# Quality Management System

SEEKTRONICS

- Seektronics

- Jiahe Building, No. 3006 Shennan Middle Road, Futian District, Shenzhen.

SEEKTRONICS

General Description of Quality

A strict supply chain management system is the core part of Seektronics' quality control, coupled with a rigorous and reliable quality inspection process, and comprehensive quality tracing of materials from three dimensions: pre-sale, in-sale, and after-sale, to ensure that our customers receive world-class quality goods.
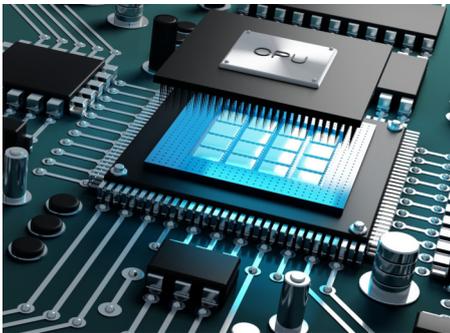
100% original and authentic
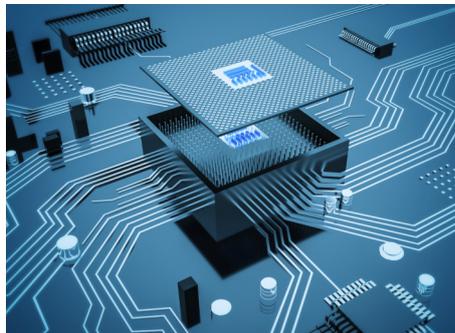
100% quality assurance

100% customer satisfaction

Vendor review
(pre-sales)

• AVL system
• Original Factory/Distributor /EMS

Incoming material inspection,
warehouse management
(on sale)

• Incoming full inspection
• Third-party labs

Quality tracking
(after-sales)

• Customer handling
• Improvement report

Rapid response within 2 hours

Rigorous traceability

Quality Management System

SEEKTRONICS

Vendor Management

Based on the AVL system of suppliers, Seektronics conducts strict access audits on supliers and regularly evaluates and maintains credit ratings on their quality management, service response, delivery control and billing period dimensions.

Supplier Area Segmentation

According to the location of suppliers, Seektronics is divided into regions such as Greater China, Europe, and America, East Asia, Southeast Asia, Central Asia, etc. The procurement team is divided according to the regions to request quotations and compare prices with global suppliers.

● Greater China ● Euro ● USA ● Japan and Korea
● Southeast Asia ● Others
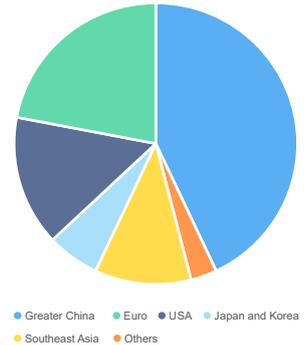
Supplier Grade and Qualification

According to the nature of the supplier is divided into three levels of A/B/C, corresponding to the original factory, agents, and international spot resource provider. The company's credit level is maintained in the company's SAP system, and is regularly evaluated according to the supplier's service response,quality control, delivery management and other dimensions

● Grade A (Original) ● Grade B (Agent)) ● Grade C (Solution Provider)
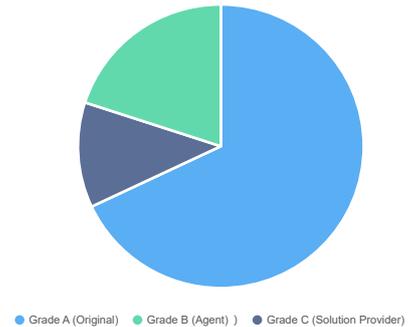
Vendor Management

Actuals

1). First day confirmation that the order has been placed to the supplier；
2). The next day to confirm the supplier delivery time, if the goods have been shipped to get Tracking No.；
3). Check the logistics status one day before the expected arrival for any abnormalities；
4). The day of arrival to ensure that QC, warehousing process is completed, the system shows in the warehouse.

