Standard Operating Procedure for
Mass production package preparation

Version Control

Document Name	Version	Date
SOP for Mass Production	V001.0	20-10-2020
SOP for Mass Production	V002.0	28-02-2021
SOP for Mass production	V002.1	15-04-2022

Prepared by	Technical Support Services	15-04-2022
Approved by	Saji Krishnan	*Saji Krishnan*

Revision History

Issue	Date	Reason for change
	21-02-2021	Validation signoff request should be raised via HelloSign.
	15-04-2022	Checklist "Mass Production Checklist_v2.0.xlsx" adapted for New/Repeat order.

WORKZ

Introduction

This document outlines the standard process for creating the mass production package which can be categorized into New/Repeat order.

New Order: The first order placed on an approved BAP.

Repeat Order: The call-offs/additional orders placed after the execution of the first order.

The following details are validated during the mass production package preparation that is used to process the commercial order.

Pre-requisite (as referred from the Mass production checklist v2.0):

- Freeze configuration –
  - Product details should denote details as per the PO.
  - Profile must be BAP approved.
  - Signed BAP approval form must be placed in the approval folder.
  - Perso scripts must be present in Perso Script folder.
  - Sample data must be created and placed in the sample folder.
  - DGS must be placed in the DGS folder.
- Work Instruction
- Approved Artwork

Roles and Responsibilities

TSS:

- To create the commercial package and share them with Data Team for further action.
- Package contains the below elements –
  - Perso Script
  - DGS
  - Sample data
  - Artwork
- Fill-in the "Work Instruction" and notify Planning and Production Data Team.

PDM:

- Verify the package that is shared by TSS team.
- Data generation with the approved DGS.
- Verify the data against the shared sample data.
- Verify the graphical data against the approved artwork.
- Create the package for SIM production.

Planning:

- Create "Work Instruction" and share it with TSS, Artwork, Production and PDM team.
- Manage the JOB IDs and follow-up with TSS and data team for the commercial package.
- Manage the cycle of commercial order.

Artwork:

- Upload the approved artwork on the Work instruction portal.

SLA:

The standard SLA of the commercial package creation is around ~4-5 Hrs. after being notified by the planning team or PDM team or by the running order.

But there could be a case where it may take more than defined SLA, for an example –

- Where the scripts are received from the customer
- If any additional checks are required
- If there is any issue during the package creation

SLA	Categories	Standard SLA	Remarks
1	Production Package transfer to PDM	5 hours	SLA can be extended if - Any additional checks are required during the commercial package creation. - Any issue occurs during the commercial package creation.

Note –

If the scripts are shared by the customer and the DGS is only developed by TSS

- make sure PDM team share the logs with customer to get the approval for commercial production.

Below steps are followed during the creation of package –

Planning Team will notify the running job IDs with the information about the commercial order.

TSS team will check the priority and will initiate the activity for package creation (Reference: Mass Production Checklist_v2.0.xlsx).

Step1-

- Check the WI, if it is created and filled with all the correct details, example (ATR, module name etc.)
  If not, inform to planning team to fill the missing details to proceed further.
- Check the artwork if it is uploaded on the WI.
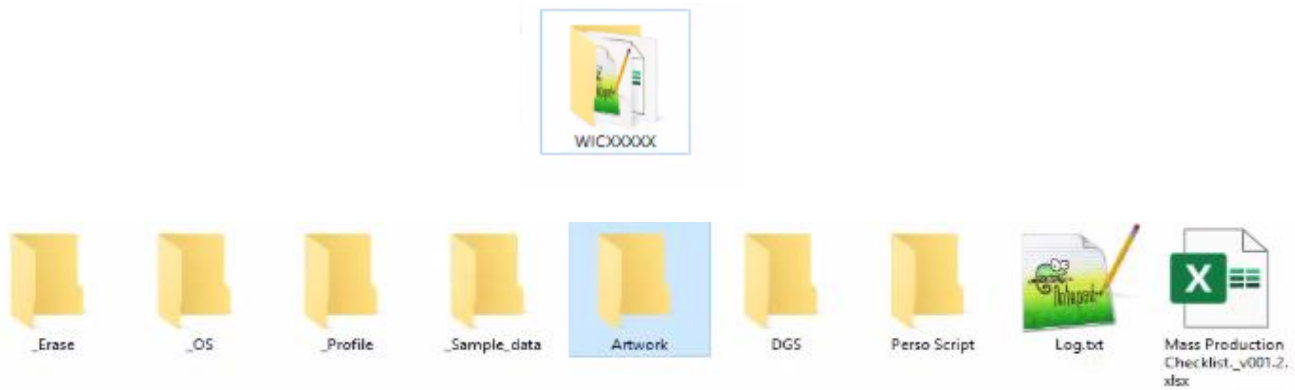 If not, inform to artwork team to upload the artwork to proceed further.

