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SQA Requirements and Submission Procedure for Supplier

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Purpose

To provide a guideline for the supplier to submit a quality alert to Cisco in compliance to Cisco Supplier Quality Alert policy.

Scope

This procedure should be used by all commodities/suppliers to submit a quality to alert to Cisco

Procedure Description

The initial communication that includes preliminary information about the problem is required within 24 hours after the problem is confirmed. Supplier should receive a written acknowledgement provided with issue tracking reference number from Cisco automated system within 24 business hours after submission of a quality alert. If no acknowledge from Cisco after 48 business hours, supplier shall contact Cisco Commodity Manager and Component Engineer to obtain further instruction.
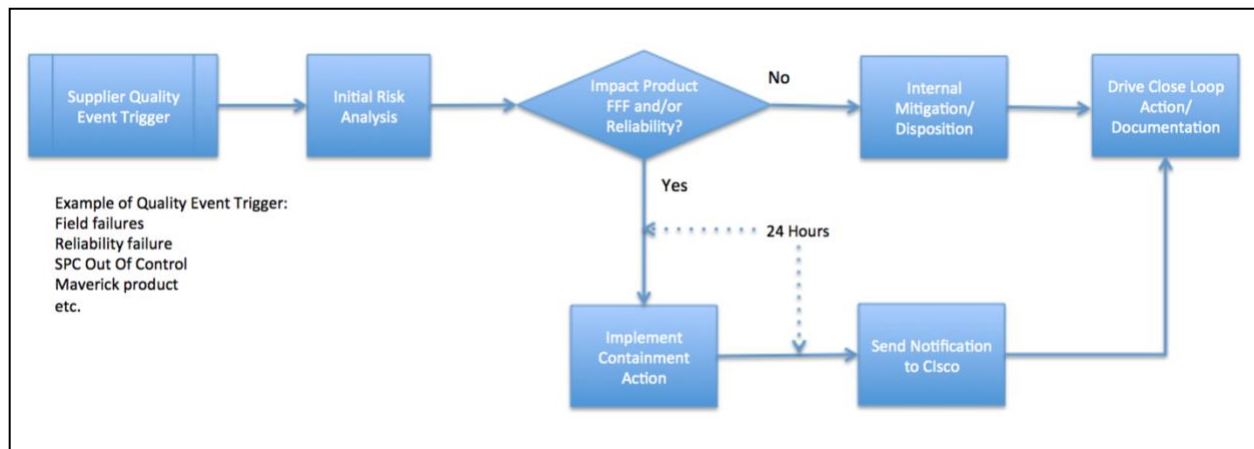
Example of a quality alert process

Figure 1 Example of a quality alert process

The following are typical components of a supplier quality alert process.

1. A procedure to identify critical to quality product and process characteristics including a control, statistical control limit and time-based review methodologies.

2. A procedure to determine the impact of a quality event to the supplier's component quality, reliability and / or component performance relative to the product specification that triggers the notification.

3. Examples of quality events but are not limited to:

3.1. A field failure or high customer return rate.

3.2. A significant manufacturing excursion, such as:

3.2.1. Product produced by an out-of-control process.

3.2.2. Risk identified through an early warning indicator, process metrics, production yield alerts, or a non-standard process e.g., plating rework or large-scale re-balling in Semiconductor.

