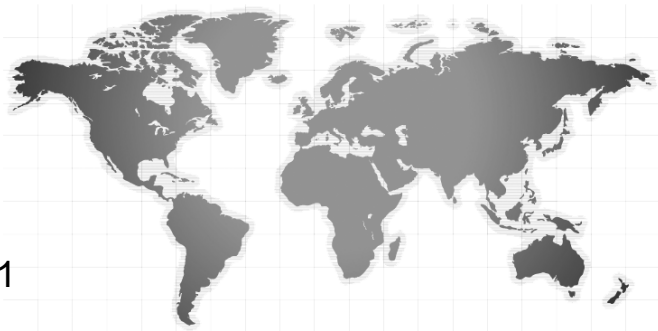


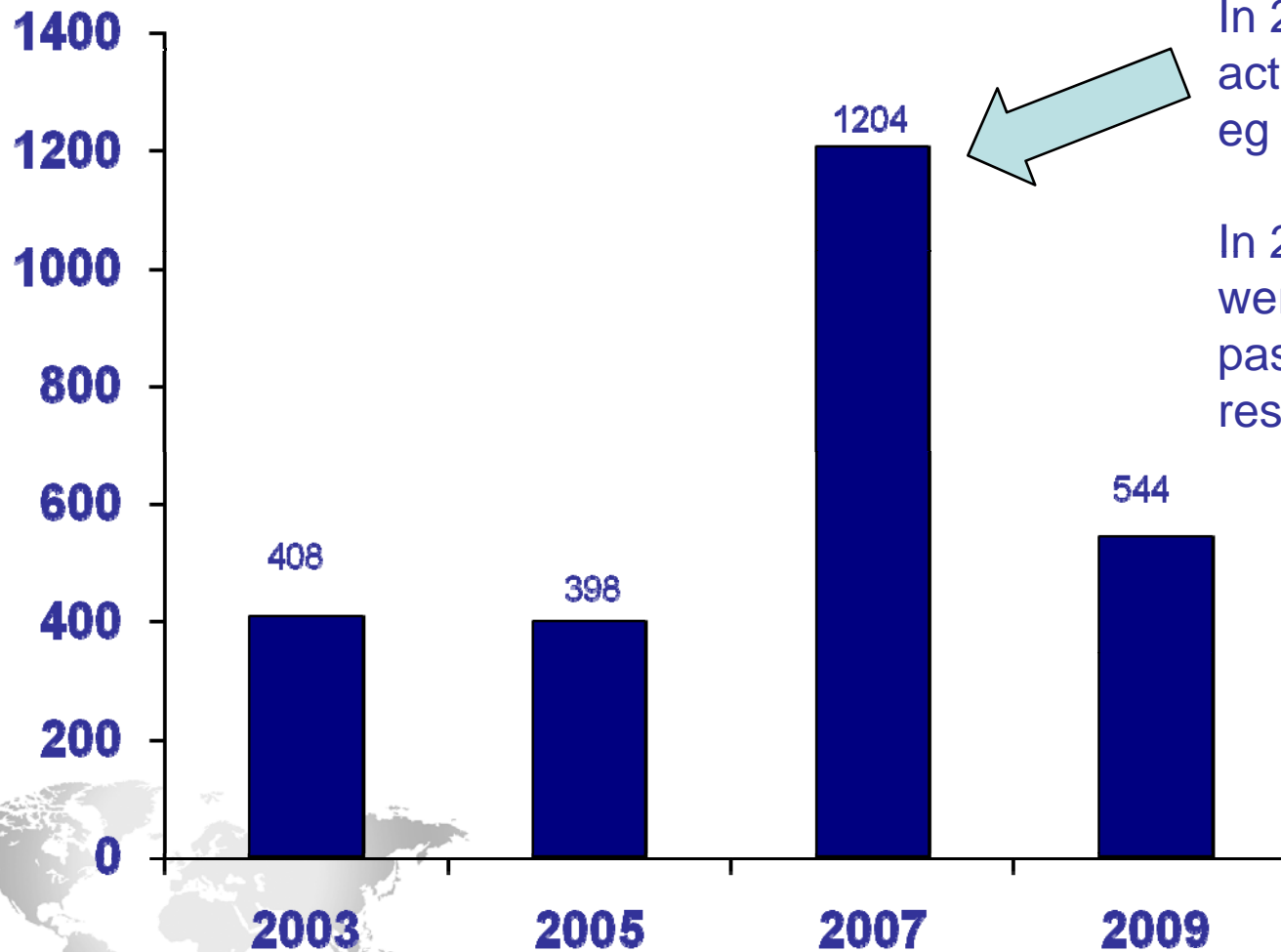


# 2009 Supplier Survey Preliminary Results



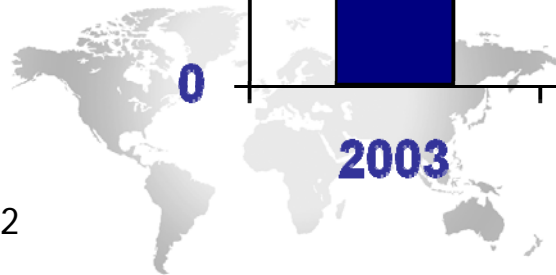
# SSC 2009 Survey Results

## Survey Response Rates



In 2007, staff and SSC actively solicited feedback eg through reminders

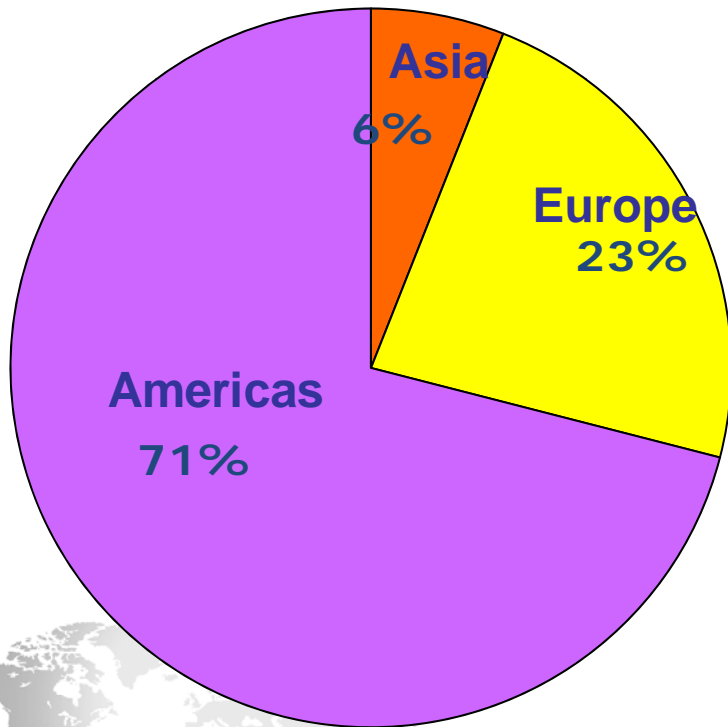
In 2009, all responses were named vs. In the past where anonymous responses were accepted



