Foreword

This document defines the quality management system requirements to be applied in facilities registered to the aerospace standard AS9100.

This document is supplemental to the Avnet Quality Manual and must be used in conjunction with that Manual in facilities registered to AS9100. In those facilities registered to AS9100 all quality system requirements defined in the Quality Manual must be adhered to, as well as the additional requirements defined in this Supplement.
Table of Contents

Subject

Forward
Table of Contents
AS Supplemental Requirements Supplement II
Appendix VI Procedure Cross Reference to AS 9100
Appendix VII Quality Management System Processes – Logistics
Appendix VIII Quality Management System Processes – Value Add
Appendix IX Quality Management System Processes – Programming

AS9100 Supplemental Requirements

4.0 Quality Management System
4.2 Documentation Requirements (Quality Manual 14.0)
4.2.1 General Quality Manual 1.1, 2.0, 5.2, 5.4)
   f) Quality system requirement imposed by regulatory authorities – Supplemental (Quality Manual 15.1)
4.2.1.1 Access and awareness of documents – Supplemental (Quality Manual 15.3)
4.2.2 Quality Manual (Quality Manual 15.0)
b) Document Reference to AS9100 and documented procedures – Supplemental (Appendix VI)
4.2.3 Control of Documents (Quality Manual 15.0)
   4.2.3.1 Document Changes Coordination – Supplemental (Quality Manual 15.4)
4.2.4 Control of Quality Records (Quality Manual 16.0)
   4.2.4.1 Supplier retained records – Supplemental (Quality Manual 15.4)
   4.2.4.2 Availability of records – Supplemental (Quality Manual 16.1)
4.3 Configuration Management – Supplemental

5.0 Management Responsibility
5.5 Responsibilities, Authority, and Communication (Quality Manual 5.0)
   5.5.2 Management Representative
d) Organizational freedom – Supplemental

6.0 Resource Management
    6.4 Work Environment (Quality Manual 10.0)
    NOTE: Factors impacting product – Supplemental

7.0 Product Realization
7.1 Planning Of Realization Processes (Quality Manual 12.0)
e) Identification of resources – Supplemental
7.2 Customer-Related Processes (Quality Manual 13.0)
   7.2.2 Product Requirements Review
d) Risks – Supplemental
7.3 Design and Development (Not Applicable)
7.4 Purchasing (Quality Manual 17.0)
   7.4.1 Purchasing Process
e) Quality of Product Responsibility – Supplemental
   a) Supplier register – Supplemental
   b) Periodic suppliers review – Supplemental
c) Actions with suppliers – Supplemental
d) Customer approved special process sources, if required –
Supplemental

e) Supplier disapproval responsibilities - Supplemental

7.4.2 Purchasing Information (Quality Manual 17.0)

d) Name and issues of specs. - Supplemental
e) Product acceptance - Supplemental
f) Use of test specimens - Supplemental
g) Supplier notification of nonconformances - Supplemental
h) Supplier notification of changes - Supplemental
i) Right of access - Supplemental
j) Flow down of applicable requirements to sub-tier suppliers - Supplemental

7.4.3 Verification of Purchased Product (Quality Manual 17.3, 21.2, 21.6, and 23.3)

7.4.3.1 Verification activities may include - Supplemental
a) Quality of product from supplier - Supplemental
b) Inspection and audit at supplier - Supplemental
c) Review of documentation - Supplemental
d) Inspection on receipt - Supplemental
e) Delegation of verification - Supplemental

7.4.3.2 Use of product before acceptance - Supplemental

7.4.3.3 Use of test reports - Supplemental

7.4.3.4 Delegation of verification to supplier - Supplemental

7.4.3.5 Right of access - Supplemental

7.4.3.6 Verification by customer - Supplemental

7.5 Production and Service Provision (Quality Manual 20.0)

7.5.1 Control of Production and Service Provision: Planning considerations, as applicable - Supplemental
g) Accountability for product - Supplemental
h) Evidence of completion of all manufacturing and inspection operations - Supplemental
i) Prevention, detection, and removal of foreign objects - Supplemental
j) Monitoring and control of utilities and supplies - Supplemental
k) Criteria for workmanship - Supplemental

