



All Metals Processing  
of Orange County, LLC

October 07, 2021

Valued customer

Subject: Quality Survey Audit Questionnaire

Attn: Quality Department

We receive hundreds of vendor survey forms to be completed every year. As a result, we have decided in the interest of time and efficiency to provide the attached Customer Survey Questionnaire Response to satisfy the requirements of your survey requests.

All Metals Processing of Orange County's Quality System is certified to ISO9001 / AS9100. We are also Nadcap accredited for Chemical Processing and NDT. Attached you will find copies of our current certificates.

Please contact me should you need any additional information.

Thank you again for your continuing interest in our company and services.

Respectfully,

*Doug Sander*

Doug Sander  
Quality Manager  
All Metals Processing of Orange County, LLC  
Company Phone 714-828-8238  
[DougS@amp-oc.com](mailto:DougS@amp-oc.com)

# CUSTOMER SURVEY AUDIT QUESTIONNAIRE RESPONSE

## GENERAL INFORMATION:

CAGE Code: 1H412                      NAICS Code: 332813                      Phone: 714-828-8238  
DUNS No. 080159400                      SIC Code: 3471                      Fax: 714-828-4552

All Metals Processing of Orange County, LLC (AMP) is an Aerospace Metal Finishing company, which also provides Organic Coatings and Non-Destructive Testing (MT, PT, HT/CT).

AMP is not a licensed FAA Repair Station; however, we do maintain a Drug and Alcohol Testing program that has been certified by the FAA.

AMP is registered with the DDTC. Our registration letter is attached.

All Metals Processing is not a subsidiary or division of another company. AMP has been in business since 1961, and is classified as a Small Business (less than 500 employees).

TOTAL EMPLOYEES: 94; Production; 75; Quality; 10; Administration; 9

## WORK SCHEDULE:

All Metals Processing operates two 8-hour shifts per day.

## FACILITIES:

3 Buildings, Total Square Footage – 60,000

## ORGANIZATION:

CEO	Michael Coburn	<a href="mailto:michaelc@amp-oc.com">michaelc@amp-oc.com</a>	ext. 2161
General Manager	John Crowell	<a href="mailto:johnc@amp-oc.com">johnc@amp-oc.com</a>	ext. 2154
Director of Sales/Marketing	Matt Moore	<a href="mailto:mattm@amp-oc.com">mattm@amp-oc.com</a>	ext. 2101
Quality Manager	Doug Sander	<a href="mailto:dougs@amp-oc.com">dougs@amp-oc.com</a>	ext. 2169
Senior Accountant	Jordan Elbandagji	<a href="mailto:jordane@amp-oc.com">jordane@amp-oc.com</a>	ext. 2105

## MAJOR CUSTOMERS:

Boeing, Northrop Grumman, Lockheed Missile & Space, Airbus, Gulfstream, BF Goodrich Aerospace, Sikorsky, Pacific Scientific, Curtis Wright, Parker, Honeywell, SpaceX, Hawker Pacific, Triumph Group

## COMMERCIAL/AEROSPACE BUSINESS:

Approximate percentage of 90% Commercial / 10% Military business performed at All Metals Processing.

**CUSTOMER SURVEY AUDIT QUESTIONNAIRE RESPONSE (continued)**

**A copy of our Quality Manual is available upon request, and will confirm the following summary of our Quality System.**

<b>SYSTEM AND PROCEDURES:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Does the Supplier have a Quality System Manual or Procedures?	<u>X</u>	___	___
2. Does the Supplier submit to a "Right of Entry" clause and does it apply to all Customers, Government and Regulatory Agencies?	<u>X</u>	___	___
3. Indicate the specification(s) your Quality System is based upon	<u>ISO 9001 / AS9100</u>		
4. Are inspection stamps used and controlled?	<u>X</u>	___	___
5. Is your Quality System Manual available for review upon request?	<u>X</u>	___	___
6. Enter the minimum number of years Quality records are kept.	<u>15 years, or as required by Customer contract</u>		

<b>DRAWING AND CHANGE CONTROL:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Are procedures in effect to ensure that specifications, and change notices are in use by Production and Inspection?	<u>X</u>	___	___
2. Are specifications dispersed from a central point and removed when superseded?	<u>X</u>	___	___
3. Are procedures in place for control of Customer furnished drawings?	<u>X</u>	___	___
4. Are the Quality Manual and Process Procedures controlled and are the most current revisions available for use?	<u>X</u>	___	___

