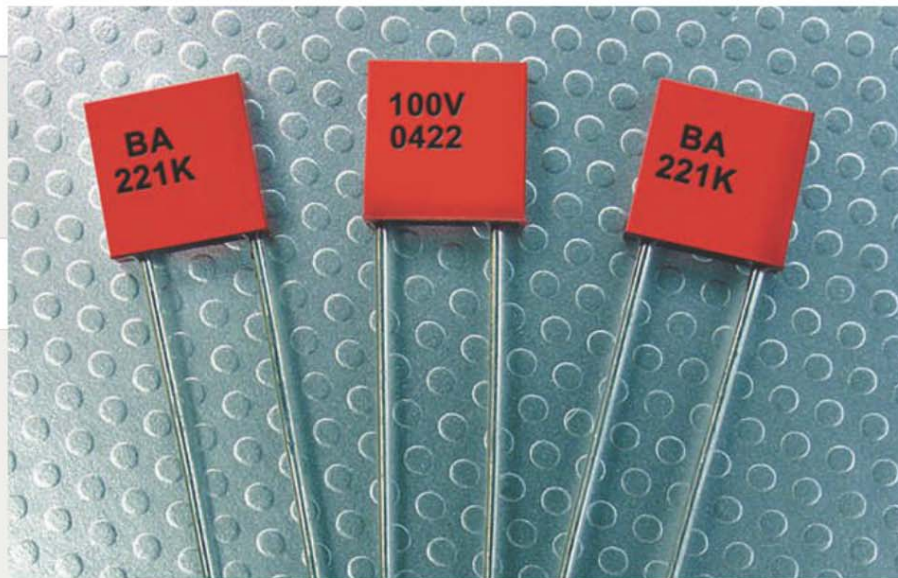


Every aspect, down to the smallest component, must be free of discrepancies



What's in a name?

A common cause of line-stops is the late delivery of a component but now, a single letter out of place can be enough to bring a production run to a halt. The reason for this is simple: as OEMs become more risk-aware, the controls that are placed on their manufacturing partners are becoming increasingly rigorous.

These tighter controls mean that electronics manufacturing service providers and contract electronics manufacturers are faced with a potential line-stop or breach of contract if there is a single discrepancy between the OEM's bill of materials and the distributor's documentation. In the real world, this translates to a demand for 100 per cent accuracy across all documentation throughout the supply chain.

Increasing buyer pressures

For the buyer, it also adds the need to ensure that the part, its marking and all of the associated paperwork are 100 per cent identical to the BoM, in addition to getting the part delivered in time and on budget.

The most logical place for these additional quality checks to take place is not after the goods have been delivered to the CEM, but before they leave the distributor. If the goods are being supplied by a specialist franchised distributor, then every person working on the quotation, ordering and pre-shipment quality process should be expected to have in-depth knowledge of the products, the customer and the required documentation. In fact, for key customers operating in mission-critical sectors, Charcroft also adds a named quality representative to the dedicated sales and customer service contacts.

Employ quality representatives

The designated quality representative adds a final and very thorough check to ensure that the part and all of the documentation are 100 per cent accurate. These checks are specific to each customer but typically include checking that the part number and product description is identical: on the customer order; on the manufacturer's certificate of conformance; on

the datasheet; and on the delivery note and label.

Checks may also require the quality representative to validate any customer-specific in-house part number against the manufacturer part number and to visually inspect the part against the datasheet. They may check certification or release numbers are correct for the part number and that the date code is within the two-year validation period for CECC release. Further checks establish whether the date code is within any customer-specified date code and examine batch and lot numbers across all documentation. Finally, they will sign the delivery note to authorise despatch of the shipment.

Find discrepancies fast

This approach minimises the risk of a line-stop by identifying a discrepancy as early as possible in the quotation, order placement and pre-shipment process. Working with the nominated sales contacts, the quality representative can explain the implications of any discrepancy to the CEM before the goods are despatched. This gives the CEM valuable time in which to get written authorisation from the OEM to accept the change so that the parts and documentation which are received by the OEM are ready to keep the production line running.

www.charcroft.com

Even a small difference in the product description can bring manufacturing to a halt, warns Charcroft Electronics director, Debbie Rowland



27 AUG 2015

INSPECTION NOTE

Discrepancy: 000000

Location No: 01000

Document No: 00000

Order No: 00000

Amount No: 00000

CUSTOMER PART No: 00000

OUR PART NUMBER:

QUANTITY: 00000

DESCRIPTION: 00000

DATE: 27 AUG 2015

TIME: 10:00

LOCATION: 01000

INSPECTED BY: 00000

DATE: 26.8.15

FULL LOT TRACEABLE CERTIFICATE OF CONFORMITY

Checked and the value of the supplier stated herein have been inspected, tested and where observed meet criteria in all respects with the requirements of the contract order.

NOTES OF DISCREPANCY TO BE SENT IN WRITING TO THE COMPANY WITHIN 3 DAYS OF RECEIPT OF THE GOODS

REVIEW ADDRESS:

Company Name: 00000

Company Code: 00000

Company Name: 00000

Company Code: 00000

Company Name: 00000

Company Code: 00000

Top: Director, Charcroft Electronics,
Debbie Rowland

Additional pre-shipment checks help
prevent line-stops