7.5.1.1 Production documentation - Supplemental

7.5.1.2 Control of Production Process Changes - Supplemental

7.5.1.3 Control of Production Equipment - Supplemental

7.5.1.4 Control of work transferred - Supplemental

7.5.1.5 Control of Service Operations - Supplemental

7.5.2 Validation of Processes for Production and Service Provision

NOTE: These processes are frequently referred to as special processes. - Supplemental

a) Qualification and approval of special processes - Supplemental

C Control of significant operations and parameters of special processes - Supplemental

7.5.3 Identification and Traceability (Quality Manual 21.0)

7.5.3.1 Product configuration - Supplemental

7.5.3.2 Use of acceptance media - Supplemental

7.5.3.3 Level of traceability required - Supplemental

7.5.4 Customer Property (Quality Manual 18.0)

NOTE: Customer furnished data -Supplemental

7.5.5 Preservation of Product (Quality Manual 25.0)

7.5.5.1 Preservation of product where applicable: - Supplemental
a) Cleaning;
b) Prevention, detection and removal of foreign objects;
c) Special handling for sensitive product;
d) Marking and labeling;
e) Shelf life control and stock rotation;
f) Special handling for hazardous materials.

7.5.5.2 Control of documents required by contract to accompany product - Supplemental

7.6 Control of Measuring and Monitoring Devices (Quality Manual 22.0)
7.6.1 Maintenance of an equipment register - Supplemental
NOTE: Monitoring and measuring devices definition - Supplemental
7.6.2 Suitable environmental conditions - Supplemental
7.6.3 Measuring Equipment Requirements - Supplemental
f) Equipment calibration recall - Supplemental

8.0 Measurements, Analysis, and Improvement

8.1 General (Quality Manual 27.0)
NOTE: Use of statistical techniques - Supplemental
- design verification:
  - Process control:
    - Selection and inspection of key characteristics;
    - Process capability measurements;
    - Statistical process control;
    - Design of experiment;
    - Inspection;
    - Failure mode and effect analysis.

8.2 Monitoring and Measurement

8.2.2 Internal Audit (Quality Manual 26.0)
  8.2.2.1 Detailed auditing tools and techniques - Supplemental
  8.2.2.2 Contract and/or Regulatory Audit Requirements - Supplemental

8.2.3 Monitoring and Measurement of Processes
  8.2.3.1 Process nonconformity - Supplemental

8.2.4 Monitoring and Measurement of Product (Quality Manual 21.0)
  Key characteristics, if applicable - Supplemental
  Sampling inspection - Supplemental
  Positive recall - Supplemental
  8.2.4.1 Inspection Documentation - Supplemental
  8.2.4.2 First Article Inspection - Supplemental

8.3 Control of Nonconforming Product (Quality Manual 23.0)

8.3.1 Responsibility for review and disposition and approval of personnel - Supplemental
  8.3.2 Use of use-as-is or repair dispositions - Supplemental
  8.3.3 Scrapped product identification - Supplemental
  8.3.4 Timely reporting of delivered nonconforming product - Supplemental

8.5 Improvement

8.5.2 Corrective Action (Quality Manual 24.0)
  g) Supplier corrective action flow down - Supplemental
  h) Actions for untimely or ineffective corrective actions - Supplemental
4.0 **Quality Management System Requirements**

4.2 Documentation Requirements (Quality Manual Sections 1.1, 2.0, 5.2, 5.4 and 15.0)

4.2.1 General (Quality Manual Sections 1.1, 2.0, 5.2, 5.4 and 15.0)

4.2.1.1 QMS documentation is available to all Avnet personnel on the Avnet Quality Assurance website. Managers of each affected area are notified of documents and changes to documents via electronic broadcasts and are responsible to notify their applicable employees. Documents are available to customers and/or regulatory authorities’ representatives on site at an Avnet location.

4.2.2 Quality Manual (Quality Manual Sections 2.0, 14.0 and Appendix IV)

4.2.2.1 Quality Manual – Supplemental

b) The relationship between the requirements of AS9100 and the documented procedures are defined in Appendix VII.

4.2.3 Control of Documents (Quality Manual Section 15.0)

4.2.3.1 Document Change Coordination – Supplemental (Quality Manual Section 15.4). Changes to documents are coordinated with customers and/or regulatory authorities, if required by contract or regulatory requirements.

4.2.4 Control of Quality Records (Quality Manual Section 16.0)

4.2.4.1 Control of Supplier retained records – Supplemental. Records supplied by product suppliers are maintained in accordance with the Quality Records procedure listed in Appendix VII. Records retained by the suppliers are maintained and controlled by the supplier’s internal procedures.

