



ARROW ELECTRONICS, INC.

## Additional Processes

### Nonconforming Material Control

A documented system exists which outlines how nonconforming material is dispositioned and how discrepancies are resolved.

Nonconforming material is identified and segregated to prevent mixing or use. Disposition of receiving inspection discrepancies is the responsibility of the Product Manager. The Product Manager must work through the franchised supplier and QA to resolve the discrepancy. Final inspection discrepancies are resolved through definitive procedures and supervisory involvement. The ability to pinpoint errors through operator accountability and SPC data aids in the corrective action process.

### Customer Returns

All customer returns are sent by the customer to designated Return Centers and are inspected 100 percent for identity, count, packaging, damage, documentation, and reason for return. All returns are dispositioned within 24 hours. Credit data is captured and used for quality and cost of quality measurements.

### Calibration System

The Quality organization maintains a documented system for the periodic inspection and calibration of all measuring and test equipment in accordance with ANSI/NCCL Z 540-1. All calibration is performed by an accredited outside calibration service whose calibration standards are traceable to the National Institute of Standards and Technology (NIST).

### ESD Control

A documented system to prevent electrostatic discharge (ESD) damage to devices exists.

This control system is in compliance with EIA-625 and includes:

ESD warning signs displayed

ESD-protective apparel: heel and wrist straps, smocks

ESD-protective equipment: conductive flooring, static-dissipative work surfaces or mats, grounded equipment

ESD-protective packaging: static shielding bags, conductive totes

ESD work area kept clear of all unnecessary static hazards

All operators handling parts out of ESD-protective packaging do so only at a static-free workstation. The operators also wear gloves to prevent inducing solderability problems onto the leads of the parts. ESD-sensitive product is always transported in static-shielding bags or conductive packaging.

ESD training is given to all operators, who are ESD-certified for one year. The ESD coordinator, who monitors heel and wrist strap effectiveness and ESD-awareness operator discipline, performs the ESD audits. These records are kept on file. Corrective action is taken when needed to enforce ESD rules.

### Special Customer Handling

Customer orders with special requirements, such as selective date codes, special packaging and labeling, bar code labels, etc., are processed through Arrow's special handling system. Customers set up on special handling are assigned a three-digit code to each applicable account number.

All special handling orders are automatically diverted off of the conveyor system into the special handling area, where trained operators perform the necessary operations and/or verifications per the special handling instructions. Special handling instructions are prepared and controlled by the Quality Department.