



Proprietary & Confidential

Spartan Motors USA, Inc. Business and Management Survey

Date: _____

Company Surveyed: _____ Completed by: _____

D & B Number: _____ Taxpayer ID: _____

Supplier information:

Bill to Address:	Ship to Address:

Contacts:	Phone:	Email:
President and/or CEO:		
Director of Quality:		
Supplier Corrective Actions – Quality related:		
Supplier Corrective Actions – Delivery related:		
Supplier Corrective Actions – Paperwork/Packaging related:		
Engineering (Design) :		
Sales:		
Return Authorizations issued by:		
Accounts Receivables:		
Materials Management:		
Technical Help (Customer Service):		
Aftermarket Service Parts Support:		



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Spartan Motors USA, Inc. Business and Management Survey

1. What is the ownership of the company? Public or Private? _____
2. Parent company (if applicable): _____
3. Company established: _____
4. Please provide a description of your product line(s) and manufacturing capabilities:

5. Do you have multiple plant locations capable of similar manufacturing processes? _____

6. Headquarters (Corporate) Locations: _____
7. Manufacturing Location(s): _____
8. Engineering (R&D) Development Locations(s): _____
9. What is your Mission Statement and what are your company's key values?

10. Is any consideration being given to closing or relocating facilities? _____
11. What customers do you provide parts to that are similar to Spartan Motors USA?

12. Who do you feel are your competitors? _____

13. What is the square footage of your facility and structure type? (Manufacturing, Warehouse, Office area) _____



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Spartan Motors USA, Inc. Business and Management Survey

28. Do you have multiple sources for key components? _____

29. Do you have any current component issues that could affect your ability to deliver parts on time?

30. Are you willing to review and sign a Spartan Motors USA Warranty Agreement? _____

31. Do you currently supply military related products to the Federal Government? If yes, what type of items _____

32. Do you have a Small Business Subcontracting plan in place? _____

33. Do your products contain Conflict Minerals from the Democratic Republic of the Congo (DRC) and surrounding countries? *"Conflict minerals" refers to gold, as well as tin, tantalum, and tungsten, the derivatives of cassiterite, columbite-tantalite, and wolframite, regardless of where they are sourced, processed or sold.*
If yes, what is your strategy to get your product(s) conflict minerals free?

34. What is your current delivery on-time percentage and quality performance (PPM) to your customers? Please report quality performance in PPM YTD. _____

35. Are you currently ISO or TS certified? If yes, please provide copy of current certificates for all company related certifications. _____

36. Can you support APQP and PPAP requirements in accordance with AIAG standards?

37. How do you measure customer satisfaction? _____

38. Do you have technical help available and Customer Service support to Spartan Motors USA? ____

If yes, please provide hours of availability: _____

39. Do you have service centers to take care of your warranty concerns? _____

If yes, please provide a list of service centers. _____



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40. Do you have a process and resources in place to conduct **product application approvals** and **product installation reviews** on-site at Spartan Motors USA?

41. Are you able to supply (annually) a NAFTA certificate of origin for all items you sell to Spartan Motors USA? _____

42. Do you participate in returnable packaging programs? _____

43. Do you have barcode capabilities and use EDI? _____

44. What MRP or ERP systems do you use to manage the supply chain and schedule/monitor production? _____

Important Notice:

- **Spartan Motors USA, Inc. requires sufficient written notice (90-120 days) in advance of any changes in location or facility with regard to production of Spartan Motors USA, Inc. components.**
- **When the process of manufacturing Spartan Motors USA, Inc. components moves to a new location or facility, Spartan Motors USA, Inc. reserves the right to treat new location(s) or facilities as a new supplier. New suppliers are subject to approval and competitive bid.**