4.2.4.2 Availability of records for review – Supplemental (Quality Manual Section 16.1). Records are available for review by customers and regulatory authorities if required by contract or regulatory requirements.

4.3 Configuration Management – Supplemental Configuration Management is the Quality Management system as defined in this Quality Manual Supplement and Appendix VI.
5.0 **Management Responsibility**

5.5 Responsibility, Authority and Communication (Quality Manual Section 6.0)

5.5.2 Management Representative (Quality Manual Section 7.0)

d) Organizational Freedom – Supplemental.
The Management Representative has been given the responsibility and authority to resolve matters pertaining to quality.

6.0 **Resource Management**

6.4 Work Environment (Quality Manual Section 10)

NOTE: Factors that may impact product – Supplemental.
Factors that may affect the conformity of the product include temperature, humidity, lighting, cleanliness, protection from electrostatic discharge, etc.

7.0 **Product Realization**

7.1 Planning of Product Realization (Quality Manual Section 12.0)

e) Identification of resources – Supplemental.
Resources have been identified to support operation and maintenance of the product for assembly.

7.2 Customer-related Processes (Quality Manual Section 13)

7.2.2 Review of Requirements Related to the Product (Quality Manual Section 13)

d) Risks – Supplemental
Any risks associated with the product is reviewed and evaluated during the quoting process.

7.3 Design and Development

**NOTE:** Product design is not performed. Design is the responsibility of the customer.

7.4 Purchasing (Quality Manual Section 17)

7.4.1 Purchasing Process

7.4.1.1 Responsibility for Quality of Product – Supplemental
When specified by the contract, products, materials, and services are purchased from customer approved sources. The quality of the purchased products is ensured even though customer designated sources are specified.

a) Maintain supplier register – Supplemental
Avnet approved suppliers are listed on the company’s line card including the products available from each supplier.
b) Periodic review of suppliers - Supplemental
Periodic reviews are performed with suppliers on the Suppliers performance. Records of the reviews are maintained by the Product Business units.

c) Actions with suppliers not meeting requirements - Supplemental
Suppliers quality performance is reviewed during the periodic performance review and actions assigned for improvement. Supplier Corrective Action Requests (SCAR’s) may be requested for poor performance through the Avnet corrective action system.

d) Use of customer approved special process sources, if required - Supplemental
When specified in the contract, uses of customer approved special process sources are used.

e) Responsibility for disapproving suppliers - Supplemental
The Product Business Unit Representative has the authority to disapprove a supplier.

7.4.2 Purchasing Information (Quality Manual 17.2)
Where appropriate the following items are included in the purchase documents: - Supplemental

d) Name and issues of specs,

e) Requirements for acceptance,

f) Requirements for test specimens,

g) Requirements for supplier notifications of nonconformances,

h) Requirements for supplier notification of changes,

i) Right of access to supplier facilities, and/or

j) Requirements to flow down applicable requirements to sub-tier suppliers.

7.4.3 Verification of Purchased Product (Quality Manual 17.3, 21.2, 21.6 and 23.3)

7.4.3.1 Verification activities may include: - Supplemental

a) Obtaining objective evidence of quality of product from supplier,

b) Inspection and audit at supplier,

c) Review of documentation,

d) Inspect on receipt, and/or

e) Delegation of verification to supplier or supplier certification.
7.4.3.2 Use of product before acceptance - Supplemental
Purchased product is not allowed to be released for use until it has been verified as acceptable. Avnet does not employ a positive recall system; therefore no material is allowed to move to the next operation until it is acceptable.

7.4.3.3 Use of test reports to verify purchased product - Supplemental
Avnet does not utilize test reports to verify purchased product.

7.4.3.4 Delegation of verification to supplier - Supplemental
Avnet does not delegate verification of purchased product to the supplier.

7.4.3.5 Right of access - Supplemental
If specified in the contract, the customer or the customer's representative will be allowed to verify at the supplier’s facility and/or at Avnet’s facility that the product conforms to specified requirements.

7.4.3.6 Verification by customer - Supplemental
See Quality Manual 17.3.

7.5 Production and Service Provision (Quality Manual Section 20)

7.5.1 Control of Production and Service Provision - Supplemental
Key characteristics, in-process verification, which cannot be performed at a later stage, design, manufacture, and use of tooling and special processes, are not applicable to Avnet’s business.