<b>RECEIVING INSPECTION:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Are supplies verified to be in accordance with P.O. requirements and specifications?	<u>X</u>	___	___
2. Are inspection results documented and on file?	<u>X</u>	___	___
3. Is nonconforming material identified and segregated?	<u>X</u>	___	___
4. Are age controlled items inspected for date of manufacture and expiration date?	<u>X</u>	___	___
5. Are customer supplied parts to be processed verified as to quantity and condition and is the customer notified in case of discrepancy?	<u>X</u>	___	___

<b>CONTRACT REVIEW:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Does Quality review customer purchase orders for authorization and process capabilities?	<u>X</u>	___	___
2. Are customer purchase orders reviewed for content of pertinent information as required by prime customers / Nadcap / process specifications?	<u>X</u>	___	___
<b>NONCONFORMING MATERIAL:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Is nonconforming material identified and segregated?	<u>X</u>	___	___
2. Are there procedures for the handling and disposition of nonconforming material?	<u>X</u>	___	___
3. Are nonconformances exceeding the parameters of "Rework" submitted to customer for evaluation and disposition?	<u>X</u>	___	___
4. Is a system in place for notifying affected customers when an escape of nonconforming product is discovered after Final Inspection?	<u>X</u>	___	___
<b>CORRECTIVE ACTION:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Is there a Corrective Action system in place?	<u>X</u>	___	___
2. Are Corrective Action Requests issued to the Supplier when the situation requires?	<u>X</u>	___	___
3. Is there a follow-up system on Corrective Action Requests?	<u>X</u>	___	___
<b>PROCUREMENT CONTROL:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Is there a vendor quality rating system	<u>X</u>	___	___
2. Are vendor quality performance records maintained?	<u>X</u>	___	___
3. Are vendor surveys performed at least annually?	<u>X</u>	___	___
5. Are certifications and test reports required by Purchase Orders?	<u>X</u>	___	___
6. Is there a process for controlling counterfeit materials/parts?	<u>X</u>	___	___
7. Is there a process which prohibits the use of Conflict Minerals as described in Section 1502 of the Dodd-Frank Act?	<u>X</u>	___	___
<b>SAMPLE INSPECTION:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Does supplier perform sample inspection in accordance with ANSI Z1.4, or as required by process specification and/or customer contract requirements?	<u>X*</u>	___	___

\*unless 100% required.

<b>TRAINING:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Are processing operators trained and qualified to perform the job?	<u>X</u>	___	___
2. Are inspection personnel properly trained using documented procedures?	<u>X</u>	___	___
<b>INTERNAL AUDITS:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Is there a documented internal auditing system in place?	<u>X</u>	___	___
2. Are internal audit results reported to top management for review?	<u>X</u>	___	___
3. Are processes and the quality system audited at least annually?	<u>X</u>	___	___
<b>MATERIAL HANDLING AND STORAGE:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Are there procedures for the control of parts and materials?	<u>X</u>	___	___
2. Are materials traceable to certifications and/or purchase orders?	<u>X</u>	___	___
3. Are temperature and shelf life controlled items properly identified?	<u>X</u>	___	___
8. Are age and temperature controlled materials controlled and are temperature and humidity conditions recorded as applicable?	<u>X</u>	___	___
5. Is First-In, First-Out stock rotation practiced?	<u>X</u>	___	___
6. Are customer supplied materials used for processing of their parts controlled and stored as required by customer?	<u>X</u>	___	___
7. Are materials in storage identified as to their inspection status?	<u>X</u>	___	___
9. Is there a process in place to prevent F.O.D. from being introduced into the work areas or into shipping containers of finished parts?	<u>X</u>	___	___
<b>CALIBRATION:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Does the calibration system comply with ANSI/NCSL Z540-1, ISO 10012-1?	<u>X</u>	___	___
2. Are measurements standards traceable to NIST?	<u>X</u>	___	___
3. Are recall records maintained that indicate when equipment is due for calibration?	<u>X</u>	___	___
4. Is measuring equipment calibrated at established intervals?	<u>X</u>	___	___