



Product Change Notification (PCN) Training For Manufactures /Suppliers

Jan 2025
Revision 1.9

Disclaimer

The information contained in this presentation/document is intended for use and viewing by Flex employees or authorized customers or suppliers covered by an appropriate non-disclosure agreement only and may contain confidential, trade secret, insider and/or legally privileged information belonging to Flex or its clients

Unauthorized disclosure of this content in any form is strictly prohibited and may result in disciplinary and/or legal action

Revision History

Document Title: Product Change Notification (PCN) Training For Manufactures/Suppliers	Document #: GPO-GPO-4-276-00	Revision: 1.8
	Document Owner: Jose De Jesus Rodriguez	

REVISION HISTORY

Revision	Description of Change	Writer/Reviser	Effective Date
1	Initial Release	PrabuKannan	3/19/2012
1.1	Updated with new format	Tamilarasi Mathiazhagan	4/24/2015
1.2	Updated with latest format for brand name change & updated the note for Process Flow	Tamilarasi Mathiazhagan	9/15/2015
1.3	Included summary slide and rephrased Manufacturer name as Manufacturer/Supplier	Pankaj Pawan	9/19/2016
1.4	Included changes from sub- tiers suppliers that concerns the product. Update in email address	Lalitha Kumari	1/8/2018
1.5	Revamp the whole procedure to align with medical site requirement	Raja Sekhar Mutta	1/22/2018
1.6	Updated Communication of a Proposed Change to align with new Supplier agreement.	Raja Sekhar Mutta	10/10/2018
	Added process change information under the Expectation & Responsibility Page No.5 as per Audit		
1.7	feedback.	Divya Kumar(GSS)	12/27/2022
1.8	Added PCN type "Not Recommended For New Design" under "Reference"	Beulah Devaraj	2/4/2025
1.9	Added Cybesecurity/Safety content throughout training and as part of QAN type PCN notification	Mohan Kumar	9/30/2025

Training Objective

Product Change Notification (PCN) Training for Manufactures/Suppliers is intended for all Flex Manufactures/Suppliers

The Training Is Designed To:

- Inform manufacturers/suppliers about flex product change policy and disclaimer
- Identify manufacturers/suppliers responsibilities & expectation regarding Product Change Notification management
- PCN policy communication and cascade
- Key information required for generating PCN document
- Provide reference information on pcn change types and descriptions

Flex Product Change Policy and Disclaimer

Flex Policy

This policy document lay out requirements for Flex's suppliers with respect to supplier product/process change and end-of-life notifications.

In order to maintain security and integrity of the supply chain and to achieve the quality and reliability standards that Flex expects of its products, Flex requires that its suppliers provide notification of, and seek approval from flex sites for product or process changes prior to their implementation. This document clarifies which types of changes approval is required for, and describes the process of notification and approval.

Exceptions to this requirement may be based on pre-existing contractual requirements that are deemed to take precedence.

Flex Disclaimer

The receipt of a Manufactures/Suppliers PCN (including EOLs) by Flex, does not signify acceptance of the proposed product or process change.

Expectation and Responsibility

Suppliers are not allowed to implement any changes until the PCN is reviewed and approved by Flex Sites

These include the following changes:

- Any change that alters the form, fit, function, reliability, security, or safety of the product.
- Any change that is being made (Rework, inspection, test, etc.); Equipment change is being made (New process, manual to auto, etc.)
- Any change that requires alteration of Flextronics subsequent assembly operations/testing/process involving the product.
- Any change to the carrier packaging of the product such as trays, tape and reel, tubes, etc. (ie.-change to shipment from tray to tape & reel).
- Any change to the orientation of the components within the trays, tape, etc., or any other type of carrier packaging.
- Any change to Fabrication or assembly location.
- Any change to component or raw material.
- Any change to the manufacturer's name including, but not limited to, acquisition and/or realignment.
- Product Discontinuation.
- Changes in supplier or sub-suppliers

This also includes any other change that may affect product form, fit, function, or appearance, or adversely affect reliability, quality, security or safety. **For further guidance with respect to what types of changes require notification and approval, please refer to Table of PCN Changes Types**

PCN Policy Communication and Cascade

Requirements set forth in this specification shall be communicated to all affected personnel within the supplier's organization. Supplier shall also cascade these requirements to their suppliers and sub-suppliers.