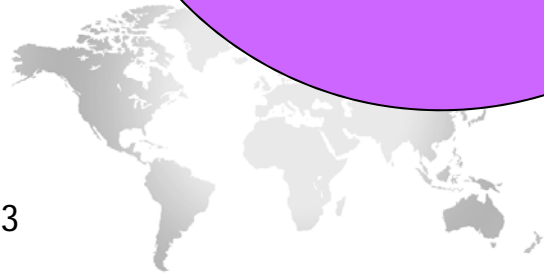
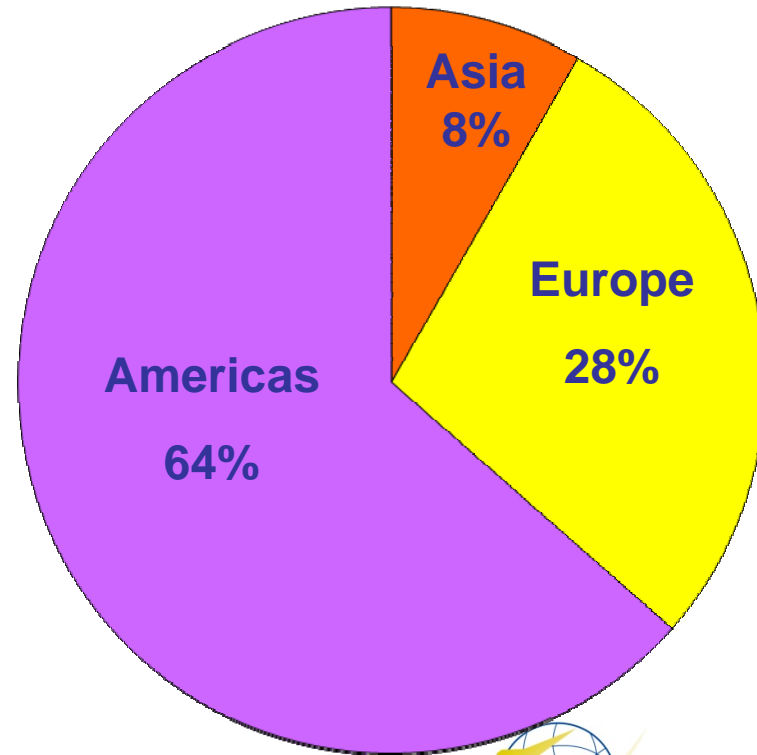
# SSC 2009 Survey Results

Responses by sector.

2009

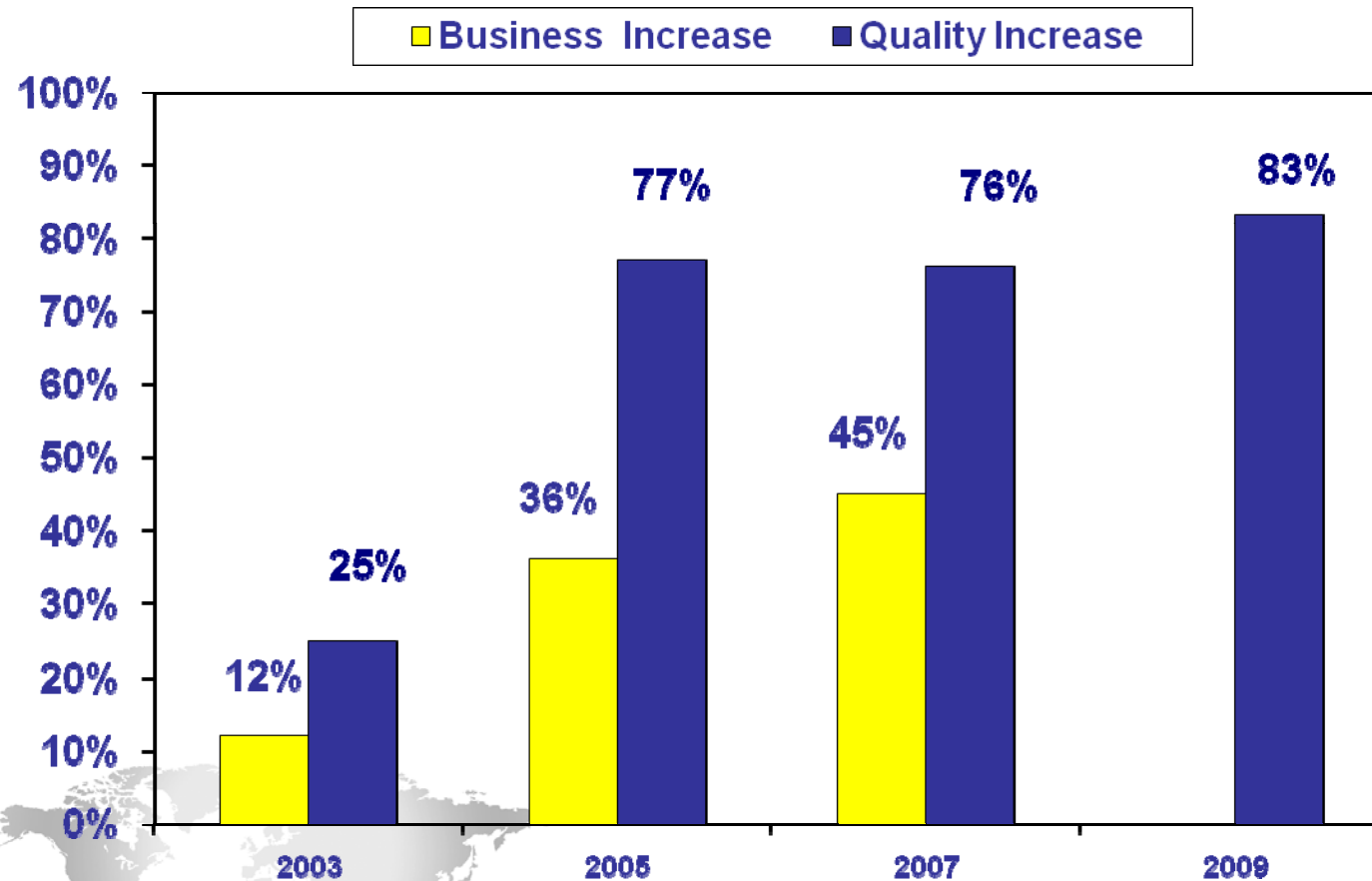


2007



# SSC 2009 Survey Results

Has your company seen a measured improvement in quality as a result of your Nadcap accreditation?