Futures

1). First week confirmation of delivery date；
2). Check if Pull-in is available after the fourth week；
3). Confirming supplier has shipped two weeks prior；
4). A week before delivery to confirm the QC, warehousing process iscompleted, the system shows in storage.

SEEKTRONICS

IQC Management

Seektronics has a detailed inspection and testing process for goods from different suppliers, different years, and different packaging conditions to ensure that the quality of goods from any source is guaranteed before they enter the warehouse.

System arrival notice → Purchase Submission; Admission Application → QC or laboratory testing → QC Manager Review → Access to the warehouse
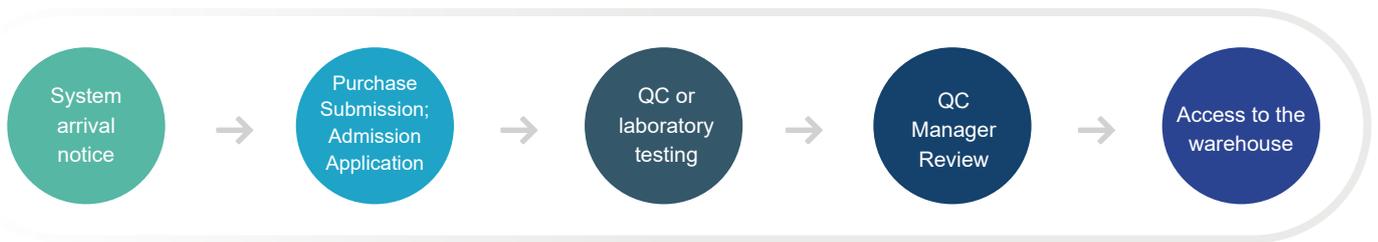
Reference inspection standard

1). IPC/JEDEC Solid State Technology Association Standards;
2). MIL-STD-105E U.S. Army Military Sampling Standard;
3). MIL-STD-883 Experimental methods and procedures for micro electronic devices;
4). ECQ-CECC International Electrotechnical Commission Electronic Component Quality Rating System

JEDEC

IEC IECEx

Test items

Items	Step 1 Appearance Inspection	Step 2 QC quality inspector	Step Step 3 Quality inspection
Supplier Categories	Original manufacturers; agent;international spot	International Spot Resourcer	All suppliers of aged materials, materials for which customers have testing requirements
Testing items	Confirm whether the original manufacturer, agent model, quantity, year, moisture sensitivity level, packaging, etc.	Magnifying glass, microscope to check the silkscreen, Pin foot, instrument to measure the basic physical properties	X-Ray, solderability, reliability, lead-free/RoHS DC characteristics parameters, key functions, etc.
Testing tools	Golden Sample、Specification	Magnifiers, microscopes, multimeters, digital bridges, oscilloscopes, etc.	X-Ray, signal generator, oscilloscope, digital bridge and other professional laboratory instruments and equipment

Warehouse and Logistics Management

Seektronics applies intelligent storage management system to effectively control the storage environment, improve the efficiency of storage operation, ensure the traceability of products throughout the process, and create a logistics system that integrates systemization, informationization and storage modernization.

Warehouse environment

1). Hong Kong main warehouse 3000 square feet, Shenzhen transit warehouse 300 square meters；
2). Standard constant temperature and humidity storage environment, 24-hour air-conditioned environment；
3). FIFO first-in-first-out
4). Comprehensive ESD protection, reliable grounding, ESD protection for operators throughout the entire process

Delivery time limit

Through close cooperation with more than 1000 Suppliers in four continents with developed electronics industry, Seektronics can deliver goods from Asia in 1-3 days and from Europe and America in 3-5 days.


Transportation safety

Seektronics strictly selects logistics suppliers and establishes long-term and stable cooperation with domestic and foreign well-known express and logistics companies such as FedEx, DHL, UPS, TNT, etc. to ensure the safety and timeliness of transportation.

SEEKTRONICS

Environmental Policy

Seektronics provides you with environmentally friendly products that meet regulatory requirements and specific restrictions on hazardous substances and minerals.We work closely with our supply chain to ensure that documentation related to product compliance is complete and available.

