



External Manufacturing Quality Escalation Requirements

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Overview

External Manufacturing Quality Escalation Requirements.

Audience

Oracle External Manufacturing Suppliers.

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Purpose

This procedure describes the expectations of Oracle's External Manufacturers (EM) and their responsibilities to control quality via line stops on SMT, Board Test, System Test and Rack manufacturing lines building Oracle products.

This document also covers the communications required when experiencing quality issues that may impact Oracle's ability to deliver customer orders on time or with quality that doesn't meet Oracle expectations.

1. Line Stop or Escalation Criteria

Events that would justify a line-stop or escalation include:

- Catastrophic failures resulting in
 - Product safety such as thermal and over-voltage events and/or
 - Product quality where there is a cascading failure, increasing the probability that other portions of the system or units will fail.
- Product or process quality is below Oracle's specifications and/or standards and removing the defective product can impact the scheduled customer shipments.
- A production line output is reduced to 50% capacity for more than a 4hr period due to technical production issues, machine downtime or labor shortage. This does not include material shortages or lack of demand to build – there is separate process for escalating material shortages, 7064416 Oracle/EM Material Escalation Procedure.

EM's will follow their own internal "Reaction Plan" (required per MSA/Quality Exhibit) in the event of Product or process non-conformances and/or when out of control (OOC) conditions are detected.

If an EM cannot resolve an incident on their own within a 4hr period they must escalate to the appropriate contact alias (See escalation aliases in section 3 below).

Catastrophic failures as noted in the escalation criteria section will require escalation to Oracle product and supplier quality engineering. Oracle creates tracking NCAT, and invokes SSP Procedure (923-1826) noted in section 4.

2. Supplier Escalation Communication Procedure

When escalating the EM must provide answers to the following questions:

- 1) Observation or failure description (e.g. yield fall-out, production slowed/stopped, upstream stations are backed-up with product, downstream stations are running dry)
- 2) Time or quantity of observations or failures
- 3) Product impacted (product family(ies), part number(s), include serial numbers if relevant)
- 4) WO and their qty(s) that contain observations or failures
- 5) Qty of units ran so far in affected WO(s). E.g. first 5 units, X% randomly in the lot
- 6) What station/machine/operation(s) is effected and who found the defect(s)
- 7) List of prior decisions & actions (Where are you in the escalation ladder, additional inspections, rework, restart, recalibration, segregation of material, set the lot aside and started a different PN, etc.)
- 8) Specifically describe the help you need, who do you need help from

Incidents that result in an Escalation Notice sent to Oracle must also be shared with all other EM sites building the same Oracle products. This EM internal notification to other EM sites will include at a minimum the site Quality Directors.

3. Escalation aliases

EM must contact at least one of the following aliases depending on the nature of the issue.

Product Quality, Test or Safety related issues

SMT/Board Test & L10: The mail list sco_pe_se_us_grp@oracle.com is set up to notify the SCO Engineering groups.

L11 Assembly and Test: The mail list oci_us_pe_te_us_grp@oracle.com is set up to address product specific test questions. EM's are to use this alias as a way to contact the product and test engineers that support OCI Racks

TDMS issues

The TDMS support alias should be used for any outage reporting / issues that you are currently seeing with TDMS as well as any feature requests. This alias reaches all members of the TDMS team. tdms_support_ww_grp@oracle.com

Global Test Infrastructure Support

Usage alias for Global Test Infrastructure aid including but not limited to Test Infrastructure login, networking, hardware break/fix, hardware and software updates, delivery tools and performance issues - alias members in US/UK/China Oracle Test infrastructure issue

gti_support_ww_grp <gti_support_ww_grp@oracle.com>

Site Un-Scheduled power outages

Foxconn San Jose: foxconn_sanjose_outage_notification_grp@oracle.com

Foxconn Houston: foxconn_houston_outage_notification_us_grp@oracle.com

Foxconn Nanning: foxconn_nanning_outage_notification_ww_grp@oracle.com

MiTAC: mitac_to_oracle_prod_alert_us_grp@oracle.com

4. Oracle Authorization for Temporary Stop Build

(Per Oracle Stop Ship & Purge Procedure 923-1826)

If an Oracle Ops Engineer (Product Engineer, Supplier Engineer, Test Engineer, and so on) identified that one of the product quality issues listed in 923-1826-xx Section 4, Initiation, is being introduced by an ongoing production process, a temporary 'Stop Build' can be invoked at an EM, Joint Development mode (JDM), or Oracle internal manufacturing site.

1) Identifying the Issue:

When an issue is detected on the manufacturing line, the person who identified the issue must immediately notify his/her floor Lead/Supervisor who will contact the responsible Ops Engineer.

2) Initiating a Stop Build:

The responsible Ops Eng. must immediately notify the Product Line Director (PLD) and the Ops PM. The Ops PE generates an approval request and will send it to the appropriate PLD for approval. Only ONE Stop build for any issue. Continuing holds beyond 24hrs requires standard SSP process and PL&T VP's approval.

Document History

Rev	Date	Description of Change	Originator
02	19 Aug 2020	Initial Release	N/A
03	30 Nov 2020	Update Oracle Auth for Temp Stop Build section and add Quality to the title.	N/A
04	31 May 2021	Update to include Common Sense to Catastrophic Reactions in section 1. Line Stop or Escalation Criteria	N/A

Related Information

REASON FOR CHANGE:

Update to include Common Sense to Catastrophic Reactions in section 1. Line Stop or Escalation Criteria

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