- **Communication of a Proposed Change**

Supplier must inform Flex in a timely manner before initiating any changes that may impact component form/fit/function. Typically, Flex expects to be informed of the following changes and the "warning" time (as a minimum)

a. Product Changes – Supplier shall provide Flex with at least three (3) months / 90 days advance written notice or earliest date possible when conditions not in the supplier's control preclude this from happening. Supplier agrees to continue to supply unchanged product/process or services for a duration agreed by both parties or until Flex can alter its process and seek appropriate regulatory approvals to accommodate the change.

b. Product Discontinuance – Supplier shall provide Flex with at least six (6) months / 180 days advance written notice (the "Pre-discontinuance Period") or earliest date possible when conditions not in the supplier's control preclude this from happening. During the Pre-discontinuance period, Flex may continue to place orders for such product pursuant to this agreement provided.

- **How you submit PCNs to Flex**

Supplier are required to submit all PCN requests to the Flex Corporate Central PCN Solution email address: PCN1@flex.com

Flex Corporate Central PCN processing team will then process and distribute these PCNs to the impacted business organizations throughout Flex.

PCN Documents Requirements

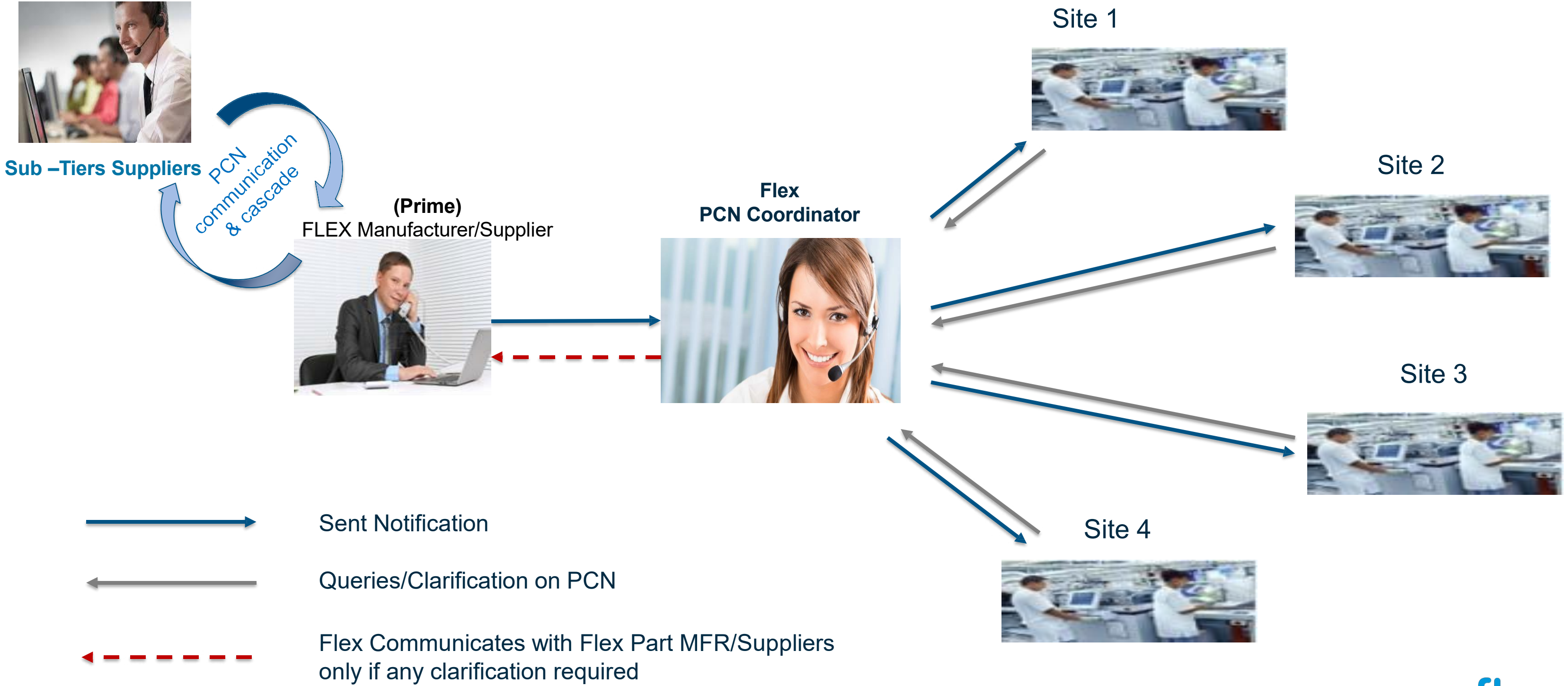
1. The preferred documents of PCN is in softcopy MS EXCEL, MS WORD, or Acrobat PDF format.
2. Shall submit PCN official notification either on company letter head or signed by the authorized signatory with seal.
3. Shall submit one PCN document per PCN.
4. The PCN shall contained the following information as applicable:
 - **Description of change(s), or Defect if applicable**
 - **Effective date of change, Date code, die lot#, etc.**
 - **Complete Manufacturer's part number(s) of the affected product**
 - **Complete list of affected Flextronics part numbers**
 - **Reason for change cost reduction/quality/reliability/performance improvements, etc.**
 - **Sample availability**
 - **Support data on quality, reliability, & performance**
 - **Last date to order existing product**
 - **Last date to ship existing product**