Controlled Conditions - Supplemental (Quality Manual 20.1)

- Product during assembly and/or programming is accounted for by notations on the lot traveler. This includes quantities, splits, rework, and rejects.
- All production steps and inspections/tests are documented on the lot traveler.
- Assembly maintains a documented program for the prevention, detection, and removal of foreign objects.
- Shelf life controls are in place for applicable materials use in assembly. No utilities or other supplies affect product quality.
- Workmanship standards have been developed as applicable.

7.5.1.1 Production Documentation - Supplemental
Assembly and programming operations are carried out with the following production documentation as necessary:

- Drawings, bill of materials (BOM), process flow charts, job travelers, manufacturing process instructions (MPI’s), procedures, work...
instructions, forms, inspection procedures, first article forms (AFA’s), etc.

b) Tools required are listed on an equipment list and are referenced in the work instruction for the equipment on which used. No numerical control (NC) equipment is used.

7.5.1.2 Control of Production Process Changes – Supplemental
Changes to assembly and programming processes are made through the document control system. Any changes made to processes must be approved by the same functions specified in the document control procedure.

7.5.1.3 Control of Production Equipment, Tools, and Numerical Control (NC) Machine Programs – Supplemental
All new equipment and tools are validated prior to use and periodically inspected per the calibration and preventive maintenance procedures. Equipment and tools are stored to prevent any damage or deterioration.

7.5.1.4 Control of Work Transferred, on a Temporary Basis, Outside the Organization’s Facilities – Supplemental
Product sent to an approved subcontractor for Processing is processed in accordance with established procedures and is verified at receiving inspection when returned.

7.5.1.5 Control of Service Operations – Supplemental
Servicing is not applicable to Avnet’s operations.

7.5.2 Validation of Processes for Production

7.5.2.1 Validation of Processes for Production – Supplemental
No special processes exist within Avnet.

7.5.3 Identification and Traceability (Quality Manual Section 21)

7.5.3.1 Product Configuration Identification – Supplemental
Product configuration is the responsibility of the product supplier and/or customer. Product received from the product supplier is received with the supplier’s part number. Product built to customer drawings maintains the customer’s part number. These numbers are maintained through-out all processing.

7.5.3.2 Use of acceptance media – Supplemental
A documented procedure has been established which defines the controls required for the use of stamps, electronic identification and passwords used to identify employees.

7.5.3.3 Level of traceability required – Supplemental
a) Identification of the product is the responsibility of the product manufacturer and/or customer.
b) No raw materials are used in the assembly of product at Avnet.

c) The Bill of Materials (BOM) for the product to be assembled is listed on the lot traveler/shop ticket. This information is maintained with the build records for each assembly processed.

d) Each order processed in assembly and/or programming is assigned a sequential work order number which is maintained on the lot traveler/shop ticket and within the computer system.

7.5.4 Customer Property (Quality Manual Section 18)

7.5.4.1 Customer furnished data – Supplemental
Any data furnished by the customer for use in programming or assembly is maintained per documented procedures.

7.5.5 Preservation of Product (Quality Manual Section 25)

7.5.5.1 Preservation of Product, where applicable – Supplemental
Provisions have been included in documented procedures and work instructions for the following, as applicable:

a) cleaning;
b) prevention, detection and removal of foreign objects;
c) special handling for sensitive products;
d) marking and labeling including safety warnings;
e) shelf life control and stock rotation; and
f) special handling for hazardous materials.

7.5.5.2 Control of documents required to accompany product – Supplemental
Documents required to accompany product are specified in procedures, work instructions, and/or special instructions on each order. Each order requiring accompanying documents is checked to ensure documents are available at shipping. Documents are placed in a protective envelop identified as containing documents.

7.6 Control of Measuring and Monitoring Devices (Quality Manual Section 22)

7.6.1 Maintenance of an Equipment Register – Supplemental
The calibration system includes an equipment recall list of all equipment requiring calibration used for inspection. The system requires all employees owned and customer supplied equipment to be included in the calibration system. The list and/or records of calibration include calibration procedure used, equipment type, unique identification, location, frequency of checks, check method, and acceptance criteria.
7.6.2 Suitable Environmental Conditions - Supplemental
Environmental conditions are suitable for the calibrations, inspections, measurements, and tests being carried out. The temperature and humidity of the environment during calibration is recorded on the Certificate of Calibration. Environmental conditions are monitored during device programming and assembly as appropriate to the product.

