



Product Change Notification (PCN) Training For Manufactures /Suppliers

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Document Title:

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Flex is a leading sketch-to-scale™ solutions company that designs and builds intelligent products for a connected world. With more than 200,000 professionals across 30 countries and a promise to help make the world Live smarter™, the company provides innovative design, engineering, manufacturing, real-time supply chain insight and logistics services to companies of all sizes in various industries and end-markets. For more information, visit www.flex.com or follow us on Twitter @flexintl.

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Training Objective

- Product Change Notification (PCN) Training for Manufactures/Suppliers is intended for all Flex Manufactures/Suppliers
- 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 documents
- Coach manufactures/suppliers on when and how to notify flex of changes (temporary or permanent) being made to their products and/or processes
- Provide reference information on change types and descriptions

Flex Product Change Policy and Disclaimer

Flex Policy

The policy document lay out requirements for Flex's suppliers with respect to supplier product/process change and end-of-life notifications. Asper Flex Supplier Quality General Requirements ([FMS-QMS-3-005-00](#)), PCNs and information shall be submitted as follows:

- All PCNs shall be submitted minimum 90 days prior to implementation
- PCNs for product discontinuance shall be submitted 180 days prior to last order dates and 365 days prior to last shipment release dates.

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.

PCN Policy Communication & Cascade

Where - Flex email

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.

When - PCN Lead Time

PCNs shall be submitted to 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

PCN: At least 90 days prior to shipment of the affected product

PDN: At least 180 days prior to the last day of the shipment of the product.

How - PCN Format

PCN attachments shall be in **MS Excel, MS Word, or Adobe (PDF) formats** that allow content copying or extraction. MPN Lists (Part Numbers) shall be in MS Excel or Adobe (PDF) format.

Document formats that prevent copying are not permissible. These include **Bitmaps, .jpg files, web links, .gif files, HTML documents, and ASCII text files.**

PCN Document Requirements

The PCN Document:

- Shall be created by Manufacturer/Supplier as part of the Flex change management process
- Informs Flex of an impending change to a part or product provided by the Manufacturer/Suppliers
- Shall be transmitted via email
- Shall be send within required PCN lead time
- Shall be communicated in English
- Shall be accessible in terms of document protection and allow copying
- Must be complete and accurate

The Manufacturer/Supplier :

- Shall submit PCN official notification either on company letter head or signed by the authorized signatory with seal
- Shall submit at least one PCN document per PCN
- Shall submit attached documents in MS EXCEL, MS WORD, or Adobe (pdf) format

Documenting PCNs : Mandatory Information

PCNs must be communicated at least 90 days prior to shipment of affected parts (EOL PCNs - 180 days prior to last order dates and 365 days prior to last shipment release dates)

Manufacturer/Supplier PCNs **MUST** contain:

PCN Number	Number assigned by Manufacturer/Suppliers to the PCN document. This number must be referenced on all correspondence related to the PCN.
PCN Issue Date	Date on which PCN is issued to Flex
Part Number / MPN	Number assigned to the component / part. Also called Manufacturer Part Number (MPN)
Change Description	Detailed description of the change
Reason for Change	Reason the change is being made to the part / product
PCN Effective Date/ Last Time Buy Date/ Last Ship Date	Date on which change described in PCN comes into effect/ Final Date for purchase of discontinued product (LTB)/ Final Delivery Date of discontinued product(LTS), (LTB<S Mandatory for Obsolete PCN)
Manufacturer/Suppliers Contact	Manufacturer/Suppliers information such as email address/phone number
Equivalent alternative product, if available	Alternative Part replacing discontinued part

