

NEW CUSTOMER PROFILE

Company Name _____
Street _____
City _____ Country _____ Zip _____
Phone _____ Fax _____

**This information will allow us to better understand your business,
please fill in as much as you feel comfortable to at this time**

A. General Company Background

1. Public _____ Private _____ Years in Business _____

2. What is your level of vertical integration? _____

3. Multiple facilities: No _____ Yes _____

4. Core business (main products, service or manufacturing) and number of years
supplying these products.

which represents _____ % of total company sales

5. What are your major capital (equipment/ facility) improvement plans for:

2005 _____

2006 _____

2007 _____

6. Capacity: _____ volume per month _____ volume per year*

_____ % operating capacity currently utilized

7. Future capacity at present or new location(s)

8. International (joint ventures, distribution points, or technology transfers)_____

9. Financial Performance:

Annual Sales in Millions (2002)_____ U.S. Dollars

Annual Sales in Millions (2003)_____ U.S. Dollars

Annual Sales in Millions (2004)_____ U.S. Dollars

Projected sales for 2005 _____ U.S. Dollars

10. Number of Employees Facility 1 Facility 2 Facility 3

Production _____

Engineering _____

Quality Assurance _____

Purchasing _____

Administrative/Sales _____

Management _____

11. Total number of workdays shutdown (past two years). If yes, Why?

12. Please provide copy of your company organizational chart.

13. What patents do you hold? Do you manufacture product protected under US or China patents?

14. What is the average turnover in personnel? _____ % per year

B. Equipment/Service

1. What services does your company provide to outside customers?

_____ Engineering /Design Support

_____ Redesign

_____ Prototyping

_____ Component/Material Purchasing

_____ Testing Services

_____ Finished Goods Storage

_____ Lab facility

_____ Manufacturing
_____ Other

2. Preventive maintenance program of equipment _____

3. Are there written procedures for the calibration of measuring and test equipment?

C. Quality

1. Quality procedures and manual in place? Are they used? _____

2. External/Internal Quality Audit Performed? If yes, by who? _____

3. Statistical Process Control if used, Where? _____

4. Quality planning (defect prevention) _____

5. Strategic plan for continuous (short term and long term) improvement – 6 Sigma,
Lean, Kaizen, other

6. Does the system ensure the latest drawing/part revision is being utilized? If yes, How?

7. Do you have Quality Assurance Agreements with :
_____ Customers _____ Suppliers _____ Not at all

8. Do you have a certification process for your suppliers? _____

9. Do you have an incoming inspection for your purchased material? _____

10. Do you have a documented training procedure? _____

11. ISO, TL or QS certified? _____

D. Logistics

1. Do you operate in a “Just In Time” (Kanban) or “pull” system environment with your
Customers? _____ Suppliers? _____

2. Do you keep raw material/ finished goods inventory for your customers? _____

3. What is your average process time for production? _____ workdays

3.1 What is your average leadtime for material? _____ workdays

3.2 What is the longest leadtime component for your final product? _____ workdays

4. Do you have a documented business recovery/disaster plan _____

5. Do you have a proprietary information policy (Non Disclosure Agreement) for the protection of your customers _____

6. Do you have a cycle time reduction program in place for all areas? (For example: Inventory, Manufacturing) _____

7. Do you have multiple raw material suppliers? _____

8. Do you have continual cost reduction programs (example)? _____

9. Do you have a service/warranty support policy? _____

10. % of business exported from factory location _____

% of business exported to the US _____

% of business exported to Europe _____

% of business domestic to factory location _____

11. Are you the exporter of record? _____

12. Where is the closest major shipping port? _____

E. Inventory Management

1. Have you increased raw material capacity for customers? If so, How much ____%

2. Have you increased finished goods inventory for customers? If so, How much ____%

3. Average payment terms _____