\*FAQ

1. **Why should I fill out the form R-COM-03 or R-COM-22 and what is the difference between them?**

Tico Electronics makes available to suppliers who want to be part of our value chain two types of forms to fill out on line and attach the required documents, so our staff Approve suppliers revise them in order to approve or reject them.

The first subject the supplier must define is the Classification corresponding to the product that the supplier will provide to Tico Electronics, once it is defined this classification the corresponding register will be deployed, with this file complete Tico Electronics will be able to evaluate if the supplier can be approved or not. It is important that all the information is real and clear, since it will go through a verification process.

You should also take in consideration that the R-COM-03 has been created for those suppliers which make mandatory to pay depth attention to their quality system and the R-COM-22 is for suppliers that do not need this evaluation.

1. **Which certifications are necessary to be able to be part of the approved suppliers of Tico Electronics?**

Certification AS9100 it is the optimal requirement for those who are offering material use in the direct assembly of the parts or at least ISO 9001:2015 which is most of the cases, however it is the minimum requirement in the Aerospacial industry.

For Special processes as passivation for example, supplier must be Nadcap certified in such process offered.

For tooling and fixtures there is no certification required.

1. **What if I have no certification at all?**

For Tico Electronics it is very important that our suppliers have any certification, however, some needs of the company will not require it, unless it is a product that comes in the assembly and by end user specification it has to be certified, this is why we encourage our suppliers that at least get the ISO9001 certification to get a mutual benefit.

1. **What if I do not have a quality department?**

It will depend of the product´s classification given, since Tico Electronics will not always require a quality system it will depend on Tico´s disposal after evaluating the case.

1. **What is the Fulfillment Certificate?**

It is the document issued by the manufacturer that certifies that the product sold to Tico Electronics meets with all the specifications required. Distributors must request this document to the manufacturer. This certificate must be requested if the product requires it.

1. **What is a Corrective Action?**

It is generated when the supplier has some issues with the product´s quality or delays with deliveries. The supplier will receive a document to attend the situation, he will have to start a research to find out what the issue is and correct it in order to prevent it to happen again, then return with the investigation to Tico Electronics where the documented data will remain filed as evidence of the changes effected. Tico Electronics will be responsible to follow up all the actions proposed to ensure a solution has been settle and the issues won’t be repeated then close the corrective action. Corrective Actions are subject to the category of the supplier and his product.

1. **What does Record Retention mean and what happens if I do not meet this politics?**

It means the capacity for the supplier to keep records of all the documents involved in the purchase (invoice, certificates, travelers, inspection and quality date, etc.) it can be physical or digitally by the time requested in the purchase. This in order to keep traceability of the products as back up to evidence in case of a non-conformity. BY the end user´s requirement if the supplier do not meet this policy, he could not be taken in account to supply materials.

1. **Who is the END USER?**

The End User is the client who buy the parts Tico Electronics manufacture, therefore, all the requirements they impose to Tico Electronics must been transferred to the chain value, for example, certifications, record retention, among others.

1. **What is a Complaint Procedure /Client´s claims?**

It is the procedure that details step by step how to deal with the complaints or claims of a client, the procedure denotes the flow that must been followed in the chain value, with the end of guarantee a fast and efficient response.

1. **Why do Tico Electronics audit its suppliers?**

Tico Electronics is aware that all the benefits and goods given to our clients come from the work and services from our suppliers as well so in order to guarantee that this excellence remains stable and improving Tico Electronics audits the supplier to verify that the production process met the expectations of the clients requirement, getting a win/win with suppliers.

1. **Why evaluates the suppliers?**

Each semester Tico Electronics evaluates its suppliers in quality and on time deliveries, with the end to have evidence to be able to take decisions regarding its supply´s chain. It is considered important that our suppliers apply the same practice to theirs, however, is not a primary requirement.

1. **What is traceability?**

It is the record of the material during its entire route, since the row material until its inspection and packaging (production, certificates, inspection files, invoices, packing slip, etc.) so in case of any complain Tico Electronics will be able to know the people, scheme and instruments of measurement involved in the manufacture of the product.

1. **How to handle counterfeit parts?**

In order to prevent the purchase of components manufactured with recycle material or already used raw material the suppliers must ensure they have a program to detect and avoid getting fake parts.

1. **What does it mean “Mechanism to pin up agreed requirements to supply chain”?**

It is the form or method the supplier has to transfers all the quality requirements to its supply chain, it is commonly called “Quality Clauses” or “Terms and Conditions”.

1. **What is the “NT-COM-02”?**

The NT-COM-02 is used by Tico Electronics and its clients to establish all quality requirements that applies to the products according to the classification given. It is recommended to be verified by a quality manager, carefully read and then defined if supplier accepts all the requirements exposed in the file. This person must signed as read and accepted.

1. **What happens if I cannot fulfil any clause of the NT-COM-02?**

If the supplier is not able to meet any or the entire requirements detailed in the NT-COM-02 he has to wright down in observations the reason or reasons why it is not possible to fulfil those requirements so the person responsible in Tico Electronics to review the file can make a decision whether to accept it or not as supplier.

1. **How long will take the process to approve a supplier after receiving the form complete?**

The estimated is one to two weeks, will depend if the approval urges, or the availability of the person responsible to approve it as well all the paperwork requested is been provided (certifications, NDA, etc.)

Once it is approved the supplier will receive an approval letter with some evaluation instructions, in case it is not approve the supplier will receive an email with the detail of the rejection so the supplier will have the option to present again the forms and corrected the points of rejection to be able to apply again.