SGS

RoHS compliant

REACH COMPLIANT

The following documents are included：

1). Compliance with the EU technical directive on end-of-life vehicles (ELVs);

2). The relevant provisions of the EU and China Restriction of Hazardous Substances (RoHS) Directive;

3). EU Regulation on Registration, Evaluation, Authorization and Restriction of Chemicals (REACH)

4). SGS reports and MSDS Mineral Control
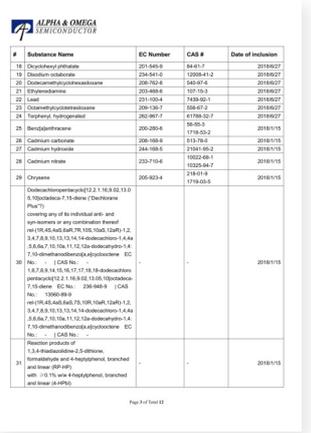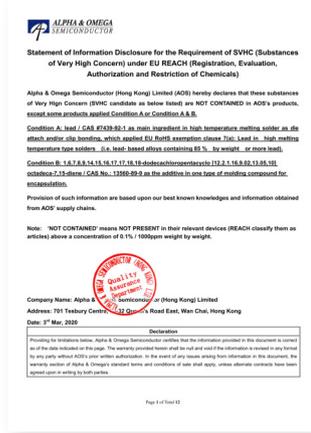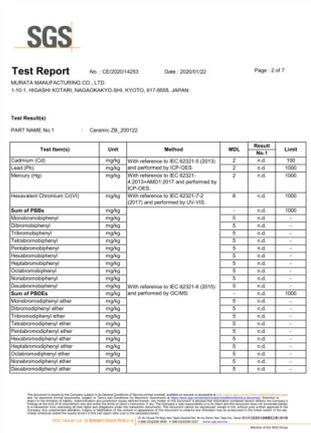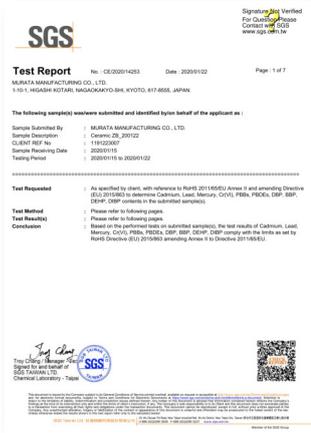
SEEKTRONICS

After Sales Management

Seektronics has established a perfect after-sales management process to quickly respond to customer demands and make every effort to ensure that customer abnormalities are handled in the shortest possible time, and the industry's most advanced SAP system is used to ensure that material information is complete and reliable.

Rapid response within 2 hours

Seektronics has a special customer complaint handling team and a perfect customer complaint handling process. We will start the customer complaint processing procedure within two hours .

customers → customer complaint input

sales dept → complaint confirmation → coordination and communication with customers

quality dept → responsibility determination — No

Yes

customer complaint handling team → containment measures → cause analysis and measures

quality director → measure evaluation

responsibility dept → corrective preventive measures

customer complaint handling team → summary

SEEKTRONICS

Rigorous traceability system

Seektronics uses the industry's most advanced SAP management system to control material information, ensuring that important information such as material type, quantity, C.O.O, year, Lot NO. and photo are complete and reliable.

Based on years of cooperation with the original manufacturer and agent, we can effectively get the original manufacturer/agent FAE technical support.

Comprehensive reporting system

According to the customer's demand, Seektronics can issue corrective action report, FA report, 8D report, etc. Meanwhile, we can issue agent / original factory test reports according to the need, in addition, we can also issue third-party laboratory reports with legal effect.

Continuous Improvement

Seektronics is committed to building a learning team, adjusting the company system and process according to the requirements and changes of industry standards and company management, and doing a good job of personnel training to promote overall improvement.