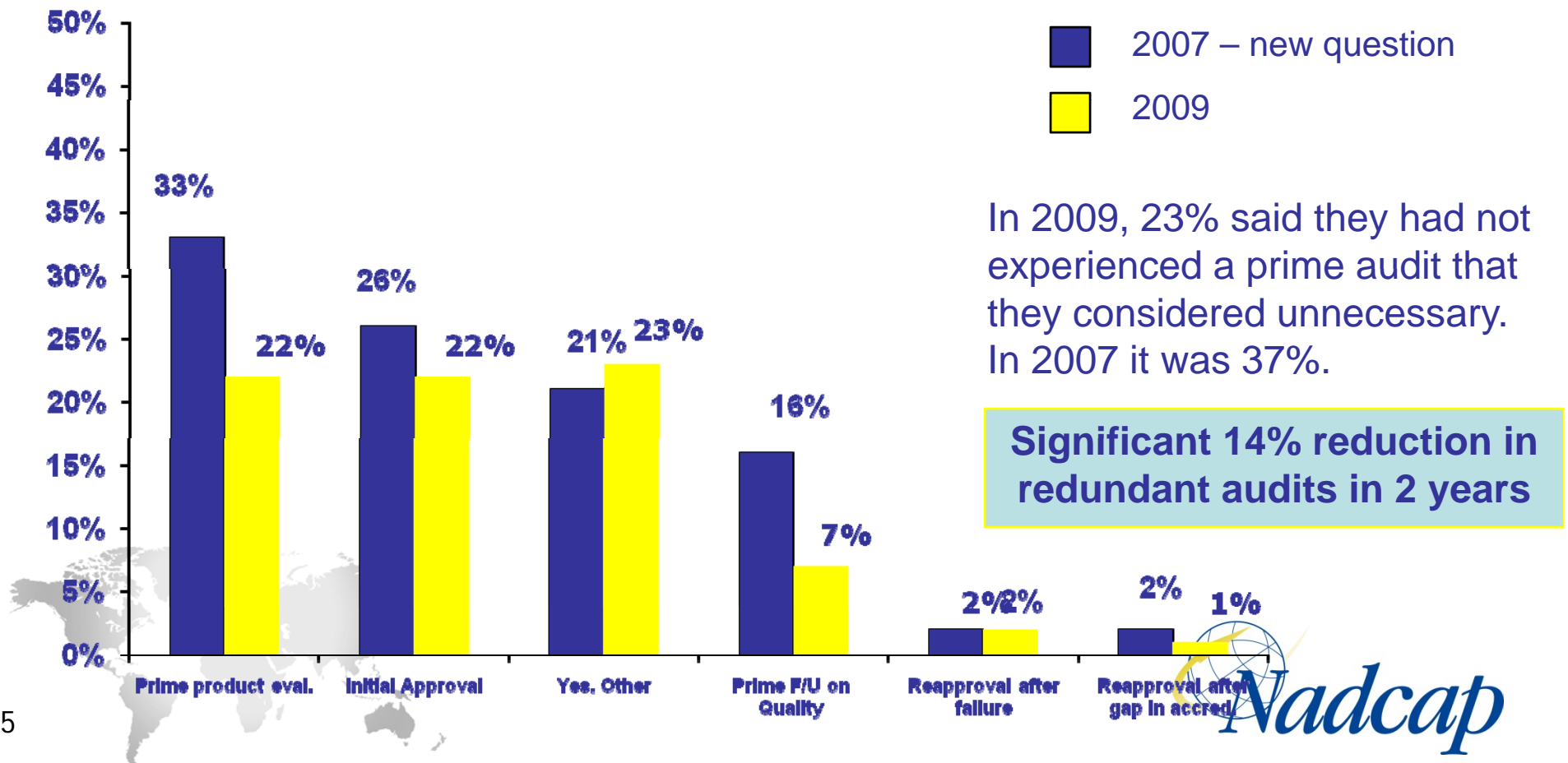
For 2003, 2005 and 2007, this question read: If your company has been accredited for one (1) year or more, and your company measures business and/or quality trends, have you seen improvement in this area(s) related to your Nadcap accreditation(s)? Select all that apply.

Business data was not tracked in 2009 as Nadcap is quality-focused, not business-generation focused



# SSC 2009 Survey Results

If Nadcap Prime User Members are performing special process / product audits which are already covered within the scope of the Nadcap audit, is it a result of any of the following? Please select all that apply. (Please note: you may be asked to provide documented objective evidence as to which prime is performing duplicate audits.)