3.3. A deviation of performance to specification or design targets.

3.4. A reliability hazards.

3.5. A product safety issue.

4. Information preparation guideline

List of Required Information	Brief Description
Notification Type	State a purpose of notification: "**FYI only**" - no action is required from Cisco. "**Action Required**" - supplier recommend Cisco to follow supplier's recommendation provided. Action to be taken on the product that has already been shipped to Cisco or its manufacturing partners. "**Waiver Request**" - supplier is requesting Cisco to provide disposition for the shipment of product that has not been shipped from supplier. The product is conformed to the specification, but exhibits some anomolies or variation. Example is maverick lot.
Problem Description	Brief detail about a problem. Describing when the failure was found, where it was found and how it was found.
Supplier risk analysis and recommendation	Provide risk assessment information including but not limited to the conditions that may trigger the failure, expected failure rate (%) or FIT rate as well as the estimated time to failure if it is not immediate failure. Supplier can upload the document contains more detail of risk assessment.
Root cause, Corrective and Preventive action	Provide brief summary of root cause, corrective action and preventive action in the on-line form. Enter the date the last action will be implemented. A complete 8D report with detailed root cause and actions can be uploaded to the too.
Cut in date code	Provide a date code of product after corrective and preventive actions are implemented.
Material disposition	Provide recommendation based on severity of failure and risk.
Specific detail about impacted product or component	Provide all supplier part number (MPN:Manufacturing Part Number) impacted by the problem as well as date code, lot code, purchase order and total impacted quantity.
Reference supplier issue tracking number	This information is for reference only. If supplier has internal case tracking system, provide case reference number, so that Cisco team can refer to when reaching out to the supplier.
Supplier Contact information	This included key contact where Cisco team could reach out to obtain more information and work out some detail.

1. Supplier is required to have CCO (Cisco Connection Online) account to access Cisco Supply Chain Connection page. Once CCO account has been created, supplier shall submit a request for a user role: *Component Supplier Quality user* in order to access SCQO (Supply Chain Quality Orchestration) application and SQA online form. Contact Cisco Supplier Commodity Manager or representative from

your company whom registered as partner admin (typically account manager) to obtain detailed instruction to request an access to Cisco Supply Chain Connection page and user role.

2. Supplier shall prepare a communication plan to notify Cisco of the problem, use information preparation in Appendix A as a guideline. Note that not all information is needed at the point of notification. Only the preliminary information is required in the first 24 hours. The key emphasis is to submit the notification as soon as the problem is confirmed to start mitigating the problem and minimize the impact to Cisco's customer-base.

3. From Cisco supply chain connection page, after logging in with the user ID and password, select SCQO (Supply Chain Quality Orchestration) application to open the on-line form. Complete the on-line form by providing required information, the mandatory information is marked with asterisk.

4. Supplier will continue to work with Cisco on the mitigation action, detailed root cause analysis, corrective action implementation and preventive action development/implementation to prevent future reoccurrence of the problem.

5. Contact Cisco SQA administration by sending an email to (Cisco_SQA@cisco.com) for any question or support needed.

Step 1: Log in with user ID and password on Supply Chain Connection page
< http://supplychain.cisco.com/>

Step 2: Locate and select SCQO application on the page

Note: If SCQO application is not shown or cannot access this page, contact Cisco supplier commodity manager to ensure the correct user role (Component Supplier Quality user) is assigned to you.

Related Policies, Processes and Procedures

Connected Policy & Process Central (CPPC): https://policy.cisco.com/cppc/home Search and access corporate policies, core business, and functional processes that are relevant to a role and establish expectations of Cisco employees.

Procedure Compliance

Exceptions

Any records of exceptions should be archived according to the Cisco Records Management Process, https://docs.cisco.com/share/proxy/alfresco/url?docnum=EDCS-208631&ver=approved, and not on an individual's laptop.

Non-Compliance

Compliance with Cisco's policies, processes and procedures is required. Deviations or non-compliance with this procedure, including attempts to circumvent the stated procedure by bypassing or knowingly manipulating the procedure, system, or data may result in disciplinary actions per Cisco's company policies, up to and including termination.

Compliance Effective Date

This procedure is effective one day after final approval in Doc Central.

Approvals

Approvals can be found in Doc Central at the link following, which is the Doc Central Metadata page for this document. To view Approvals for this version from the Metadata Page, look for "Workflows" on the right-hand side and click on **Workflow History.**

https://docs.cisco.com/share/proxy/alfresco/url?docnum=EDCS-21214763

Modification History

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Record of Review

The Record of Review for this document is found below.

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