7.6.3 Measuring Equipment Requirements - Supplemental
The recall of equipment requiring calibration is performed prior to the calibration due date and is defined in the calibration procedure.

8.0 Measurements, Analysis and Improvement

8.1 General (Quality Manual 27.0)

8.1.1 Identification of Statistical Techniques - Supplemental
Depending on the nature of the product and specified requirements statistical techniques may be used to support process control, process capability measurements, statistical process control, as applicable.

8.2 Monitoring and Measurement

8.2.2 Internal Audit (Quality Manual Section 26)

8.2.2.1 Detailed Audit Tools and Techniques - Supplemental
Checklists, process flowcharts, procedures, etc., have been developed to support the audit process. The acceptability of the checklists and process flowcharts, procedures, etc. is measured against the effectiveness of the internal audit process and the overall performance of the organization.

8.2.2.2 Contract and/or Regulatory Audit Requirements - Supplemental
Internal audits include all customer contractual and regulatory audit requirements.

8.2.3 Monitoring and Measurement of Processes

8.2.3.1 Process Nonconformity - Supplemental
If any process nonconformities are detected, corrective action is promptly taken to correct the nonconforming process, evaluate if the process has produced any nonconforming product and identify and control the nonconforming product in accordance with the nonconforming product procedure.

8.2.4 Monitoring and Measurement of Product (Quality Manual Section 21)
Key Characteristics - Supplemental
No key characteristics have been identified.
Sampling Inspection - Supplemental
When not specified by the customer, supplier and/or regulatory agency, sample plans used are statistically valid and appropriate for use. The acceptance allowed is zero (0).

Positive Recall - Supplemental

Avnet does not employ a positive recall process. Product is not allowed to move to the next operation until it has been found to be acceptable.

8.2.4.1 Inspection Documentation - Supplemental

Inspection requirements are documented in procedures and work. The procedures include criteria for acceptance and/or rejection, where in the process the inspections and/or tests are performed, records to be maintained and the inspection and/or test equipment to be used. If required, test records shall show actual test results data. If product qualifications are required, the records shall provide evidence that the product meets defined requirements.

8.2.4.2 First Article Inspection - Supplemental

First article inspections are the responsibility of the component manufacturer.

8.3 Control of Nonconforming Product (Quality Manual Section 23)

NOTE: Nonconforming product includes product returned from the customer.

8.3.1 Responsibility for review and disposition and approval of personnel - Supplemental

The documented procedure for handling and control of nonconforming product defines the responsibility and authority for review and disposition of nonconforming product and the process for approval of personnel making these decisions.

8.3.2 Use of use-as-is or repair dispositions - Supplemental

Use-as-is or repair dispositions are not to be used unless specifically authorized by the customer, if the product is produced to customer design or the nonconformity results in a departure from the contract requirements.

8.3.3 Scrapped Product Identification - Supplemental

Product disposition for scrap shall be conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

8.3.4 Timely reporting of delivered nonconforming product - Supplemental

Customers will be notified of product shipped to them which has been reported as nonconforming by the product supplier or identified by Avnet, which affects reliability or safety. Notification shall include a clear description of the nonconformity, which will include as necessary parts affected, customer and/or organization part numbers, quantities, and date(s) delivered.
8.5 Improvement (Quality Manual Section 10)

8.5.2 Corrective Action (Quality Manual Section 24)

g) Supplier corrective action flow down – Supplemental
Corrective actions are requested from the supplier when it has been determined that the supplier is responsible for the root cause.

h) Actions for untimely or ineffective corrective actions – Supplemental
Corrective actions which have not been provided in a timely manner are escalated to the next higher level of management. A new corrective action is issued when the original corrective action response is found to be ineffective in correcting the problem.
# AS9100

