	62-SQE01-0001	Revision
	Supplier Quality Manual	

Approver(s)	Designation
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Distribution List:
Site Document Control

Revision	Release Date	Originator(s)	Change Details
<A to Last Revision>	<i>See change history at end of document.</i>		
B	2/12/2022	D. Kidder	Added Section 7.7.4 Controlled Shipping, 8.1 Shipment of NC Product, removed PNC reference. Update FAIR requirement to align with Customer. Added link for Jabil PO Terms and Conditions. Updated Jabil Logo

1.0 Purpose

- 1.1 To define the requirements for supplier selection, supplier qualification, ongoing monitoring of supplier quality, and processing of supplier-responsible product / process nonconformances in procured materials at Jabil, St. Petersburg Florida, 16th St. facility.
- 1.2 To provide details of the requirements and terminology to be used in the above activities.
- 1.3 To define the processes for reporting on supplier performance and escalating systemic issues.


2.0 Scope

- 2.1 This procedure applies to Jabil operations located at 10001 16th St N, St. Petersburg, FL 33716.
- 2.2 This procedure applies to Jabil-procured materials and services, as well as customer-supplied materials and services.
- 2.3 This procedure applies to Jabil-selected suppliers and customer-directed suppliers; however, Customer requirements shall take precedence.

3.0 Supporting Documents

ISO 9001:2015	Quality Management System Requirements
RO-RG60-00006	Jabil Global Supplier Manual https://www.jabil.com/content/dam/portal/supplier-docs/supplier-requirements-manual.pdf
RO-RG60-00003	Printed Circuit Board Fabrication Specifications
00-MT20-BaRS-001	Jabil Supplier Requirement for Banned and Restricted Substances Policy (BaRS Requirements)
00-LL10-PURTC-001	Jabil Purchase Order Terms and Conditions Jabil Purchase Order Terms And Conditions
62-QMS02-0001	Corrective and Preventive Action Procedure
62-SQE03-0003	Supplier Quality Alert
62-QE20-STDV-002	First Article Inspection process
62-SQE04-0003	Supplier Self-Assessment
00-MT20-1000-006	Supplier Onboarding and Re-evaluation Process
EM-QS80-00001	Supplier Escalation Request Form

Documentation Category	Mandatory
------------------------	-----------

	62-SQE01-0001	Revision
	Supplier Quality Manual	


4.0 Definitions/Terminology

- 4.1 CofC: Certificate of Compliance
- 4.2 PO: Purchase Order
- 4.3 PL: Packing List
- 4.4 FAIR: First Article Inspection Report
- 4.5 Customer Directed Supplier: Vendors directed or mandated by the Customer shall not be required to utilize Jabil approval prior to Onboarding.
- 4.6 Jabil Selected Suppliers: Vendors chosen by Jabil 16th St. / Jabil Global (require Jabil approval).
- 4.7 PIA: Proprietary Information Agreement (NDA)
- 4.8 E-SAQ: Electronic Supplier Self-Assessment Questionnaire
- 4.9 E-OSA: Electronic On-Site Assessment
- 4.10 NOE: Notice of Escape
- 4.11 RMA: Return Material Authorization
- 4.12 SQE: Supplier Quality Engineer
- 4.13 SQET: Supplier Quality Engineering Technician
- 4.14 SQI: Supplier Quality Inspector
- 4.15 AVL: Approved Vendor List
- 4.16 AML: Approved Manufacturer List
- 4.17 RIR: Receiving Inspection Report
- 4.18 QN: Quality Notification
- 4.19 MRB: Material Review Board
- 4.20 MRO: Material that is considered consumables for the standard operation of the business, examples include labels, boxes, screws, batteries, Loctite etc.
- 4.21 SAP: Jabil ERP System
- 4.22 RTV: Return to Vendor
- 4.23 RTC: Return to Customer
- 4.24 RTS: Return to Stock
- 4.25 GRN: Goods Receipt Number issued at material receipt as labeled for traceability
- 4.26 SCAR: Supplier Corrective Action Request