Continuous improvement for warehouse employees

With the enterprise spirit of "Service First, Customer First; Achievement Value, Dedication and Precision", we provide professional services and all employees take the enterprise core values of "Integrity and Dedication, Innovation and Progress, Inclusion and Altruism" as the guide for action. We advocate and require all employees to build a learning team and continuously improve the behavior and operation methods of employees in procurement, QC, SQE, FAE and other positions through internal and external training and assessment, performance assessment, MOB management and other methods to continuously change the behavior of employees and meet the quality requirements of customers.

Continuous improvement according to industry standards

1). IPC/JEDEC Solid State Technology Association Standard ;
2). MIL-STD-105E U.S. Army Military Sampling Standard;
3). MIL-STD-883 Experimental methods and procedures for microelect ronic devices;
4). IECQ-CECC International Electrotechnical Commission Quality Assessment System for Electronic Components;
5). ISO9001 Quality Management System

Continuous improvement according to industry standards

To review and correct the abnormalities with corrective and preventive measures. At the same time, the management process and system will be reviewed from time to time, and the effectiveness of the system and process will be evaluated according to the current management focus and the exposed problems, and the system loopholes will be corrected to avoid the secondary occurrence of quality abnormalities. At the same time, the management process and system will be reviewed from time to time, and the effectiveness of the system and process will be evaluated according to the current management focus and the exposed problems, and the system loopholes will be corrected to avoid the secondary occurrence of quality abnormalities. To ensure that the quality management level is in the leading position in the industry.

SEEKTRONICS

Qualifications

代理授权书
CERTIFICATE OF ACHIEVEMENT

授权证书

授权证书
CERTIFICATE OF AUTHORIZATION

第五届
The Fifth Session
会员单位
The Member Unit

产品销售代理合作协议

SAP BASIS

ISO 9001

RoHS compliant
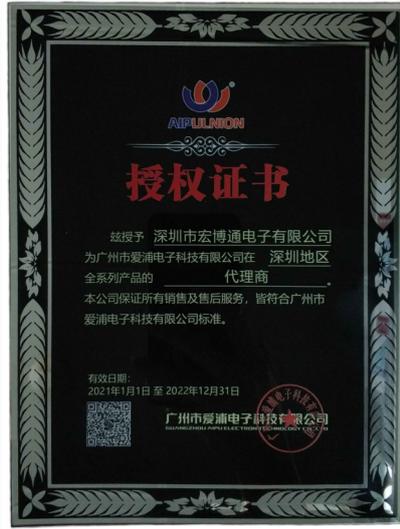
SEEKTRONICS

Flow Chart of Incoming Material Inspection

Seektronics is committed to building a learning team, adjusting the company system and process according to the requirements and changes of industry standards and company management, and doing a good job of personnel training to promote overall improvement.

warehouse	QC	purchasing	vendors

Checking the incoming material type, brand, quantity and other information

Temporarily stored in the area to be inspected notice QC

inspection according to standards

No → enter MRB warehouse, open MRB order, purchase and supplier return and fill out corrective action