Cross Reference Document

<table>
<thead>
<tr>
<th>QMS REQUIREMENTS</th>
<th>QUALITY MANUAL</th>
<th>AS9100 Quality Management System</th>
<th>TIER II PROC.</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUALITY SYSTEM</td>
<td>QM0492</td>
<td>Sec. 4 – Pars 4.1, 4.2, 4.2.1, 4.2.2</td>
<td>02-SYS-01</td>
</tr>
<tr>
<td>DOCUMENT CONTROL</td>
<td>QM0492</td>
<td>Sec. 4 – Para 4.2.3</td>
<td>02-DOC-01</td>
</tr>
<tr>
<td>RECORDS</td>
<td>QM0492</td>
<td>Sec. 4 – Para 4.2.4</td>
<td>02-RCD-01</td>
</tr>
<tr>
<td>CONFIGURATION MANAGEMENT</td>
<td>QM0492</td>
<td>Sec. 4 – Para 4.3</td>
<td>02-CFG-01</td>
</tr>
<tr>
<td>MANAGEMENT RESP.</td>
<td>QM0492</td>
<td>Sec. 5, 6.1, 6.2</td>
<td>02-MGT-01</td>
</tr>
<tr>
<td>TRAINING</td>
<td>QM0492</td>
<td>Sec. 6 – Para 6.2.2</td>
<td>02-TRN-01</td>
</tr>
<tr>
<td>CONTRACT REVIEW</td>
<td>QM0492</td>
<td>Sec. 7 – Para 7.1, 7.2</td>
<td>02-CON-01</td>
</tr>
<tr>
<td>DESIGN &amp; DEVELOPMENT</td>
<td>QM0492</td>
<td>Sec. 7 – Para 7.3</td>
<td>02-DSN-01</td>
</tr>
<tr>
<td>PURCHASING</td>
<td>QM0492</td>
<td>Sec. 7 – Para 7.4</td>
<td>02-PUR-01</td>
</tr>
<tr>
<td>PROCESS CONTROL</td>
<td>QM0492</td>
<td>Sec. 7 – Para 6.3, 6.4, 7.5.1</td>
<td>02-PRO-01</td>
</tr>
<tr>
<td>ID &amp; TRACEABILITY</td>
<td>QM0492</td>
<td>Sec. 7 – Para 7.5.3</td>
<td>02-TRA-01</td>
</tr>
<tr>
<td>CUST. SUPPLIED PRODUCT</td>
<td>QM0492</td>
<td>Sec. 7 – Para 7.5.4</td>
<td>02-PSP-01</td>
</tr>
<tr>
<td>H., S., P., P., &amp; DELIVERY</td>
<td>QM0492</td>
<td>Sec. 7 – Para 7.5.1, 7.5.5</td>
<td>02-HST-01</td>
</tr>
<tr>
<td>CALIBRATION</td>
<td>QM0492</td>
<td>Sec. 7 – Para 7.6</td>
<td>02-CAL-01</td>
</tr>
<tr>
<td>STATISTICAL TECHNIQUES</td>
<td>QM0492</td>
<td>Sec. 8</td>
<td>02-SPC-01</td>
</tr>
<tr>
<td>INSP. &amp; TESTING</td>
<td>QM0492</td>
<td>Sec. 7 – Para 7.1, 7.4, 8.2.4</td>
<td>02-INT-01</td>
</tr>
<tr>
<td>CUSTOMER SATISFACTION</td>
<td>QM0492</td>
<td>Sec. 8 - Para 8.2.1</td>
<td>02-CST-01</td>
</tr>
<tr>
<td>INTERNAL QUALITY AUDITS</td>
<td>QM0492</td>
<td>Sec. 8 – Para 8.2.2</td>
<td>02-AUD-01</td>
</tr>
<tr>
<td>NONCONFORMING PROD.</td>
<td>QM0492</td>
<td>Sec. 8 – Para 8.3</td>
<td>02-NCM-01</td>
</tr>
<tr>
<td>CORRECTIVE ACTION/CONTINUAL IMPROVEMENT</td>
<td>QM0492</td>
<td>Sec. 8 – Para 8.5.1, 8.5.2</td>
<td>02-CAR-01</td>
</tr>
<tr>
<td>PREVENTIVE ACTION</td>
<td>QM0492</td>
<td>Sec. 8 – Para 8.5.3</td>
<td>02-CAR-02</td>
</tr>
</tbody>
</table>
Logistics Quality Management System Processes

Leadership and Direction
- Business Planning
- Management Review

Measurement, Analysis, Improvement
- Customer Satisfaction (On-Line Website)
- Informal Customer Complaints (Sales Branch)
- Corrective Action (Chandler)
- Nonconforming Material
- Preventive action
- Returned Material Analysis

Resource Management
- Training
- Maintenance
- Fixture Control
- Calibration

Customer Fulfillment (See Flow Diagram)
- Scheduling/Planning
  - Logistics
  - Design
  - Purchasing
  - Receiving
  - Put Away Inventory
  - Pick Process
  - Pack Process
  - Ship Process
- Labeling
- Marking
- Verification
- Storage
- Packaging
- Shipping