5 Responsibilities

- 5.4 The **Site Quality Manager** has oversight of this procedure / process.
- 5.5 The **Site Operations Manager** has ultimate responsibility for the execution and effectiveness of this procedure / process.
- 5.6 The **Site Materials Manager** is responsible to communicate the specification to the Buyers and ensure it is flown down to Suppliers.
- 5.7 The **Site I.C Manager** is responsible to ensure this process is followed by the Inventory Control personnel.
 - 5.7.1 It is the responsibility of the Purchasing Team to ensure that all Suppliers comply with the requirements of this specification.
 - 5.7.2 It is the responsibility of Purchasing Team to ensure every production PO references this document.
- 5.8 The **Site Supplier Quality Engineer (SQE) or SQM** is responsible to measure, monitor and provide feedback to ensure Supplier requirements are communicated and followed.
- 5.8 The **Site Supply Chain Development Manager (SCDM)** is responsible to ensure Jabil requirement are presented to all Suppliers initially and confirm compliance to Jabil Supplier Requirements throughout Partner Lifecycle unless Customer exception is mutually agreed during contract review and documented.
 - 5.8.1 Customer directed Suppliers may be exempt from Jabil Supplier Requirements to allow procurement of materials from a source not already approved and established in Jabil Global or Site specific AVL.

Documentation Category	Mandatory
------------------------	-----------

	62-SQE01-0001	Revision
	Supplier Quality Manual	

6 Overview

6.1 Jabil Overview

Built on a foundation of empowered employees in over 100 plants in 30 countries,

Jabil's culture is best shown through our core values of integrity, ingenuity, and inspiration. These values guide our actions on and off the manufacturing floor. They also unite us across our global facilities.

What makes Jabil different is also what makes us great. Explore the many ways our culture is driving Jabil to be the most technologically advanced and trusted manufacturing solutions provider.

Jabil's unique combination of global expertise, ingenuity, analytics, and financial performance has contributed to the success of the world's most well - known brands.

We help companies design, build, and take their products to market quickly, affordably, and efficiently. More than that, Jabil helps customers intelligently design their supply chains to be agile, economical, and effective even in uncertain times.

For more information on Jabil, please refer to our website <http://www.jabil.com/>

7 Process

7.1 Supplier Requirement & Selection

All suppliers or potential new supplier shall receive associated documentation as required for new business quoting, awards and onboarding and shall also comply with Jabil Global Supplier Requirements. Customer directed and/or selected Suppliers shall comply to Customer supplier requirements and supersedes Jabil Supplier requirements.

All suppliers or potential new suppliers which may receive confidential / proprietary information must enter a Jabil Proprietary Agreement with signed PIA prior to submission / receipt of ANY confidential information prior to any quote activity or new business opportunity.

7.1.1 Supplier Types

- 1) **Direct Suppliers** - Suppliers that provide materials or services that are an integral part and / or significantly impact the quality of the finished product, as defined by Jabil. This includes but is not limited to direct material components, flux, solder, adhesives, production chemicals, lubricants, etc. and providers of services impacting the quality or performance of finished products. (e.g., product rework, component programming, laboratories, value add services ect.) Material (or component) distributors, which do not manufacture but supply materials integral to the finished product, are also classified as Direct Suppliers. Such distributors are required to drive their manufacturing source(s) to meet the requirements specified in this document and report any observed deviations to Jabil.
- 2) **Indirect Suppliers** - Suppliers that provide material or goods which do not become an integral part of and/or do not have a significant impact on the quality of the finished product as defined by Jabil (e.g., Suppliers providing Office Supplies).

Documentation Category	Mandatory
------------------------	-----------

	62-SQE01-0001	Revision
	Supplier Quality Manual	

- 3) **Service Providers** - Any entity providing services, including any outsourced activities to Jabil and does not significantly impact the quality of the finished product as defined by Jabil (e.g., Landscaping or Security Service Providers).

7.1.2 New Jabil potential Suppliers may be requested to complete a Supplier Self-Assessment. QM, SQE or SCDM shall verify final score results are >90% at which time qualification is Approved and will classify Supplier by default as Transactional and are considered eligible for PO issuance. Any section scores 80% - 90% qualification is Probationary with only minor issues identified under development and are considered eligible for PO issuance, however, may need development support to provide an action plan. Scores below 90% must be approved by site Quality Manager based on overall risk evaluation and scope of business. If on-site assessment is required E-OSA may be utilized following E-SAQ. SQE or SCDM shall retain documentation regarding evaluation, approval, and onboarding on file and in the event of not meeting approved ratings a potential onsite assessment / audit may be implemented as deemed necessary.