→ Arranging returns and feedback on corrective preventive action

Yes

notification of accession

paste incoming labels

data archiving

storage on the shelf
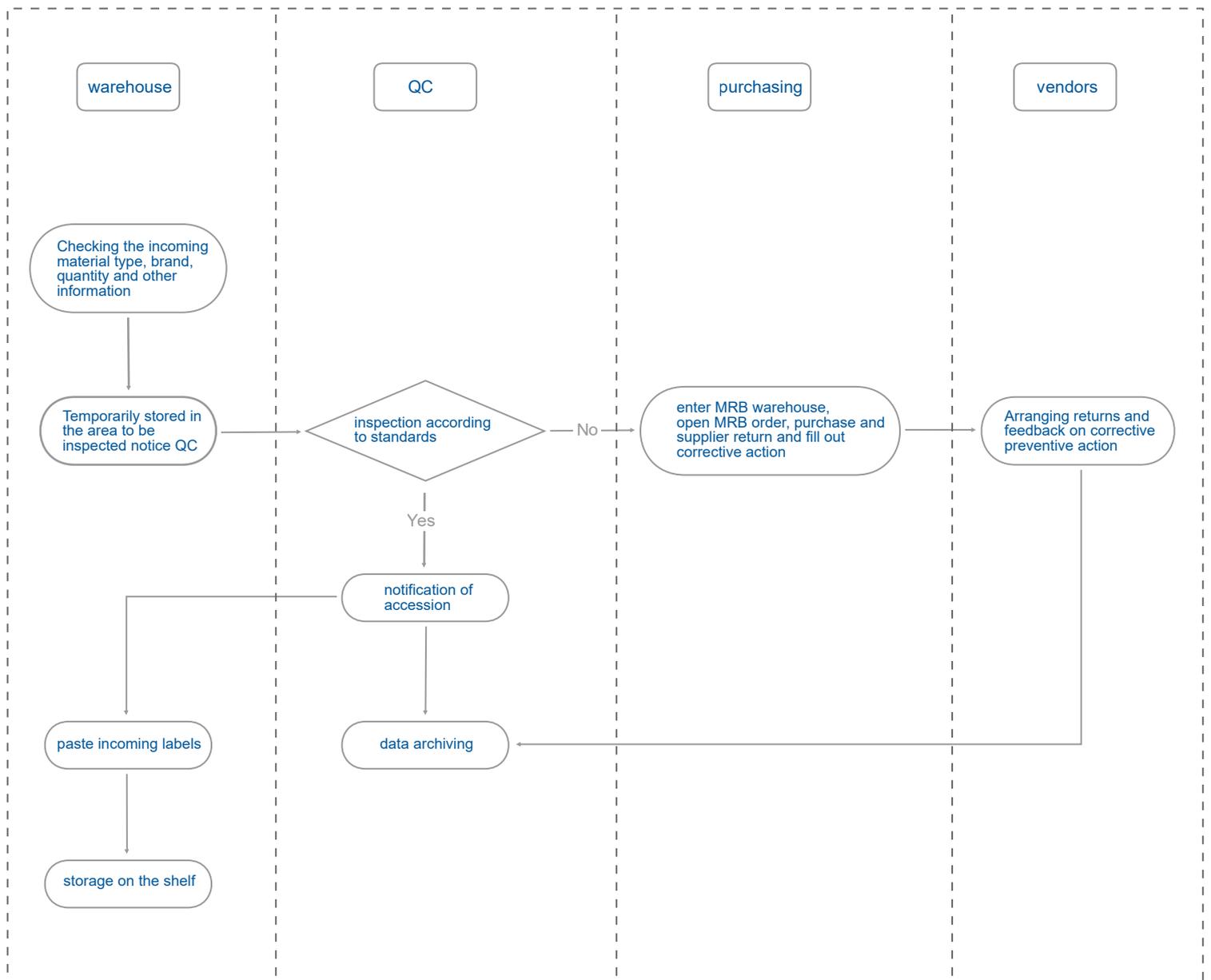
Shipping Management Flow Chart

Seektronics is committed to building a learning team, adjusting the company system and process according to the requirements and changes of industry standards and company management, and doing a good job of personnel training to promote overall improvement.

Sales submits shipping request in SAP system → Print shipping order after receiving shipping request → The shipper picks the goods according to the shipping order based on the FIFO principle

After picking, check again according to the shipping order whether the model, year, packaging, quantity and other information meet the customer's requirements, and multi The material records of Lot No. 1 and Lot No. 2 will be recorded

paste shipping Lable according to customer requirements, check the uniformity of shipping Lable, material and system requirements, and take photos for retention

According to the characteristics of the material to choose the appropriate package filling

Modify invoice and packing list according to actual packing result and other shipping documents required by customers

QC checks the quality of shipments

No

Yes

Encapsulate the shipping documents, print the waybill, paste it on the outer package, and place it in the area to be discharged to wait for the logistics company to receive it

The shipping clerk will enter the waybill number into the SAP system to facilitate follow-up information tracking and picking according to the shipping order based on the FIFO principle

Logistics companies to pay attention to routing information in a timely manner after receipt of goods, such as the discovery of abnormalities in the process oftransportation, timely coordination and resolution

Relevant information such as photos, Lot No. and other information is filed and saved, and the shipping process is completed

Testing Equipment