



CYCLOPS QUALITY ASSURANCE STATEMENT

Quality Management

Quality is important to the culture of Cyclops Electronics Ltd, with all employees trained in providing a consistent approach regarding product quality, reliability and customer service.

Our principal aim is to supply high quality products that meet the specifications of our customers whilst maintaining conformance to statutory and regulatory legislation.

We understand that a quality driven service encompasses all aspects of the customer experience from initial enquiry to product delivery. As such, we have built a quality management system with our customer and supplier relationships at its heart.

Quality Accreditation

In recognition of our commitment to quality, Cyclops have held accreditation to ISO 9001 since 1996 and successfully transitioned to ISO9001:2015 in March 2018. Through integrated processes which are regularly reviewed and monitored by key quality objectives, we continually strive to improve and strengthen our quality system to remain responsive to our customer's needs in an ever-changing market.

[View our ISO 9001:2015 certificate here](#)

Quality Objectives

Our quality objectives have been designed to verify the effectiveness of our internal processes and to support the achievement of the aims of the Business Policy.

[View our Business Policy here](#)

Key objectives include

- Excellent customer service with a targeted customer complaint level of less than 2%
- High levels of product quality and conformity with a targeted nonconforming product rate of less than 1%
- Business growth and sustainability with strategic level risk and opportunity management and a documented business continuity plan.
- A workforce environment that stimulates growth, teamwork and continuous improvement as well as promoting employee development through training.
- Regular review and improvement of business processes through a robust internal audit plan.

Industry affiliations

Cyclops are a member of the ERAI (Electronic Resellers Association International) and have been a member since 1997.

[View our ERAI Certificate here](#)

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Supplier qualification

Cyclops' supplier prequalification process puts safeguards in place when sourcing electronic components from a global supply chain. With purchasing professionals and supply chain partners employed in Europe, USA and Asia we ensure that thorough checks are made as part of new supplier screening. These include manufacturer affiliations, payment terms and warranty agreements, trade references and ERAI checks for issues and disputes. Where necessary third-party test houses or Escrow may be used.

Approved Vendor list

Once a new supplier is added to the approved vendor list they are given a supplier grading which is visible to all buyers within the company. They are initially set as a "supplier on probation" until they meet the qualifying criteria to award them full approval status. Continual monitoring and grading of suppliers is carried out by our purchasing teams and suppliers are graded depending on supplier type, number of orders placed, their quality related performance and service level history.

Suppliers are graded between 0 and 3, the grades indicate "do not use" to "fully approved". The highest category of 3 is generally reserved for manufacturers, franchised approved distributors, or suppliers with whom we have had a problem-free purchasing history, whereas lower grades signify use with increasing caution. Once a supplier is graded 0, "do not use", our bespoke order processing system will not allow purchase orders to be raised on them.

Supplier monitoring

Supplier performance is regularly reviewed by the purchasing team; key members of this team may immediately change the supplier's grading for performance related problems sending notification of the change to all buyers. Supplier grading, trading and performance history is visible to all buyers through our bespoke supplier database.

An annual supplier review is also conducted, and results fed back to key suppliers. Cyclops have seen an improving supplier performance year on year and supplier monitoring is a key aspect of our ISO9001:2015 certification.

Internal Inspection and Testing

Incoming goods are photographed and are traceable from supplier's documentation through to sales order despatch through barcode scanning. Experienced inspectors have the training and technical expertise to ensure quality product reaches the end customer.

Our in-house inspection and testing services include:

- Visual inspection performed by Mantis (typically at 4-6 times magnification) to microscopic examination (up to 1000 times magnification),
- Confirmation of a part's dimension by checking against the datasheet using calibrated callipers or digital micrometre.
- Marking permanency / black topping tests
- Scrape testing
- Decapsulation of the part and comparison of the die with that of a golden or good known sample
- Baking and dry-packing
- Custom labelling with unique barcoding
- ESD and MSL precautions.

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External Testing and value-added services

Cyclops have over many years built up a network of support partners to assist us in further testing that may be required for part authentication and substandard mitigation. Working with ISO accredited test houses that are local to the supply chain allows us to offer our customers a quick service and testing packages designed to fit their specific needs.

External testing solutions available include:

- RoHS elemental analysis (XRF Testing)
- Solderability testing
- DC and AC functionality
- Endurance testing
- Extreme Temperature testing
- X-ray Analysis
- Full Electrical testing (or key parameter testing)
- Programming verification
- Scanning Acoustic Microscopy
- Inspection and failure analysis
- Mil Testing

Other value-added services to our customers include:

- Lead trimming and forming
- Lead scanning and repair
- Taping and Reeling
- Re-balling
- BGA or QFP recovery
- Plating conversion
- IC programming

Counterfeit mitigation

Non-franchised distribution channels are a vital and legitimate part of any supply chain, particularly in the case of legacy products where parts may no longer be in production or the original manufacturer doesn't exist anymore.

The biggest ongoing challenge faced in the electronics industry is staying one step ahead of the people responsible for allowing substandard or fraudulent parts into the market.

The electronics industry has realised that as counterfeiters become more and more proficient, there is not one single measure alone that can be used to combat fraudulent parts entering the supply chain.

Cyclops' commitment to mitigate substandard parts reaching our customers is shown through the processes and systems we have put in place from supplier selection, inspection methods, key principles of risk management, collaborations with test houses and industry affiliations. We pride ourselves on working closely with our customers, suppliers and industry peers to overcome the industry's biggest challenge.

Signed: *D. Sykes*

Donna Sykes
Purchasing & QA Manager

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