

Syscoset Ltd.	<h1>Нормативи за качеството за доставчиците на Syscoset</h1> <h2>Quality guidelines</h2>	SYS 06.00.19
Electronic assembling Systems – Components - Sets		Published: 10.05.06
Telefon : 00359 2 9208595 Telefax : 00359 2 9208596		Revision: 00-2006
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1. Introduction

Syscoset wants to fulfill the high expectations of his customers, by living a strict and effective quality management system. In this QMS the supplier is playing a key role, for achieving and the realization of these targets.

The following quality guidelines for suppliers are playing the base for a successful co-operation. These guidelines define the quality expectations, which Syscoset Ltd. has towards its suppliers in the areas of development, production, communication and the approval of delivered parts and services. The teamwork and jointly solution of difficulties is the philosophy of Syscoset Ltd.

It is the aim of Syscoset Ltd. to built up with each of the suppliers an open, honest and trustworthy communication throughout all levels, that shall encourage the supplier to come straight forward with any difficulties and problems he is facing for finding a jointly solution.

Syscoset Ltd. expects that each listed supplier is following these quality guidelines. They are part of each order. It is the obligation of the supplier to assure, that also his suppliers are working on the fulfillment of these quality guidelines.

As the supplier has a major influence on the supplier performance of Syscoset Ltd. towards its customers, it is expected that all suppliers are at least certified according ISO9001:2000, to assure the parts supplied to Syscoset Ltd. are reliable and are fulfilling all technical, legal and safety requirements.

The guideline shall help the supplier to understand the requirements and high value of quality in the philosophy of Syscoset Ltd. and convert them in the daily work.

2. Philosophy of Syscoset Ltd.

It is the philosophy of Syscoset Ltd. to build up with each of his suppliers and customers a long termed relationship and a successful co-operation, from which all parties can benefit. It is self-evident for Syscoset Ltd. to base all business operations on a fair, open and honest communication and platform. Each business operation is always performed with the clear target to achieve the best possible result of our customer. Goal-orientated acting and a high flexibility to adjust to new demands and developments from the customer and the market are considered as a basic issue.

The following guidelines support our philosophy

- The requests of our customers are our order. We always act goal-orientated, flexible and reliable.
- The satisfaction of our customer is the aim we have to achieve. We mobilize all resources in the favor of achieving a jointly partnership. Problems do not exist, we bring solutions.
- A fair and respectful communication is the base for a joint business. An open and honest communication is the key for economic success of all parties.
- Environmental responsibility towards human beings, nature and a healthy working environment is our highest priority. Fir this we count on the discipline and self awareness and self responsibility of our employees. We support them with the necessary issues. The management have to be models for all employees.

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- Honesty is the base for each business relation. As honesty is lasting longest, we expect this behavior also from our suppliers and customers. We do not copy, we innovate.
- Only confidence on both and in both sides can build a long term relation between customer, organization and supplier.
- Each employee in customer and supplier side shall act with a high level of self responsibility. We count on grown up, active and motivated employees. Cost saving and responsible acting is a must.
- Innovative products, production friendly designed, optimized processes keep us competitive and ahead of our competitors.
- All our doing has the target to position the company on the market as a well reputed, reliable and trustworthy partner

3. Quality principles of Syscoset Ltd.

The basic frame for each operation is built by the following key phrases:

- *We act, we do not react*
- *Teamwork lead to success, single playing leads to disaster*
- *Problems are solved, not discussed*
- *We prevent and do not repair*

Clear target, is the embedding of the supplier and the customer in the decision making process, to have from the beginning the highest cost-effect ratio and realize all requirements of the customer. Use the innovation and ideas of all involved parties to reach the maximum effect for all parties and being the important tiny piece ahead of our competitors.

The striving for a continuous improvement is going along with this. Prevention of mistakes helps to reduce costs, having high quality products in the field and increases the attraction to our goods and company.

The success on the market is in our own hands.

Syscoset Ltd. is developing his pool of suppliers in such direction, that each supplier is certified by ISO 9001:2000. For this Syscoset is willing to support and hand over requested and necessary data to the supplier, who will help them to achieve this goal. Visits on the supplier's site or at the site of Syscoset Ltd. shall be used as a sharing of knowledge and experience.

The QMS of the suppliers shall be arranged and organized in that way, that the prevention of mistakes has a higher value than the recognizing of mistakes. It is vital that the supplier is using his development and process experience to produce goods, which will be out of the specification. Detected risks, by FMEA, capability studies, experience, etc, shall be eliminated and limited by suitable and appropriate measures for mistake avoiding.

The motivation of the employees and their steady and consequent education and training is priority task at Syscoset Ltd. for assuring a continuous improvement. It is highly appreciated and promoted, when our suppliers follow this line as well, as only good and educated workers can deliver quality products.

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4. Supplier evaluation

Syscoset Ltd. has a list of released suppliers, which have proven in the past their abilities to fulfill the requirements of Syscoset Ltd., concerning quality, quantity and reliability to mention the important ones. All materials for samples, serial production as well as all services are only purchased from suppliers, which are on the “approved supplier list”

It is in the decision of Syscoset, if or when the supplier is becoming object to an on site audit. Reason for this can be, start of a new production line and product, the serial quality of delivered goods not according specification and quality targets, or a major change in process or tooling has been performed.

The supplier gives Syscoset Ltd. and the customer of Syscoset Ltd the right to perform and verify that the purchased raw materials, the processes and the final product are within the agreed specifications.

Suppliers are evaluated twice a year according certain criteria, which will be given to each supplier in the beginning of the business relation. Each supplier is receiving the results of his evaluation, his ranking and when necessary also the request to perform improvements, when the ranking has been worsen since the last time.