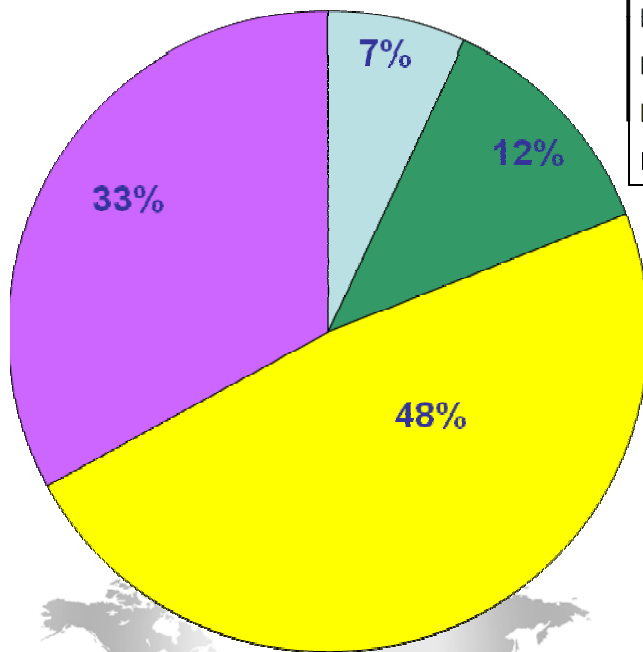


# SSC 2007-9 Survey Results

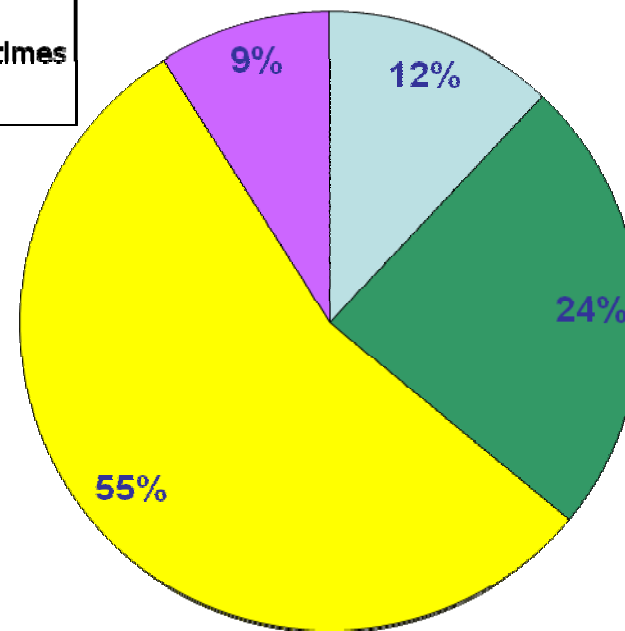
Does your company experience a problem with flowdown issues regarding specifications, their revisions and other requirements from *Nadcap Prime User Members*?

## Primes

2009



2007



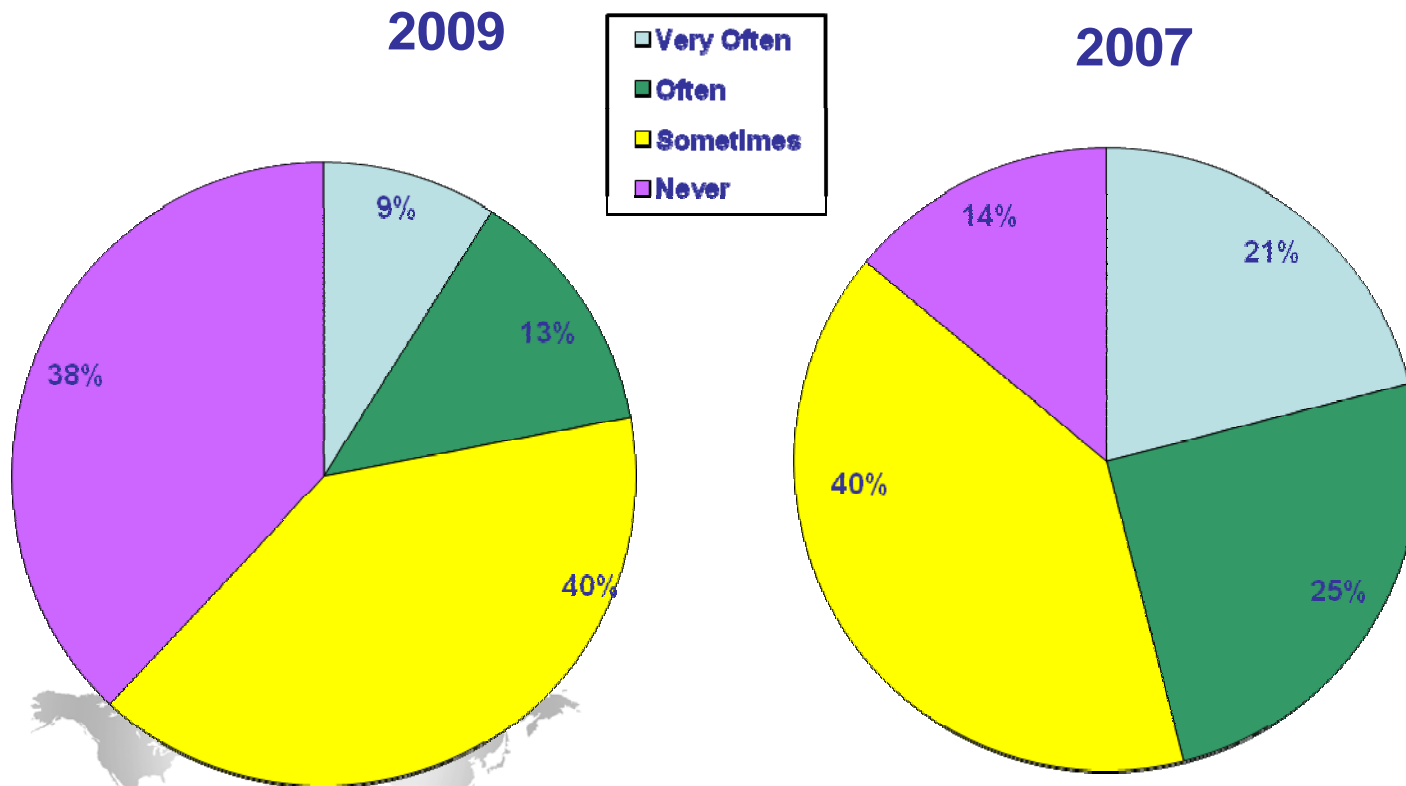
24% improvement (increase) in “never” responses

5% improvement (decrease) in “very often” responses

# SSC 2007-9 Survey Results

Does your company experience a problem with flowdown issues regarding specifications, their revisions and other requirements from Sub-Tiers?