7.2 Purchase Order

7.2.1 **SUPPLIER MUST CONFIRM WITH JABIL BUYER IF ANY REQUIREMENTS CAN BE WAIVED AND ATTAIN APPROVAL, OTHERWISE, ALL PO FLOW DOWN REQUIREMENTS APPLY TO EACH PO ISSUED.**

7.2.2 Purchase Ordered Part Number and Revision is the expectation for all material to be identified to be received at Jabil. Confirmed PO's may need to be updated / changed to include additional flow down requirements and / or to apply an approved released Deviation that material is to be manufactured to. Purchase Orders shall be verified with physical parts as labeled per shipment PL of material received and is the criteria in which SQI Team will be inspecting material to. Materials received that are deviated from the PO or Part Drawing will be rejected and RIR issued. In the event material is NC and formal Supplier Corrective Action may be required.

7.3 Electronic Component Counterfeit Prevention

Any components supplied to Jabil and found to be counterfeit will be considered forfeit by supplier. Jabil will destroy components after analysis has been completed. Any payments due supplier on this material will be cancelled. Jabil will expect refund of any payments already received.

7.3.1 The seller shall maintain a Counterfeit Item risk mitigation process internally.


7.3.2 The seller and its sub-tier suppliers shall report suspect or confirmed counterfeit items associated with this purchase order and shall ensure suspect counterfeit items are not delivered to Jabil. Seller shall immediately notify Jabil in the event it has become aware of suspect or counterfeit items that may have or were delivered to Jabil in the performance of this purchase order with an official NOE.

7.3.3 The seller shall provide evidence of the seller counterfeit risk mitigation process to Jabil upon request.

7.4 Traceability and General Requirements

7.4.1 A Certificate of Compliance is required for every shipment and shall have minimum of Part Number, PO#, Total Qty with Date Code / Lot Code for each Qty identified and a Deviation Number must be included if applicable. A statement must be included that certifies that items delivered to Jabil are compliant to Purchase Order part number AND meets all applicable part specification to drawing requirements. Results of all substantiating tests and other evidence supporting such documentation must be on file and available for each product if requested from the Buyer or Jabil Quality Representative.

Documentation Category	Mandatory
------------------------	-----------

	62-SQE01-0001	Revision
	Supplier Quality Manual	

7.4.2 Traceability for Assembly components back to EOM / OCM must be maintained and available upon request.

7.4.3 Supplier does not have MRB authority to accept or repair nonconforming product associated with the performance of the ordered materials without authorization. Supplier must notify Jabil of nonconforming product, provide a deviation request and receive Jabil or Customer approval of said nonconforming or deviated product prior to shipment or material will be rejected and may be subject to return at the cost of the Supplier.

7.4.4 Jabil Personnel shall have access to all applicable areas of Seller's facilities at any level of the supply chain involved in the order and to all applicable records as deemed necessary. This right shall also extend to the Seller's subcontractors. Supplier will be given a minimum of 48 hours notification prior to right of entry. Failure to meet Schedule, Program or Quality requirements may initiate a request for a corrective action, cause long term visitation plans to be put in place, controlled level shipping or potentially be subject to a request for cost recovery because of impact.

7.4.5 Supplier must notify Jabil of product and/or process changes and for Jabil custom ordered product, obtain Jabil's and end Customer approval.

7.4.6 Supplier must flow down to sub-tier suppliers the applicable requirements in the purchasing documents, including Special Requirements, Critical Items and Key Characteristics where required while performing work involving each purchase order.

7.4.7 For suppliers and distributors of electrical and electronic parts, assemblies, and equipment, susceptible to damage from Electrostatic Discharge (ESD), the supplier shall establish and implement an ESD Control Program that is compliant with the latest revision of ANSI/ESD S20.20 and/or JESD625.