EOL PCNs

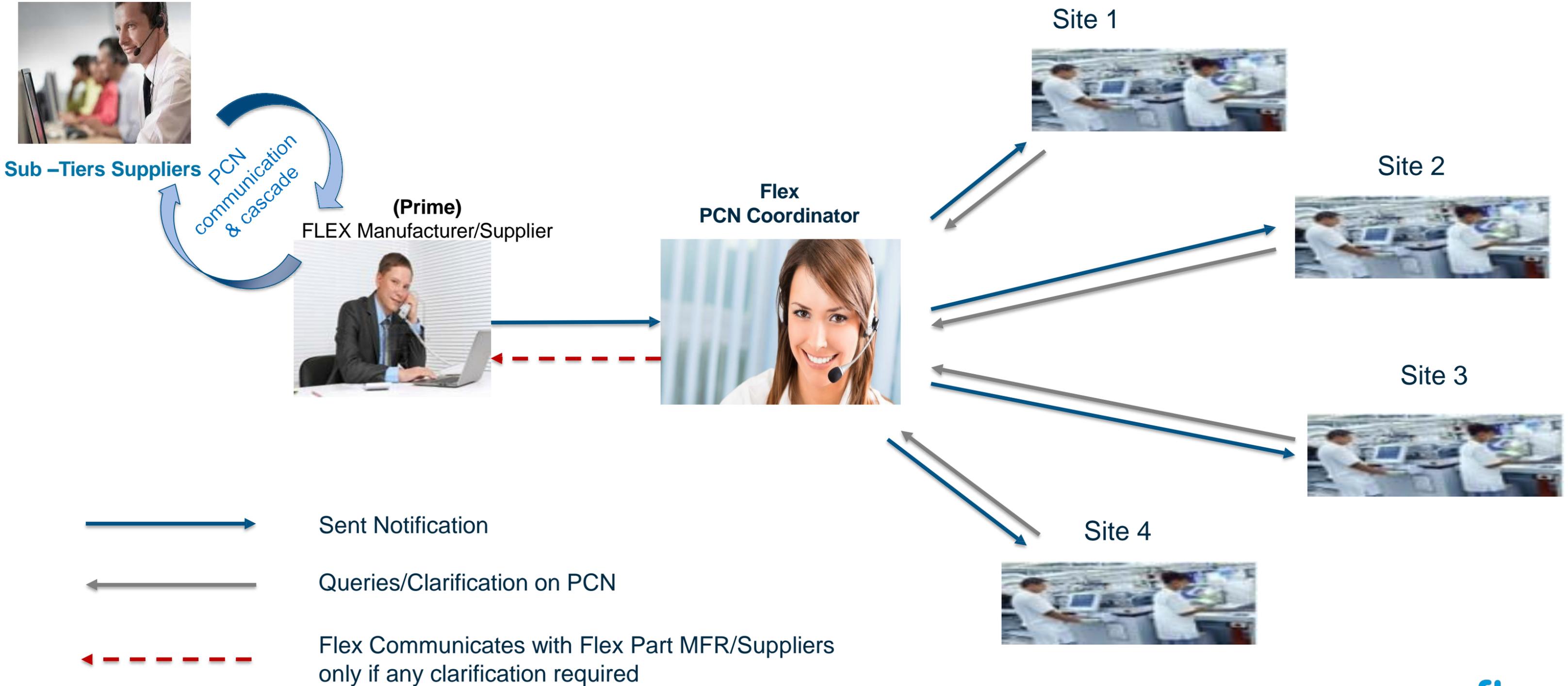
EOL Notification is a Change Notice from Part Manufacturer regarding parts that will no longer be provided. EOL submission is accomplished using the PCN process which includes EOL Change Type.

EOL PCNs MUST be submitted to Flex 180 days prior to last order dates and 365 days prior to last shipment release dates

EOL PCN MUST include the following, in addition to standard PCN mandatory fields:

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.
- Manufacturers/Supplier shall report normal changes 90 days prior to implementation and EOL changes 180 days prior to last order date and 365 days prior to final 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 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.
Multiple Types	Change overlaps with multiple change types.
Other	PCNs not covered under any of the other existing classes.

For Further Questions Please Contact:

Flex PCN Team

PCN1@Flex.com

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Thank you!

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