## Sub-tiers

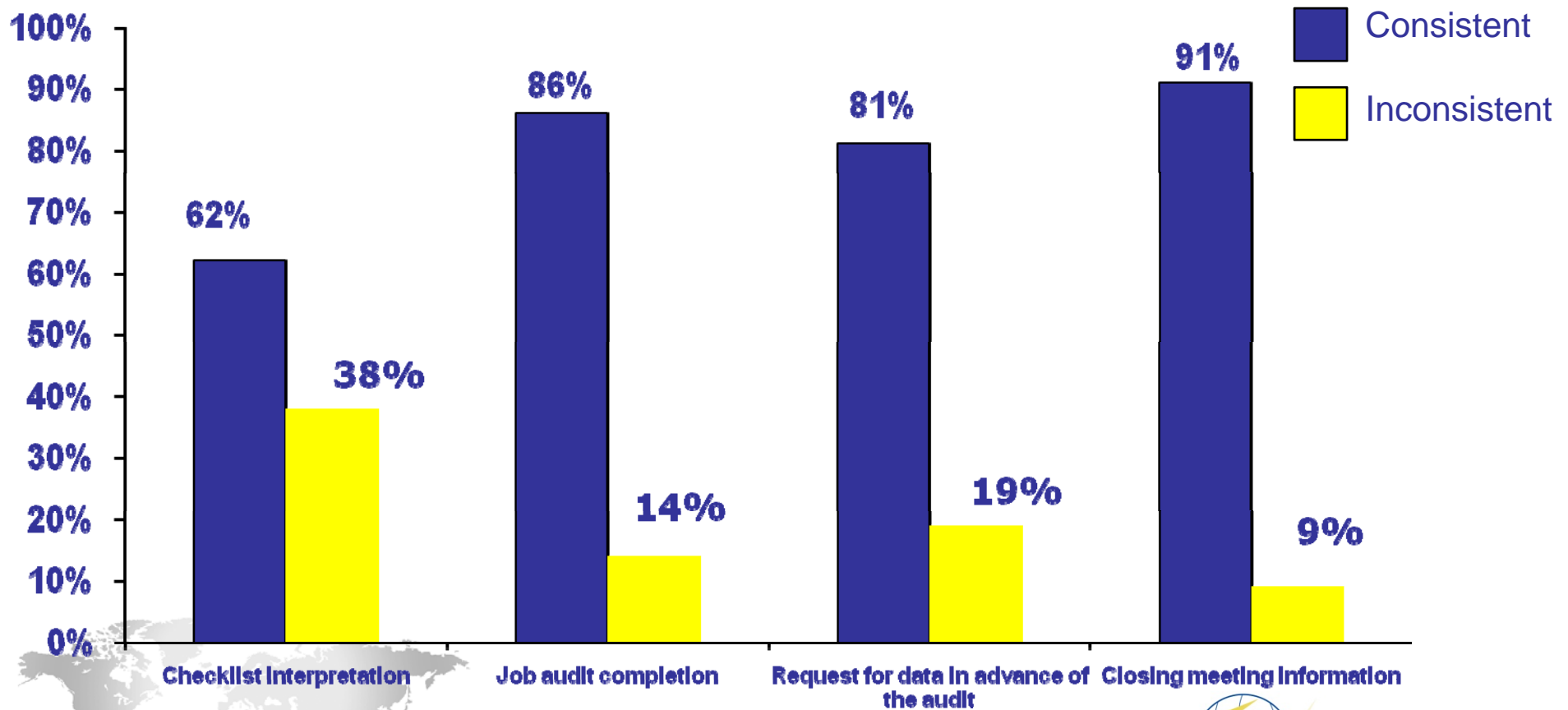


24% improvement (increase) in “never” responses

12% improvement (decrease) in “very often” responses

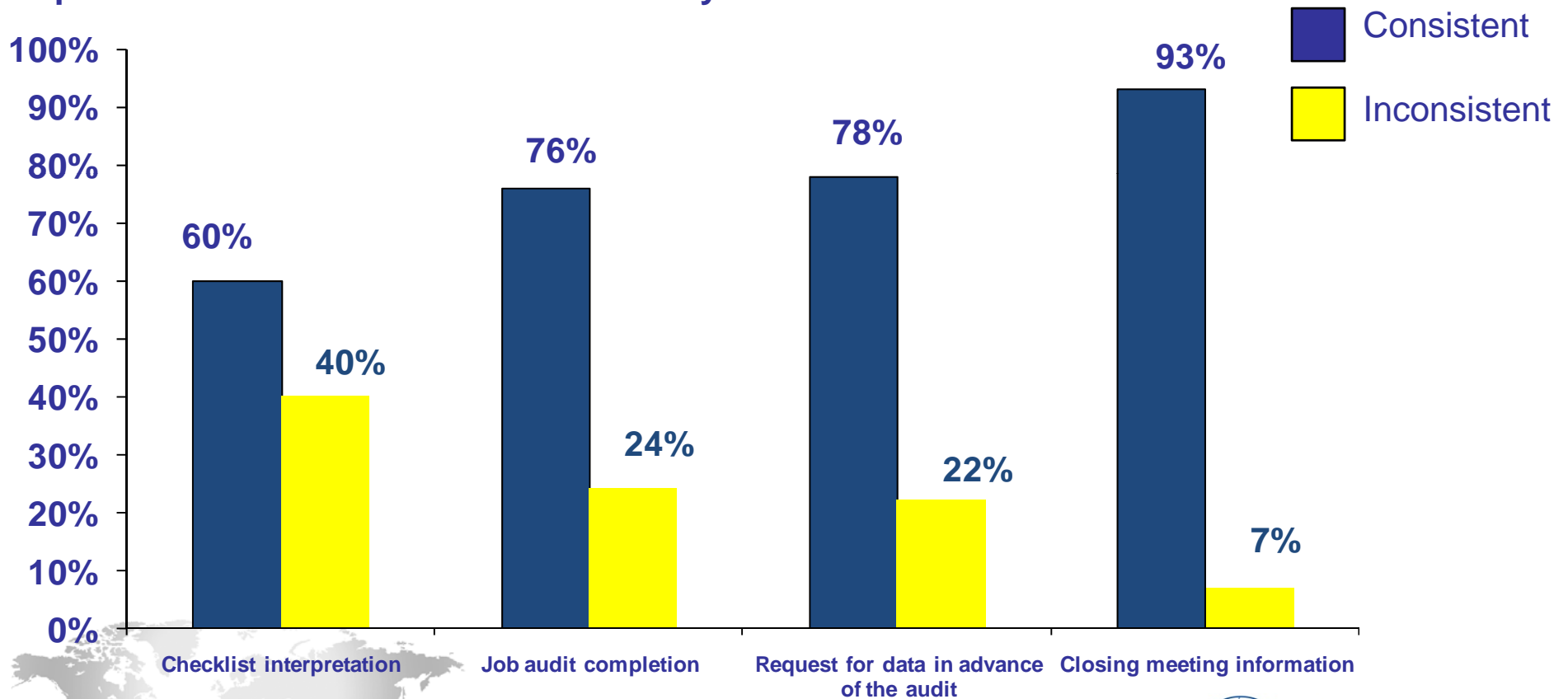
# SSC 2009 Survey Results

New question: If you have had multiple Nadcap audits for the same commodity, please rate the auditors for consistency