7.5 Record Retention Requirements

7.5.1 Supplier shall maintain, and control records required within the product realization process. The Supplier's Control of Records Procedures shall meet the requirements of ISO Section 7.5.3. The requirements apply to records of compliance to the Purchase Order, Raw Materials, Drawing requirements and any other related manufacturing process records.

7.5.2 Suppliers and their sub-tiers shall allow Jabil to acquire or inspect all records needed to show conformance to Purchase Order requirements.


7.6 Supplier Employee Requirements

7.6.1 The supplier shall ensure that all personnel working for or on behalf of the supplier in activities relevant to the realization of product or services provided to or for Jabil, are aware of their contribution to product conformity or service and their contribution to product safety. Seller must be committed to the highest standards of business ethics and conduct.

7.6.2 Seller must comply with the law, honor commitments, act in good faith, and be accountable. Seller must strive to maintain full compliance with all laws and regulations applicable to the operation of the business and customer relationships.

7.6.3 Seller will respect the legitimate proprietary rights and intellectual property rights of customers and Suppliers and take proper care to protect sensitive information, including confidential, proprietary, and personal information

7.6.4 Seller will support product safety by ensuring robust management of special requirements, critical items, and key characteristics. If there are concerns with respect to product safety, Seller will communicate them to Jabil if there is a concern at the Seller's premises with respect to safety during the manufacture of the product. Seller will notify its own employees of the concern and whenever possible, mitigate the concern.

	62-SQE01-0001	Revision
	Supplier Quality Manual	

7.7 Supplier Quality Inspection

7.7.1 FOD (Foreign Object Debris)

The Supplier shall assure that the devices, components, and materials delivered under this contract are free of Foreign Object Debris (FOD). The supplier shall employ general prevention practices to keep FOD, large or small, from the product and packaging. Presence of FOD or contamination shall result in the rejection of material.

7.7.1 HOLD

All material that arrives without required documentation per PO or unidentified correctly shall be placed on HOLD. See section 8.2. The Receiving Team shall notify the Buyer to contact the Supplier to request required documentation to be able to receive the material. For material in the HOLD area for more than 5 business days or continued repeat occurrences, a Corrective Action may be issued to the Supplier.

7.7.2 RIR: Receiving Inspection Report

If there are quality defects or deviation to drawing specifications found during inspection a RIR may be created by SQI Team. RIR should have subject description noted with main defect verbiage e.g., Damage, Mislabel, Deviated to Dwg, Dimensional Defect, ect. Long text details should include all data necessary to help drive disposition. Additional notification tasks may be issued to other departmental staff within the SAP system to support resolution of the rejected material. IC shall be tasked the final action to move the material on the RIR to designated location e.g., RTS, RTV, RTC, Scrap ect. Pictures of defects are to be save in created corresponding RIR folder for reference. Product Lot is considered either Conforming or Non-Conforming and a rejection shall require entire lot to be rejected in the system. Lot Acceptance Rate (LAR) may be included in Supplier Performance metrics.

7.7.3 Supplier Quality Alert 999 / 1009

Any quality issue can warrant a 999 requirement which adds additional inspection criteria to the inspection plan until preventive actions implemented by the Supplier are confirmed by receiving conforming material. A 999 can also be used for any other verbiage details that may be needed to support SQI Team during their inspection process. A 1009 is a reference to a copy of the Supplier Quality Alert that issued to the Supplier and typically drives a formal Supplier Corrective Action


7.7.4 Controlled Shipping Status

For material suppliers, if the implemented containment and/or corrective action is not effective, additional containment action(s) must be initiated. It may result in being placed on Controlled Shipping Status. Suppliers will be notified when a product is placed on Controlled Shipping Status, including why it is being requested. This notification will include specific requirements for containment and conditions for removal of the status. Controlled Shipping Status is designated into two categories.

CS1: This level of containment requires additional controls to be put into place by supplier at their expense upon the request of Jabil. The containment activities typically take place within the supplier's facility(ies) and, as applicable, at their sub-supplier's facility(ies). The containment actions should take place outside of the manufacturing process prior to shipment unless other specific arrangements are made. The supplier is required to submit an updated containment plan, outlining additional actions that they propose to employ, to Jabil for review and approval.