Product Discontinuation on PCN

1. Product Discontinuation/EOL Notification is a Change Notice from Part Manufacturer regarding parts that will no longer be provided.
2. PDN submission is accomplished using the PCN process which is Obsolescence Change Type.
3. The preferred documents of PDN is in softcopy MS EXCEL, MS WORD, or Acrobat format.
4. Shall submit PDN official notification either on company letter head or signed by the authorized signatory with seal.
5. The PDN shall contained the following information as applicable:

EOL Part Number / MPN	Unique Part number assigned by Manufacturer
Reason for product discontinuation	Mandatory information must be provided
Last Time Buy Date	Final Date for purchase of discontinued product
Last Ship Date	Final Delivery Date of discontinued product
Equivalent alternative product, if available	Alternative Part replacing discontinued part

PCN Process Flow



SUMMARY

- Manufacturers/Suppliers are responsible for submitting all change notifications to Flex via email using the email address PCN1@Flex.com
- Manufacturers/Suppliers should include all mandatory information in their PCN and EOL documents.
- Manufacturer/Supplier shall report normal changes 90 days and EOL changes 180 days prior to shipment release date.
- Manufacturers/Supplier should report changes via email and in preferred formats as detailed in the training.
- The Part Manufacturers and Distributors are responsible for reviewing sales record and making sure all part changes are notified to Flex.
- The prime supplier is responsible for ensuring all sub-suppliers are working throughout the supply chain to assess impact of change i.e. changes to distributor, manufacturer, manufacturer location, manufacturer process/testing which could potentially affect the safety, security or efficiency, or materially affect fit, form or function of the products.

Reference : Change Types and Descriptions

Change Type	Change Description
Acquisition (Complete)	One company acquires another company in its entirety
Acquisition (Partial)	One company acquires part of another company or acquires a specific product line
Design Change / Data Sheet Spec Change	Design modification including (but not limited to) Dimensions, performance, modification to spec, software changes, new or modified CTF parameters; includes new die revisions, update in datasheet/erratum/document
Fabrication Site Change / Qualification / Country of Origin /New Subcontractor	All changes to fab site, qualification levels, country of origin, or additions of subcontractors
New Component or Raw Material Added	All changes to components or raw material; this includes adding alternate sources, changing brands, switching to components
Cosmetic Change	All changes that will be visible(New color, texture, etc.); this includes changes to inspection criteria that may result in different cosmetic quality
Obsolescence	Obsolete, End of life, Discontinued products
Name Change	All changes to manufacturer or distributor name
Nomenclature Change	All changes to MPN nomenclature; including elimination of product options

Reference : Change Types and Descriptions

Change Type	Change Description
Reversal	Supplier reverses an existing PCN
Process Change	Process change is being made (Rework, inspection, test, etc); Equipment change is being made (New process, manual to auto, etc)
Environmental Announcement	New compliancy features offered for existing parts (that don't involve any changes to the product) or new product environmental announcements
Packaging and Media	All Changes to media(New media, tray to tape, change in product identification information of outer and internal packing material/labeling, changes to internal/external packaging, etc)
Storage and Handling	Environmental requirements change (Temperature, Humidity, MSL, etc.)
Logistics	All Changes in logistics /distribution/shipping channel or method (esp. for sensitive product)
Quality Alert Notifications	Notifications regarding quality issues on components, including Cybersecurity or Safety relevant vulnerabilities, incidents or defects
Multiple Types	Change overlaps with multiple change types.
Other	PCNs not covered under any of the other existing classes.
Not Recommended for New Designs	A product that is NRND (Not Recommended for New Designs) is in production and available, with no obsolescence scheduled.

For Further Questions Please Contact:

Flex PCN Team

PCN1@Flex.com

The information in this presentation is the intellectual property of Flex. Any changes or omissions from its original format outside Flex are considered void and not representative of this organization. Any forwarding to third parties or publication even of parts thereof requires express and written approval by Flex. Hardcopy printouts of this file should be treated as reference only. It is the user's responsibility to validate that the hardcopy represents the most current revision by consulting the online reference or the relevant documentation center.

Thank you!

Thank you!