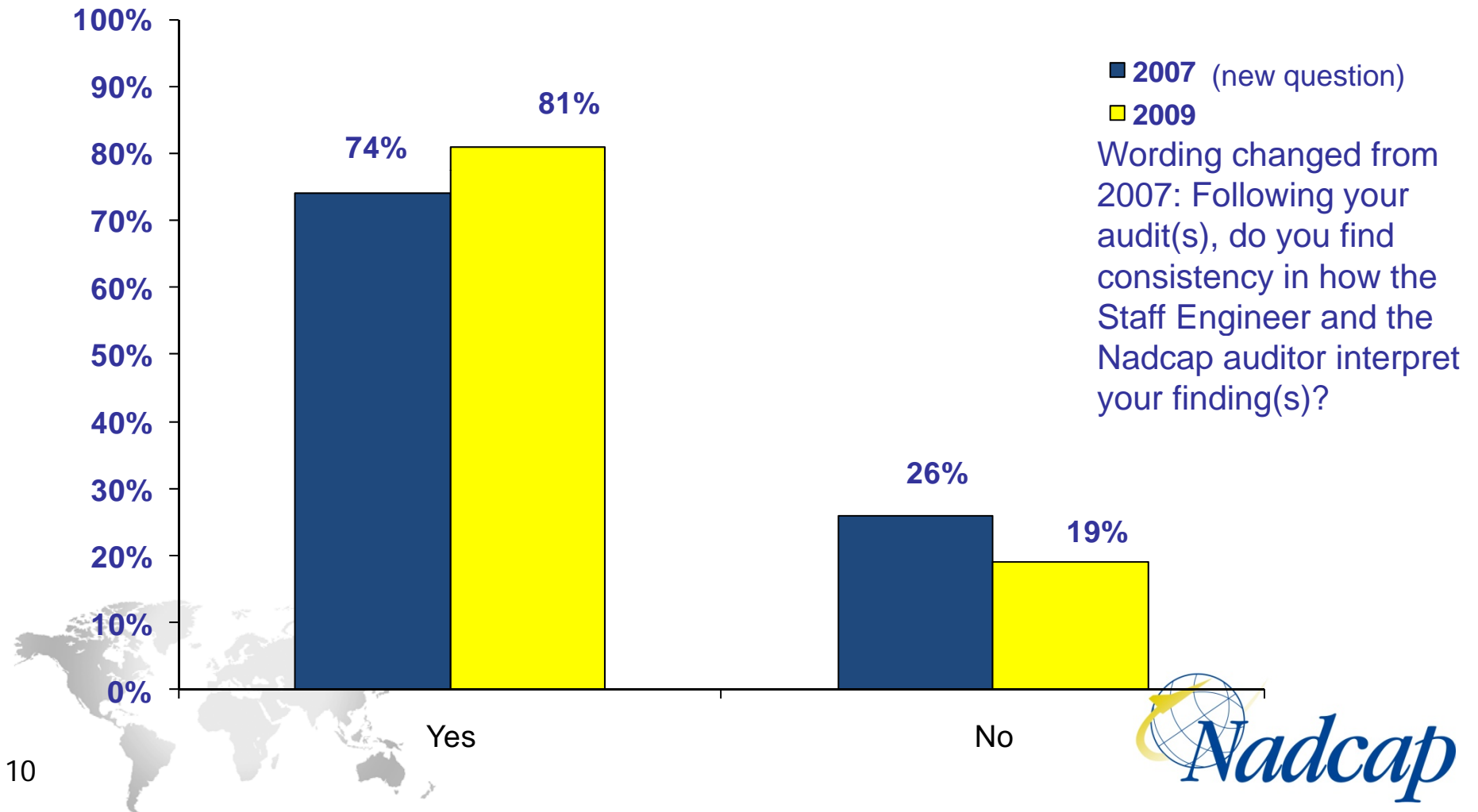
# SSC 2009 Survey Results

New question: If you have had multiple Nadcap audits for multiple commodities, please rate the auditors for consistency.



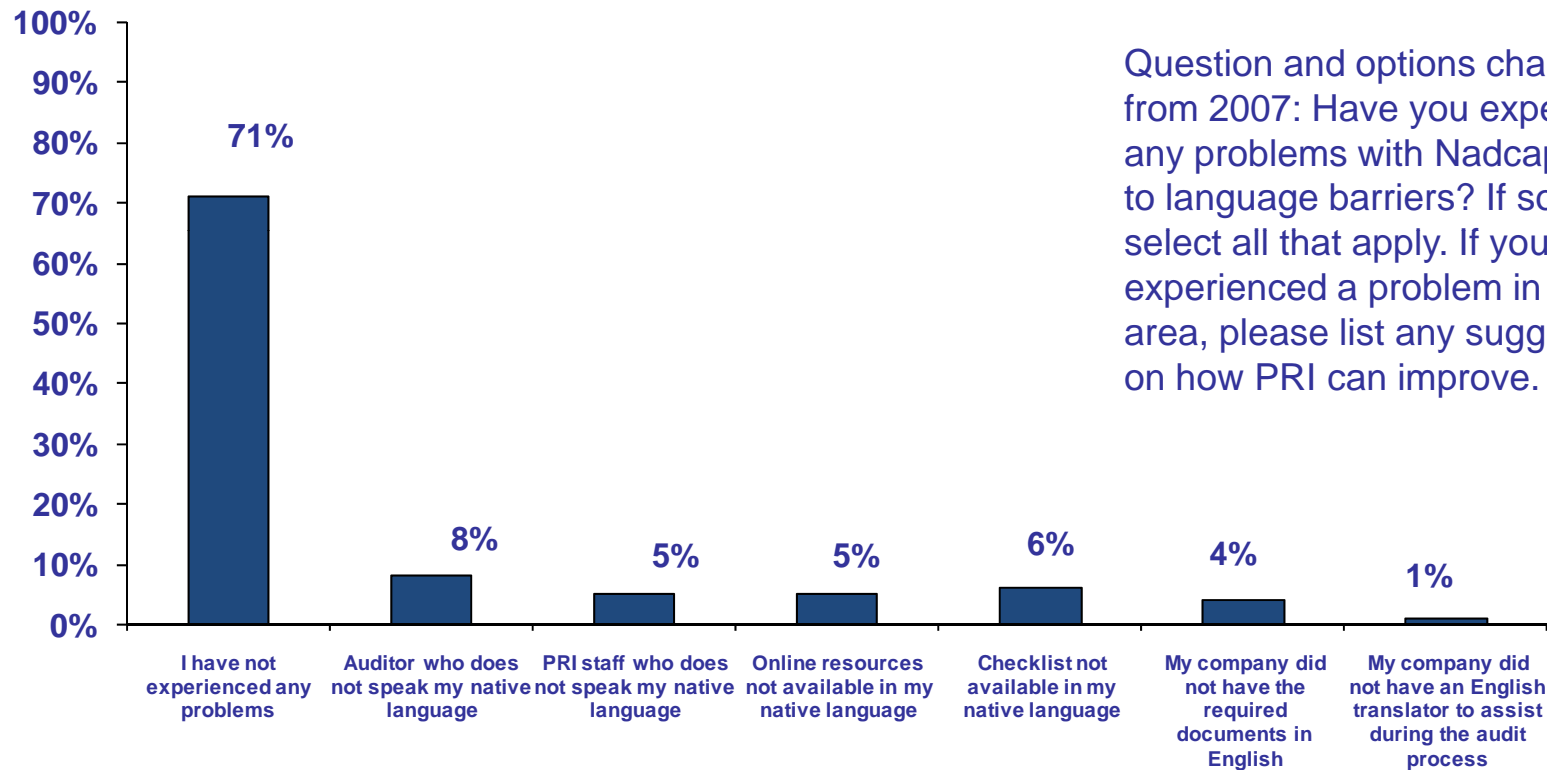
# SSC 2009 Survey Results

For the last two audits you have had, has the Staff Engineer consistently interpreted the findings as documented by the auditor?