CS2: This level of inspection is typically implemented when all other containment actions have failed to isolate defects from getting to Jabil. This level of containment requires the use of an independent third-party source inspection. In all cases, Jabil approval of the third-party source to be employed must be requested and received. For material suppliers, if a non-conforming product requires a return, the supplier will be contacted with the pertinent information regarding the return and asked to provide a Return Material Authorization (RMA) number. This number will be used for tracking purposes and should be included in the corrective action report. Response is required

Documentation Category	Mandatory
------------------------	-----------

	62-SQE01-0001	Revision
	Supplier Quality Manual	

within 24 hours of the receipt of a request for an RMA number and should include any necessary instructions for shipment. Suppliers are strongly encouraged to initiate corrective action for all quality issues regardless of whether a corrective action response is requested by Jabil.

8 Deliverables

8.1 Shipment of Non-Conforming Product (Notice of Escape, NOE)

In the event that non-conforming material has been shipped, the supplier is required to **immediately contact** the affected Jabil site(s) to inform them of the following:

- a. Part number
- b. Quantity impacted
- c. The suspected non-conformance
- d. Lot number(s) impacted
- e. Date code(s) impacted
- f. Ship date, carrier, tracking number, etc.

Suppliers are expected to contain the suspect product, arrange for the shipment and receipt of “certified” replacement product to protect production requirements, and return all suspect products.

8.2 Required Documentation with Each Shipment

8.2.1 The Receiving Documentation for ALL material shall contain at a minimum, Packing Slip, Certificate of Compliance which includes part number and revision as listed on the PO, Qty. of each Lot / Date Code or Serial Number from the manufacturing batch or lot, Test Verification (if required) and Deviation Number (if applicable).

8.2.2 Deviated material not identified shall be subject to rejection and returned to the Supplier at the Supplier’s expense.

8.3 PCB Repeat production additional requirements

8.2.1 Certificate of Electrical Test (if applicable)

8.2.2 All PCB’s marked/stamped showing ET pass (if applicable)

8.2.2.1 PCB Test Coupons (if applicable). Coupons may be stored at supplier’s facility with prior agreement from Jabil.


8.2.2.2 If solder samples shipped, they must be packaged separately from product, and clearly identified as solder sample.

8.2.1.3 Additional PCB requirements applicable as noted in Dwg. requirements or TDP as built.

8.2.2 PCB First Production or Revision change shipped to Jabil (Includes CFM), additional requirements

8.2.3.1 First Article Inspection Report, in AS9102 or other approved format, Raw Material CofC’s, ballooned drawing included and dimensional layout for 1 piece or as required by Customer.

Documentation Category	Mandatory
------------------------	-----------

	62-SQE01-0001	Revision
	Supplier Quality Manual	

8.3 Custom Mechanical First Production or Revision Change additional Requirements:

- 8.3.1 First Article Inspection Report, such as Jabil 62-QE04-0002 Supplier FAIR Submission Template, AS9102 or other approved format must also include Raw Material CofC's, ballooned drawing (s) included for parent, all child parts and dimensional layout for min 1 piece. Performance or Test Results (if applicable) and CofC for any special secondary or outside processes. Deviations must be noted and/or included in the initial FAIR package.
- 8.3.2 Special Process Certificates of Compliance (as indicated in the PO and/or Customer Req.)

8.4 Electronic Assemblies First Production or Revision Change additional Requirements:

- 8.4.1 First Article Inspection Report, such as Jabil 62-QE04-0002 Supplier FAIR Submission Template, AS9102 or other approved format must include CofC, Assy ballooned drawing, identified MPN's for Sub-Assembly components as called out on the Dwg., Performance or Test Results (if applicable) and any Deviation noted and/or included in the initial FAIR package.

8.5 COTS and MRO Materials

- 8.5.1 All COTS and MRO materials shall require a CofC.

8.6 Parts may be rejected within a year from delivery to Jabil if they are found to be nonconforming during any of the defined processes such as, manufacturability, testing failures and customer failure or rejection when material does not meet all form, fit, or function requirements.