Customer Requirements
- Top Management
- Product Design (Customer)
- RFQ (Sales Branches)
- Contract Review (Sales Branches)

Input

Output

Customer Satisfaction
- Top Management
- Internal System Audits (Chandler)
- Completed Shipments
- Subcontracted Processes (As applicable)

If this document is printed, it is to be considered uncontrolled and for reference only, it should be checked against the index on the Quality Assurance web prior to use.
Customer Fulfillment Process

RFQ → Contract review → Schedule/Planning → Purchasing → Receiving → Order Processed → Order download to RF. Operator picks per instructions. Product is packaged to specification. Order is inspected as required, and processed to ship area. → Ship
Value Add Quality Management System Processes

Leadership and Direction
- Business Planning
- Management Review

Resource Management
- Training
- Maintenance
- Materials
- Calibration

Measurement, Analysis, Improvement
- Customer Satisfaction (On-Line Website)
- Informal Customer Complaints (Sales Branch)
- Corrective Action (Chandler)
- Nonconforming Material
- Preventive Action
- Returned Material Analysis

Customer Fulfillment (See Flow Diagram)
- Customer Design
- Review
- Scheduling/Planning
- Assembly Process
- Design
- Purchasing
- Receiving
- Kitting
- First Article (As Applicable)

Input
- Top Management
- Document Control (Chandler)
- Product Design (Customer)
- RFQ (Sales Branches)
- Contract Review (Sales Branches)

Output
- Finished Goods Connectors/Cables
- Shipping
- Product Design (Customer)
- RFQ (Sales Branches)
- Contract Review (Sales Branches)

Customer Requirements

Top Management
- Customer Fulfillment (See Flow Diagram)
- Resource Management
- Leadership and Direction

Customer Satisfaction
- Measurement, Analysis, Improvement
- Resource Management
- Leadership and Direction
- Customer Fulfillment (See Flow Diagram)
- Top Management

If this document is printed, it is to be considered uncontrolled and for reference only; it should be checked against the index on the Quality Assurance web prior to use.
Value Add Quality Management System Processes

Customer Fulfillment Process

RFQ -> Contract Review

Schedule/Planning

Purchasing

Receiving

Ship

First Article (As Applicable)

1st Piece Build (Cable)
1st Article (As Applicable)
Assembly
Marking
Labeling
Final Inspection
Degas/Out Gas (As Applicable)
Storage (build to Stock Only)
Documentation (Certificates as Applicable)
Packaging

Store Build-to-Stock Items

If this document is printed, it is to be considered uncontrolled and for reference only; it should be checked against the index on the Quality Assurance web prior to use.
Programming Quality Management System Processes

Leadership and Direction
- Business Planning
- Management Review

Measurement, Analysis, Improvement
- Customer Satisfaction (On-Line Website)
- Informal Customer Complaints (Sales Branch)
- Corrective Action (Chandler)
- Nonconforming Material
- Preventive action
- Returned Material Analysis

Customer Fulfillment (See Flow Diagram)
- Scheduling/Planning
- Purchasing
- Receiving
- First Article
- Lead Scan (As applicable)
- Labeling
- Molding
- Set up
- Programming
- Verification
- Tape & Reel
- Verification
- Packaging
- Storage
- Shipping
- Baking (As applicable)

Customer Requirements
- RFQ (Sales Branches)
- Contract review (Sales Branches)
- Product Design (Customer)

Resource Management
- Training
- Maintenance
- Fixture Control
- Calibration

Customer Satisfaction
- Internal System Audits (Chandler)

Top Management
- Document Control (Chandler)

Input
- Output

Subcontracted Processes
- Lead Form
- Lead Scan/Lead Straighten
- Tape & Reel
- Programming
- Ink Marking

Programmed Devices
Customer Fulfillment Process

1. Contract Review
2. First Article
3. Schedule/Planning
4. Purchasing
5. Receiving
6. Set up Programming
7. Labeling
8. Masking
9. Verification
10. Tape & Reel Verification
11. Lead Scan (As applicable)
12. Baking (As applicable)
13. Package/Labeling
14. Store
15. Ship

Note: If this document is printed, it is to be considered uncontrolled and for reference only; it should be checked against the index on the Quality Assurance web prior to use.