# SSC 2009 Survey Results

Have you experienced any problems with Nadcap related to language barriers?  
If so, please select all that apply.

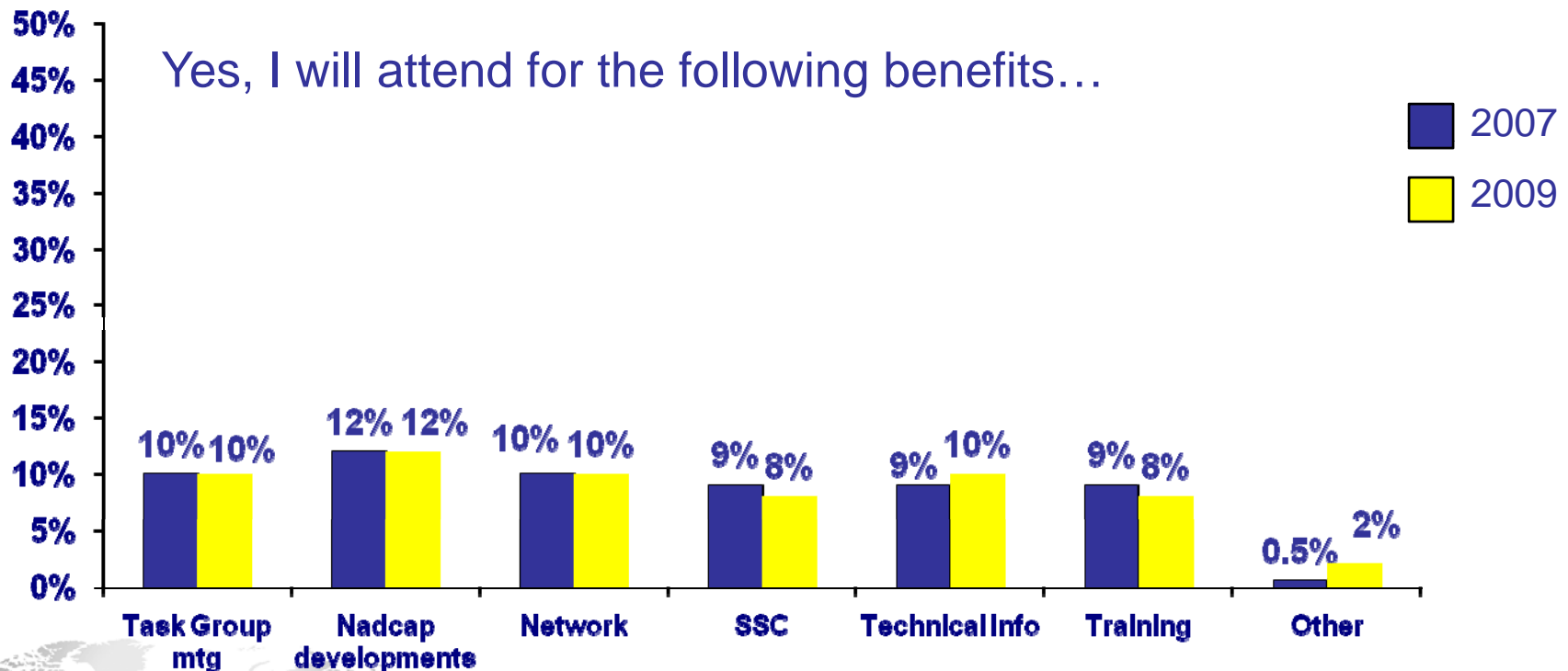


Question and options changed from 2007: Have you experienced any problems with Nadcap related to language barriers? If so, please select all that apply. If you have experienced a problem in this area, please list any suggestions on how PRI can improve.



