



The bridge to possible

# SC Quality Orchestration (SCQO)

Frequently Asked Questions

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# FAQ

- Who should be registered to submit a SQA?
  - Account manager, sale, marketing, quality manager, quality engineer .. It is open. Different organization may have different role hierarchy. Many organization only allow Quality team to send out customer advisory, some leverage an account manager. There is no restriction in our tool. A registration request will be reviewed and approved by Cisco commodity manager.
- Known issue with Federated supplier
  - Any supplier who registered as Federated supplier may not be able to see the MPN in the SQA tool. There are number of Federated suppliers that are also manufacturing partner to Cisco. Currently, the tool cannot differentiate these users at the time of log in.
  - A temporary workaround is to contact Cisco component engineer to submit the SQA case in the system.

# FAQ

- I do not have complete information, can I still submit the SQA?
  - The goal is to initiate the communication with Cisco and work together to define a mitigation plan. Most of information will be used as reference by Cisco component engineer to learn about the issue. It is not necessary that the information must be 100% accurate, some estimation is acceptable at the time of submission.
  - Information that is very important are the impacted part number and date code (or lot code or serial number) that will be used to locate the impacted material at Cisco manufacturing partners.
- Why could I not see MPN when filling out the SQA form?
  - SCQO leverage GSM maintained parent-child mapping to identify supplier user and MPN visibility. There could be a case where parent-child mapping is incorrect.
  - Contact Cisco Commodity manager to correct parent-child mapping.
  - Contact Cisco Component engineer to obtain further instruction.

# FAQ

- What should I do if I have more impacted parts, but I already submitted the SQA?
  - Contact Cisco component engineer to add additional impacted part to the scope.
- I need more time to complete CA or PA, how can I submit the SQA?
  - Corrective & Preventive action are not mandatory by the time of submitting SQA. The goal is to containment a problem as soon as possible and continue to work on closed loop corrective action.
- Do I need to provide disposition for the impacted material?
  - It is just a recommendation based on risk assessment if the suspected material is used on Cisco product. Cisco will review supplier's recommendation as a part of defining mitigation plan and determine final disposition of the suspected material based on how the suspected material is used on our application.

# FAQ

- There is no accurate selection to describe condition that triggered failures?
  - We are adding “Other” into a selection that will be available in the future release.
  - Contact Cisco component engineer to obtain instruction if none of the selection could apply to the issue.
- How can I provide the failure rate since there is no actual failure found by Cisco yet?
  - Typically, this is just an estimate of potential failure.
  - If the issue is triggered by multiple failures reported by other customers on the same failure mode, supplier may use the total shipped quantity and number of reported failures to estimate potential failure rate. Similarly, if the failures are detected by internal process control or on-going reliability monitoring, the estimated potential failure rate can be derived by the sample size used for inspection or testing.

# FAQ

- I log in and do not see cases I created in the past on my dashboard?
  - On November 18, SCQO:SQA Release 2 will be in production. Any SQA cases created prior November 18 can only be accessed by Cisco internal.
  - Contact Cisco component engineer or SQA alias ([cisco\\_sqa@cisco.com](mailto:cisco_sqa@cisco.com)) if you need any information from the old case.



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