



Supplier Quality Alert Policy (External)

Internal Reference Policy: EDCS-1258334

Owning Function: Supply Chain Operation/T&Q/CQT

Updated: January 15, 2021

Purpose

The purpose of this policy document is to establish Cisco's expectation for supplier communication for circumstances in which component quality, reliability or compliance to supplier specifications are adversely affected.

Policy

Suppliers are required to provide Cisco with written communication in the event that pending, current or prior shipments of components are determined to be out-of-compliance for suppliers' component quality, reliability and / or non-compliance to supplier specification.

Supplier shall establish and maintain a Supplier Quality Alert policy and procedure that enables compliance to the requirements described in this policy. Suppliers are required to maintain a documented procedure that outlines the process and criteria to determine when notification must be provided to Cisco.

Suppliers shall ensure that this policy is implemented at all of their respective suppliers/subcontract manufacturing partners.

Supplier shall submit the quality alert through Cisco Supply Chain Connection page by completing the on-line form providing Cisco the required information. A detailed instruction is provided in EDCS-21214763 SQA Requirements and Submission Procedure for Suppliers.

The initial communication that includes preliminary information about the problem is required within 24 hours after the problem is confirmed.

Policy Compliance

Policy compliance requirements are as follows:

Compliance Effective Date

Supplier is required to comply within 90 days of receipt of Cisco's communication of this policy.

Compliance Measurement

Compliance to this policy is verified through various methods, including but not limited to, reports from available business tools and audits. Any violations of this policy shall be escalated and may impact Cisco supplier quality metrics.

Compliance Exceptions

Any exception to this policy must be reviewed and approved by Cisco Component Engineering Director.

Non-Compliance

Deviations or non-compliance with this policy, including attempts to circumvent the stated policy by bypassing or knowingly manipulating the process, system, or data may result in penalty, reduction or termination of business between Cisco and supplier.

Definitions

Term	Definition
SQA	Supplier Quality Alert
SCQO	Supply Chain Quality Orchestration

Supporting Document

1. EDCS-21214763: SQA Requirements and Submission Procedure for Supplier.
2. SCQO tool training document.

Modification History

Revision	Change Description	Modify By
A	New release. Created new document for external users.	Paul Phuwichit (Component Quality and Technology/Supplier Quality Engineering)

Approval

Approver Organization	Approval Name/Title	Approval Date
GSM	Ram A Kumar/Director	See record in Doc central
Component Quality and Technology	Mason Hu/Director	See record in Doc central