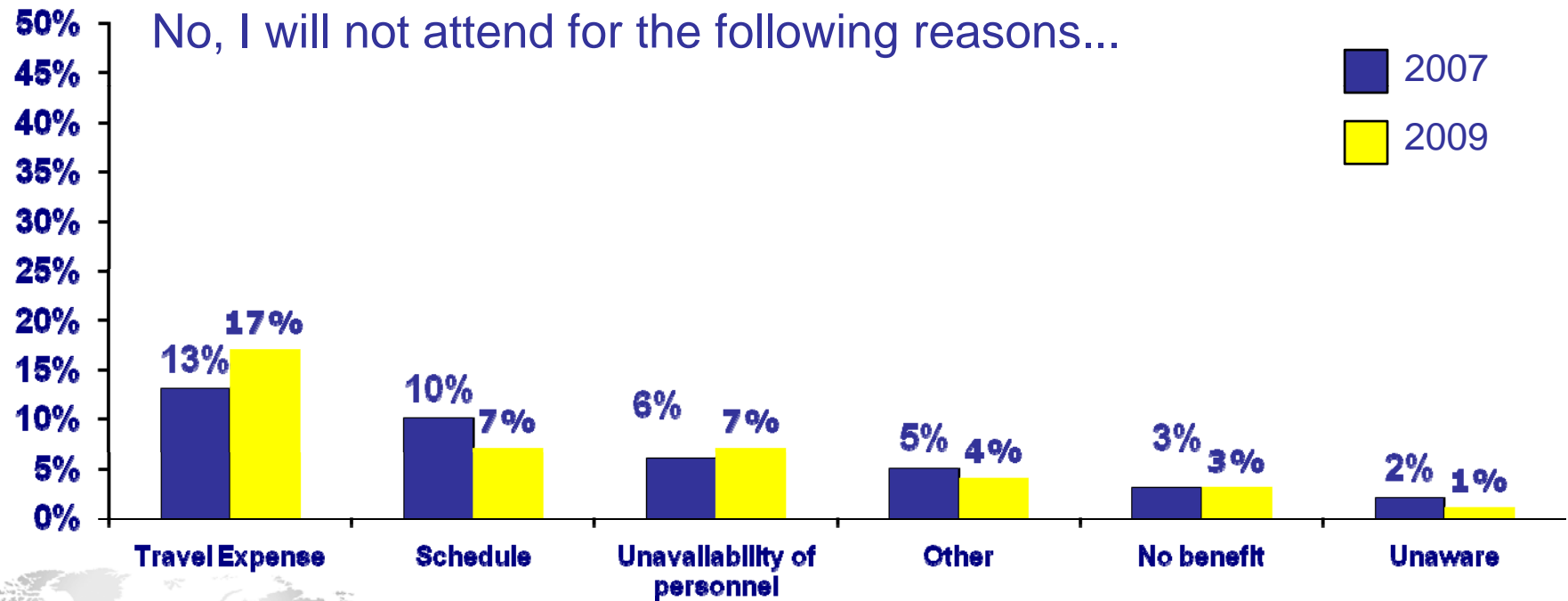
# SSC 2009 Survey Results

Please indicate whether you plan to attend a Nadcap meeting in the next twelve (12) months and the reason(s) why. Please select all that apply.



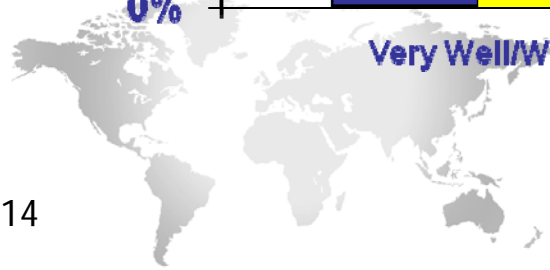
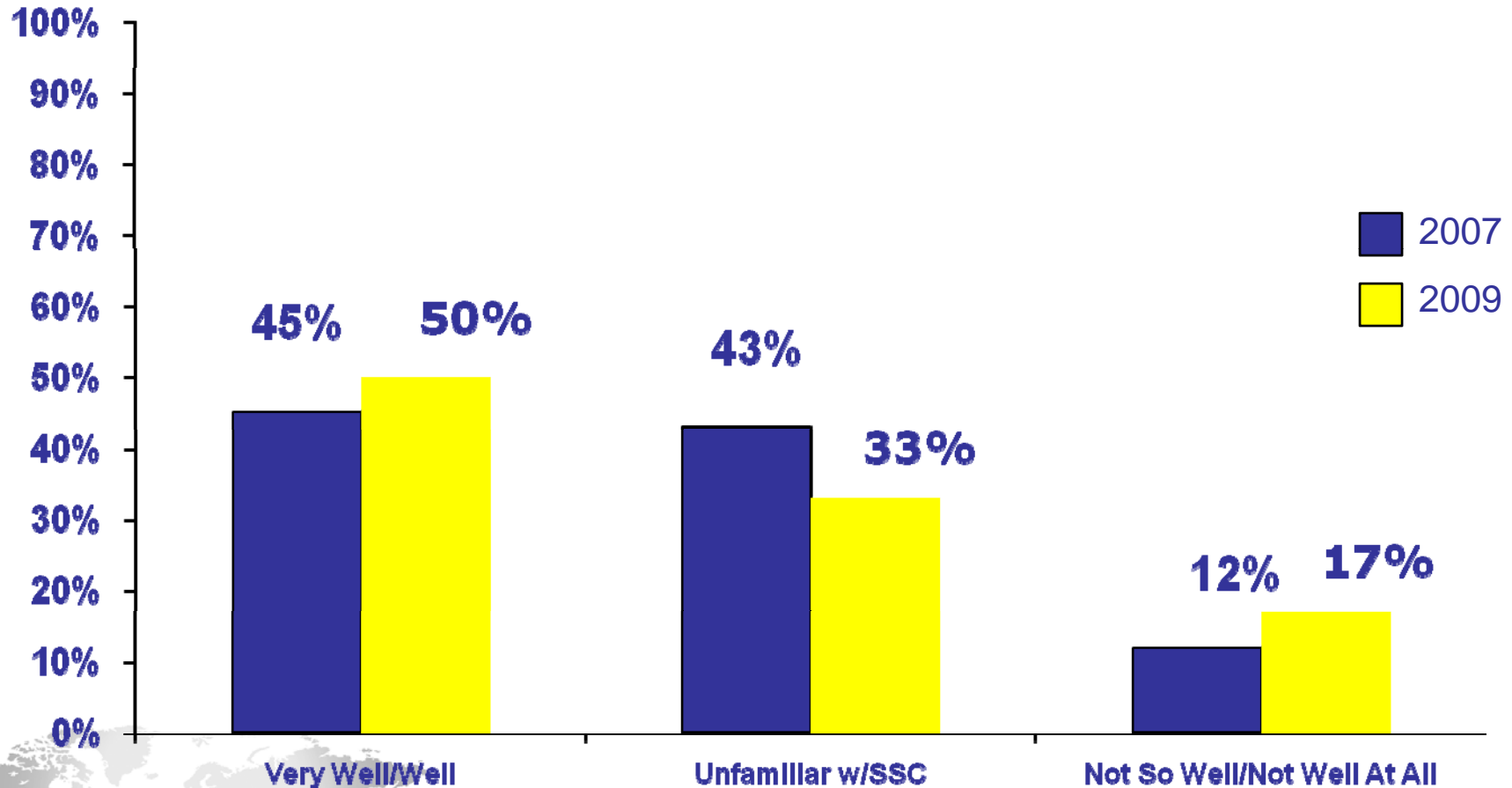
# SSC 2009 Survey Results

Please indicate whether you plan to attend a Nadcap meeting in the next twelve (12) months and the reason(s) why. Please select all that apply.



# SSC 2009 Survey Results

How well do you feel the Supplier Support Committee (SSC) represents your interests and concerns?



# SSC 2009 Survey Results

Please provide any suggestions and/or comments not identified in this survey.

Over 130 suggestions and comments were received. They are being reviewed and categorized by the team.

## Examples of positive and negative comments:



*The overall secret to making the most of Nadcap is to be involved with the process and not be scared to ask questions and get your concerns on the table. Most of the people involved with Nadcap are very concerned and will help in anyway that they can.*



*I feel the Nadcap supplier relationship is one side managed, because there is not real option for an overseas supplier, has a real Nadcap support.*

# SSC 2009 Survey Results

- Results will be reviewed and analyzed by the 2009 Survey Analysis Team.
- Preliminary report at October Nadcap meeting in Pittsburgh, USA with a complete analysis at February Nadcap meeting in Rome, Italy.

**On behalf of the team, thank you  
for your attention**