New suppliers can be added to the list, when they are

- Certified by at least ISO 9001:2000 or better
- Purchasing department has given a positive evaluation
- Q-Department has given the release on first received samples or short audit result was positive

Suppliers which have no quality system, but due to certain circumstances, monopoly, tool connected production can be added to the list

- On site audit of Syscoset Ltd. was successfully
- Certificates and process indicators, determined by both sides, are with each shipment send to Syscoset Ltd.
- The supplier can be reached by car within 3 hours

Preferred are suppliers that have an installed and maintained quality management system, certified by an official and independent certification body.

5. Requirements for samples

Samples are goods, which under normal circumstances are not produced on serial equipment, they are hand made or with the help of temporary auxiliary tools, but from the specified raw materials. Base for their production are customer released drawings. The samples have to show the full function and availability of all requested features and dimensions.

The supplier is enforced to keep all relevant requirements and criteria according given specifications. Supplier has to send with the samples a first sample report, which states that all above mentioned criteria are kept and are within the limits.

Deviations from the specification have to be announced to Syscoset Ltd. in advance. After written approval those can be sent. The evaluation of these samples is solely in the responsibility of Syscoset Ltd. and its customer.

The supplier shall have a system, which allows him, to trace relevant data, already in the sampling stage.

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6. Advanced quality planning

The supplier shall have a system that allows him to determine and eliminate failures during the stage of design until the release of the serial production. In this planning shall be involved represents from all involved departments, but at least purchasing, development (when applicable), production, sales and quality assurance.

The supplier is obliged to perform this planning independently; in the case Syscoset Ltd. is not taking part or staying in permanent contact with the supplier. The results of this planning will be used in the quality agreement.

Syscoset Ltd. will give the supplier all necessary and for Syscoset Ltd. available information's and technical data in a language and form that was agreed between both parties; excluded from this are goods from a catalogue or commodity goods without any special requirements. During the stages of development, the supplier is responsible for maintaining, servicing and updating and publishing all necessary documentation in house and sending the latest version in regular intervals, as agreed, to Syscoset Ltd.

When Syscoset Ltd. is handing out internal standards or norms, relevant for the process, quality or any other feature of the product, then those are always ranked higher than official standards. In the case of arguing, the norms of Syscoset Ltd. are the reference. When no norms are given, the supplier has to assure the strict following of all actual valid legal, safety and technical requirements.

7. Process flowchart

When applicable and useful, the supplier is maintaining a process flow chart. A process flow chart shows the entire process visualized, from Ware Income to Ware Outgoing. The chart is supplemented from a short description of the process, a listing of the involved production equipment, which shows the material flow and an explanation on which steps are done which checks. Important process steps have to be highlighted. The identification of all materials must be clear and unmistakably, so that the use of non-conforming material, or not yet released material is eliminated. The maintaining and servicing of this plan is in the responsibility of the supplier.

The decision if one is necessary or not, is made from the quality manager of Syscoset Ltd.

8. Feasibility of the product

The supplier shall check, after receiving the inquiry, if he is capable to produce the desired good, in the required quantity, quality (tolerances, capability, failure rate, etc) and time with the available machinery and resources.

New processes and new machines have to be considered carefully.

An update of this might be necessary, when an increase in the volume is appearing. Changes and amendments to the given specifications are expected from Syscoset Ltd. and will be after a positive and careful consideration implemented in the specifications. A condition for this is, that those amendments or changes will improve the product quality, stabilize the processes and is increasing the economical factor.

9. Procedures and instructions

The supplier has the obligation, to work out working place instructions, in an appropriate and written form, under a controlled system (Control of published documents) that inform the worker about the process, the tasks he has to fulfill and the criteria that need to be checked during the process and criteria of the products he is receiving from previous steps.

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10. Tooling and equipment

The supplier is obliged to submit all involved production tooling and equipment, as well as all metrology devices a planned and regular preventive maintenance.

New tooling, which are specifically produced for Syscoset Ltd. are subject to a detailed timely planning. The supplier is handing out a "Tooling status report". In this report milestones in the production of this tooling are mentioned on a fixed time line.

It is the obligation of the supplier to inform Syscoset Ltd. about the timely fulfillment of each milestone, as well as it is the obligation to inform Syscoset Ltd. immediately about any problems, difficulties or delays in the production, which might or will lead to a delay in the time line, and give Syscoset Ltd. solutions, how the end term can be kept nevertheless. Syscoset Ltd. has the right to verify the tooling status to any time at the supplier's site. In the case the tooling is not produced from the supplier, Syscoset Ltd. has also the right to verify to any time in his facilities the status of the tooling.

The supplier is also responsible for the use of adequate measuring devices and instruments, this is also including software and affiliated program parts. Used methods and instruments are fixed in an agreement between Syscoset Ltd. and the supplier.

11. Capability

The supplier shall perform for keep process machines a capability study for the machine and the process.

Cpk = 1,67 or better

Cmk = 2 or better

12. Packing

The choice of the used packing has an influence on the product quality. The packing must be appropriate, to avoid the goods being damaged or reduced in quality. The packing must protect the goods from humidity, corrosion, contamination and any mechanical influences. Final way of packing has to be adjusted with Syscoset Ltd. Each carton must carry a label, given from Syscoset Ltd. for a clear identification.

When applicable, Syscoset Ltd. is promoting the idea of multiple use packing.

All single use packing has to be made from recyclable material.

13. Common

These guidelines are just a small counselor

Further details of the business co-operation are fixed in

- Delivery agreements
- Quality agreement
- Confidentiality agreement
- Book of specification

Syscoset Ltd. is expecting that the supplier is following all legal laws to put the co-operation on a successful and long termed base.