Supplier Instructions for Completing SCARs in QUALfx
ABOUT FLEX

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Supplier Instructions for Completing SCARs in QUALfx

- Please note that the QUALfx system is used to record CARs of various types for Flex.

- As a supplier, your role in any SCAR is to record the actions your company has taken to remedy and prevent the stated SCAR issue from occurring again.

- This document outlines the various emails and actions required by you and your company in order to properly complete supplier’s sections of the SCAR.
SCARs – Brief Explanation

The SCAR system used at Flex is rather simple. A SCAR is issued to you as a representative of your company. An email with a specific link to that SCAR is sent to you by the Flex CAR Owner so that you may complete your portion of the SCAR. Please note that the link has a validity period and we recommend you to complete your portion of SCAR within the stated timelines.

This link is the only way that you can complete your portion of the SCAR. It allows you to fill in all required fields and to submit the SCAR back to the Flex CAR Owner. The link can be used by you or any one else in your organization as long as the SCAR status is Open.

Once you have submitted the SCAR, the link will no longer work and you will receive a message stating such if you try to reopen it.

Once you have submitted our SCAR response, you do not have any other future action within the QUALfx system unless, of course, the CAR Owner is not satisfied with your response. In this case, you will receive another email from the Flex CAR Owner with a link requesting you to redo your SCAR response and then re-submit.
The email that you receive from Flex will come from the following address: FlexQUALfxSystem@flex.com If you do not receive the email, please make sure that it is not being put into your spam or junk email folder.

The link in the email will start with https://qualfx.flex.com/.

Your Flex contact (CAR Owner) for the SCAR is stated in the email and also on the linked web page. If you have questions, contact the CAR Owner. Do NOT reply to the email. It will not be answered.

You have a due date by which you must complete and submit your SCAR response. Three days before this date, you will receive a courtesy reminder about the impending due date. You will continue to receive daily reminders until you submit your response.
Computer Requirements

• Web browser: Google Chrome or Fire Fox.
• No other browsers are recommended.
• Active scripting/JavaScript must be enabled at computers.
General Items for All Forms

• All dates and times shown are California USA (Pacific Time Zone).

• A red asterisk * is used to denote required fields.

• A calendar icon is used to pick dates.

• All form data is validated/checked for completeness upon form submission.

• A pop-up alert will inform you if anything needs to be corrected.

• To review the files that were included by the Flex CAR Owner please click over the button with Attachments (N).
SCAR Email for Supplier, an example

Corrective Action Information

You are required to perform a Supplier Corrective Action (SCAR) as shown below.

The link below will take you to the Flextronics QUALFx system so that you may record your portion of this CAR.

You will also be reminded via email when this CAR is due or overdue. Please complete your portion of this CAR promptly by the Due Date noted below. Any questions or other issues should be directed to the CAR Owner, Iliana Valdelamar at Flextronics (Iliana.valdelamar@flextronics.com).

Corrective Action No: CAR-00000011

Site: Bangalore
PAL/Ph:
Dept/Work Center: 5fwq
CAR Initiation Date: 01/17/2014
Originator: Iliana Valdelamar

Owner: Iliana Valdelamar
CAR Due Date: 01/20/2014
Reason for CAR: Design Analysis

Original Description of Problem:

Supplier (SCAR) Information

Supplier: ZYXEL COMMUNICATION INC
Supplier Contact: Ilana.valdelamar@gmail.com
Location: 1130 N MILLER ST
RMA Number:
Part Number:
Supplier Reason:

Click Here to record your response.
Click this link in the email to open the supplier SCAR input page in your web browser. (Shown in next slide).
Initial SCAR Page in QUALfx Platform
SCAR Containment Action Section

- For each section, you can click the “Save” button at the bottom of the page to save your inputs.

Containment Action Section

- Supplier need to edit the:
  - Team Leader
  - Team Members
  - List of containment actions taken fields
Supplier Web Form is in 8D Format (4 Sections)

- Use the scroll bar to see all SCAR page sections.
Supplier Web Form is in 8D Format (4 Sections)

- At bottom you will find the **Save** and **Submit** buttons.
- You can Save your response as many times as you need – thus allowing you to complete the form without submitting it.

- **Once you click Submit, your response can no longer be changed by you and your access to this form ends.**
• Supplier can download and open attached files from Flex CAR Owner, for example:

- Digital images, Presentations
- PDFs
- Messages
- Etc.
SCAR Root Cause Section

- Pick the Type of Root Cause – choose the best of the available options from the drop-down list.
- Complete the Root Cause(s) description.
- For each section you should click the “Save” button at the bottom of the page to save your changes.
Record a description of the corrective actions taken as well as the Corrective Action Implementation date selecting the date from the calendar icon.

This section also has a Corrective Action Details section like the Containment tab. It works in a similar fashion.

For each section you should click the “Save” button at the bottom of the page to save your changes.
(One Single Button)

- Record a description of Preventive Actions taken as well as the Implementation date selecting the date from the calendar icon.
Save Button Updates Any Section on SCAR Page

(One Single Button)

• Record a description of Preventive Actions taken as well as the Implementation date selecting the date from the calendar icon.

• When a field does not have a valid entry, it will show as highlighted when Submit button is clicked.

• For each section you should click the “Save” button at the bottom of the page to save your changes.

• Save button is at bottom of the Supplier form.

• Button for Submit. When clicked if some fields are still missing or have invalid entries, it will show with a red rectangle and legend around the required data for the field.
Final Saving and Submitting of your SCAR Response

- Submit button is clicked for final submission.
- Once clicked, you will no longer have access to this form and cannot make any additional changes.
Screen and Message for Final Saving and Submitting of SCAR Response
SCAR Supplier Web Form is Completes and Submitted to Flex Owner

- Supplier Web form is having a complete green circle.

- All data captured/edited by Supplier is available at Flex Owner view when saved and or submitted.

- Supplier need to send objective evidence files to Flex Owner by separate email message.
After Supplier Submits Response (4 of the 8D Sections Completed), SCAR is not Editable

- The link message will not enable SCAR page for additional changes (unless rejected by Flex Owner/Contact).
Thanks for your Support Using this SCAR System

• We appreciate the time you invested in learning/understanding the SCAR system and the features that allow you to complete the necessary actions.

• For feedback or help support please contact your Flex CAR Owner (included in email message from system)

• Thank you.
Thank you!