9.0 Packaging and Labeling


- 9.1 Bag and tag static sensitive devices in a static free sealed bag.
- 9.2 Best practices shall be implemented to prevent damage to material / parts during shipment (Physical, electrical shock, thermal, or physical stress and FOD / Contamination. Packaging must consider protection of Critical component characteristics to ensure compliance to Dwg. requirements.
- 9.3 Jabil's ERP System and Receiving Process requires minimal specific information to successfully receive the material onto the ERP system. This information is placed into two locations:
 - 1- The Manufacturing Label, and
 - 2- The Packing Slip.

Jabil requests that the Label contain both human-readable and a scannable Bar code (using code 39 or 128) for each data piece. Each internal package and the external carton should also be labeled.

*Minimum Data Required on Package Label(s):

- Manufacturer Name
- Manufacturer Part Number (MPN only, no prefix or suffix embedded in the bar code with no character added or removed from the original MPN).
- Quantity- within the package

Documentation Category	Mandatory
------------------------	-----------

	62-SQE01-0001	Revision
	Supplier Quality Manual	

- Manufacturing Date Code - This is the date the Batch / Lot in the package was produced
- Lot Code / Batch Code / Serial Number (if applicable)
- All Required Indicators: RoHS, Electrostatic Discharge (ESD) if applicable.
- Moisture Sensitivity Level identification for Moisture-Sensitive Devices (MSD) if applicable.
-

*Minimum Data Required on Packing Slip:

- Jabil's Purchase Order Number
- Manufacturer Name
- Jabil Part Number
- Quantity - Total Quantity Shipped
- All Required Indicators: RoHS, Electrostatic Discharge (ESD), if applicable.
- Moisture Sensitivity Level identification for Moisture-Sensitive Devices (MSD) if applicable.
- Certificate of Compliance
- Country of Origin

Failure to provide this data can result in the inability to receive the material into our system requiring material to be placed on HOLD, affect Supplier OTD and pay the invoice, ect. To correct this problem, the respective Jabil Buyer will need to contact the Supplier to gather the required information. If this issue persists, Supplier may be issued a Supplier Corrective Action Request (SCAR)

10.0 Measuring Effectiveness and Compliance

10.1 Supplier Performance


Jabil measures the performance of our suppliers in various areas, which may include but no limited to:

- a. Delivery
- b. Quality
- c. Service

The performance of each supplier in these categories is evaluated. Suppliers whose performance is deemed to need improvement in one or more categories may be requested to perform one or more of the following activities:

- a. Prepare and submit a corrective action plan to address any category that is identified as needing improvement
- b. Support and participate in joint supplier development initiative(s)
- c. Present corrective action plans to Jabil and /or corporate leadership to achieve required performance.

Ongoing performance results are used to evaluate our suppliers continuing ability to provide products that meet Jabil expectations. Ongoing performance issues can impact a supplier's status as an Approved Manufacturer. Suppliers can obtain their own performance scorecards through Jabil SPR (Supplier Performance System) or by other means as determined by Jabil. Suppliers are encouraged to manage and continuously improve their performance proactively. Information regarding access to their Performance Scorecards which can be obtained from your Jabil site contact, Global Commodity Manager, Divisional Commodity Manager, or Global Supplier Development Engineer / Manager by request.

	62-SQE01-0001	Revision
	Supplier Quality Manual	

11.0 Risk & Controls

11.1 **Risk: The risks for not implementing the requirements within this procedure are:**

- 11.1.1 Impact to quality performance, customer complaints, customer rejects and field failures, impact to production efficiencies or deliveries, material compliance to customer requirements and liability,
- 11.1.2 Results in high cost of quality due to scrap / rework / rtv ect. and supply chain disruption.
- 11.1.3 Utilization of unapproved or unqualified Suppliers.

12.0 Record Retention

12.1 Records will be maintained per 00-LL10-1000-001 Global Records Management Policy

10.0 Revisions History & Change Details

Revision	Release Date	Originator(s)	Change Details
A	10/19/2021	D. Kidder	<i>Initial Release. Incorporated and obsoleted 62-QE20-STDV-003 Supplier Quality System Requirements and Quality Clauses</i>