

INFORMATION TO SEND YOUR SUPPLIER TO ADDRESS QUALITY ISSUES

1

WHAT IS THE ISSUE?

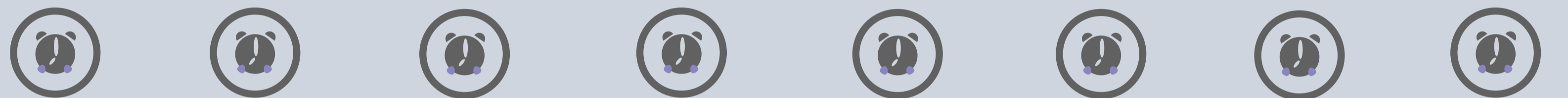
Provide a detailed description of the problem
Document the issue by taking photographs



2

WHEN AND WHERE WAS THE ISSUE DISCOVERED?

From IQC / during production / at warehouse?
Before or after assembly?



3

WHICH LOT OF GOODS IS AFFECTED?

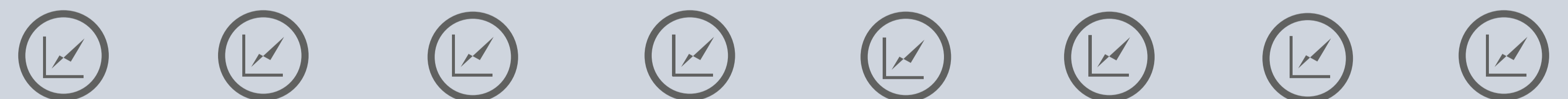
Provide the purchase order number
Provide the item number and description
Take a photo of the export carton for verification



4

WHAT IS THE FAILURE RATE?

How many products in the lot were used?
How many defects were found?



5

HOW WOULD YOU HANDLE THIS ISSUE?

Waive issue but need supplier to improve?
Sort before use?
Reject the entire lot?

