



ARROW ELECTRONICS, INC.

## Inspections

Inspections are performed by Quality personnel on an audit basis at predetermined points (Receiving, In-process, Final) in the process flow. The sample size selected is based on SPC data and can only be adjusted by the Quality Manager.

In value-added operations (Assembly, Programming, Kitting, Computer Integration) there can be more in-process inspection points due to the complexity of the process flow. The Quality Manager is responsible for identifying the points in these processes in which inspections are to be performed and SPC charts maintained.

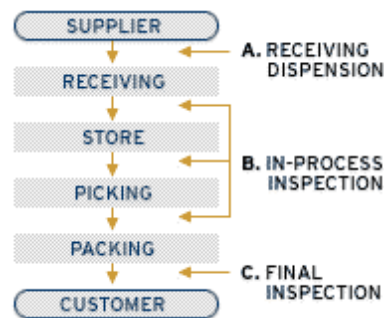
### Receiving Inspection

A documented system and separate area exist for receiving inspection. Inspectors inspect to written instructions, including up-to-date prints and specifications, where applicable.

There is no functional (electrical) inspection. One hundred percent of all incoming receipts are visually inspected at receiving inspection for identity, count, packaging, condition, and documentation. A more in-depth physical inspection is performed on a sampling of incoming supplier receipts based on supplier historical performance. MIL-Std-105 sampling plans are used.

Receiving inspection data is collected and used for statistical process control. The data is also sorted by supplier and used to prepare a supplier rating report. Inspection for a particular supplier may be loosened or tightened based on the supplier rating.

Accepted material is clearly identified and sent to stock. Rejected material is also clearly identified and placed in a segregated "defective" location to prevent use before being dispositioned.



### In-Process Inspection

Predetermined in-process inspection points are set up after the receiving, storing, and picking processes. This inspection is performed by an in-process inspector or auditor who collects the data and uses it for statistical process control. The purpose of the in-process inspection is to further pinpoint problems with the system that need correction and also to identify errors earlier in the process.

The receiving, storing, and picking operators have also been trained to perform their own in-process inspections before they perform their normal tasks. The procedure requires them to verify part number, packaging, and documentation before continuing their work.

When an error is identified, a reject ticket and a data collection form are completed. The rejected material is identified by the reject ticket and segregated. The errors are corrected by the operator at the previous operation and corrective action is annotated on the reject ticket. The corrected items are then re-inspected.

### Final Inspection

A documented system is in place in accordance with MIL-I-45208. Inspection is performed by trained inspectors who have not performed the work. A detailed inspection is performed on outgoing orders using a checklist for both picking and packing inspection criteria. Some criteria are inspected 100 percent and others are inspected in accordance with MIL-STD-105. Although a random sampling of outgoing orders is generally chosen for final inspection, the QA Manager may determine that 100 percent inspection is warranted. The loosening/tightening of the sampling plan is the responsibility of the QA Manager. The data collected at final inspection is used for statistical process control and quality reporting.

All special handling orders are inspected 100 percent for the special customer requirements in addition to the normal inspection criteria.

Rejected material is identified, documented, and segregated. Items are then corrected by the pick/pack operator and re-inspected.