Step2-

- Verify the customer information against the PO_OC_Checklist & Database.xlsx
  - PO, OC, and customer details should match as per the WI details.
  - Module and quantity details should match as per the WI details.
  - Verify the profile name approved by the customer.
  - Enter the WI details
  - Enter the Mass production date and time.
  - In case of any discrepancy please raise an alert to TSS.

Step3-

- Check the profile, it must be approved, and signed BAP approval must be present in the approval folder.
- Check the folders, all technical elements must be present like, Perso script, EP, DGS, sample data etc.
- Create the Commercial order folder – follow the below folder structure.

Artwork Cust_Comm_Confidential Docs_confidential Mass_production_Confidential Profiles_confidential

- Download the artwork from the portal and placed into the artwork folder.
- Copy the Erase and OS script form the approved folder and placed into the Erase and OS script folder.
- Copy the perso script from the approved folder and placed into the perso script folder.
  - Perso script must be combined with the Erase and OS script
  - Perso script must be the same that was used during the BAP, so make sure we compare and then placed.
- Do the data generation and compare with the sample data or BAP data.
  - Data format must be the same with the pervious generated data.
  - Graphical data must be configured in the DGS template and verify against the uploaded artwork.
  - Verity the output file
  - Compare both the factory input file, all the required fields must be present in both the files.
  - Make sure all the fix values are hard coded as per the customer requirement.
- Prepare the card using the generated data and approved perso script.
- Save the log in the commercial folder.
- Approved the DGS in the SDMS
- Export the DGS from the SDMS and save into the DGS folder.
- Copy the sample data and place into the sample folder.

Step4-
- Fill the Mass production checklist "Mass Production Checklist._v2.0.xlsx" and placed in the same folder.
- Update the WI with all the technical elements.

Step5-
- The package should be approved internally using one of the following options:
  - Upload the checklist on HelloSign for sign approval.
    - The following signatories should be added on each request-
      - Saji K/Ajitav M/Damanjeet C/Arjun K
      - At least two signatories are mandatory.
  - Conduct the four-eye session and validate the packages.

The package deliverables should not be released without completing the validation process.
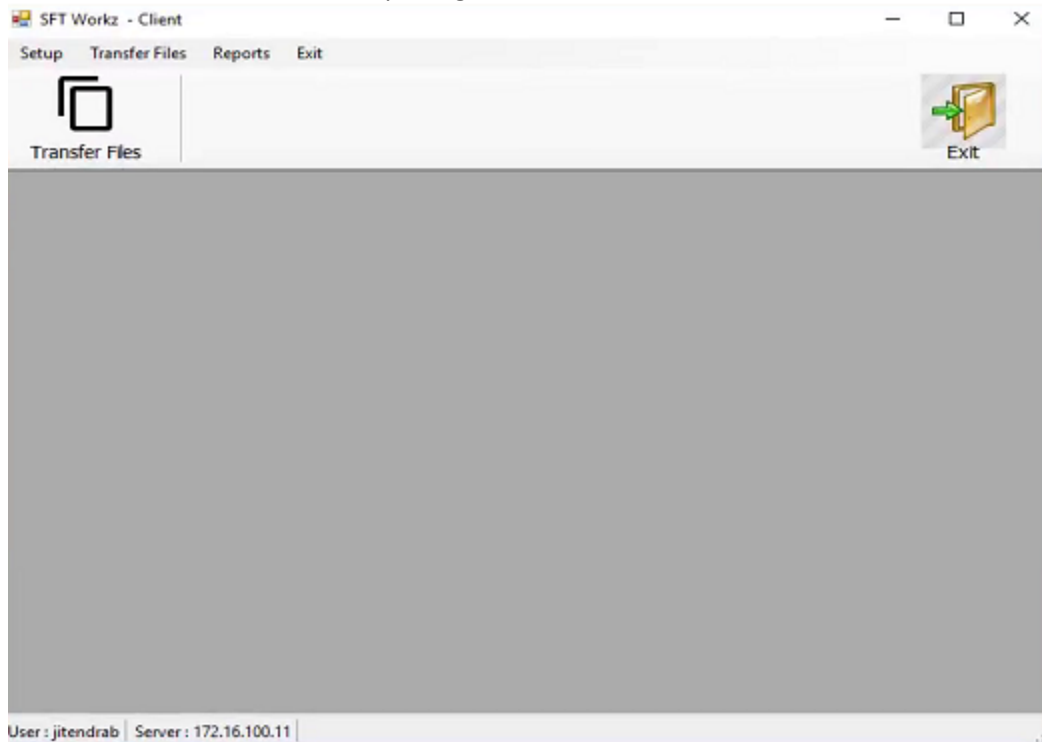
Step6-
- Zip the package and share with PDM team via SFTP tool, refer the SFTP tool for more details.
- Transfer the approve DGS to PDM via SDMS tool.
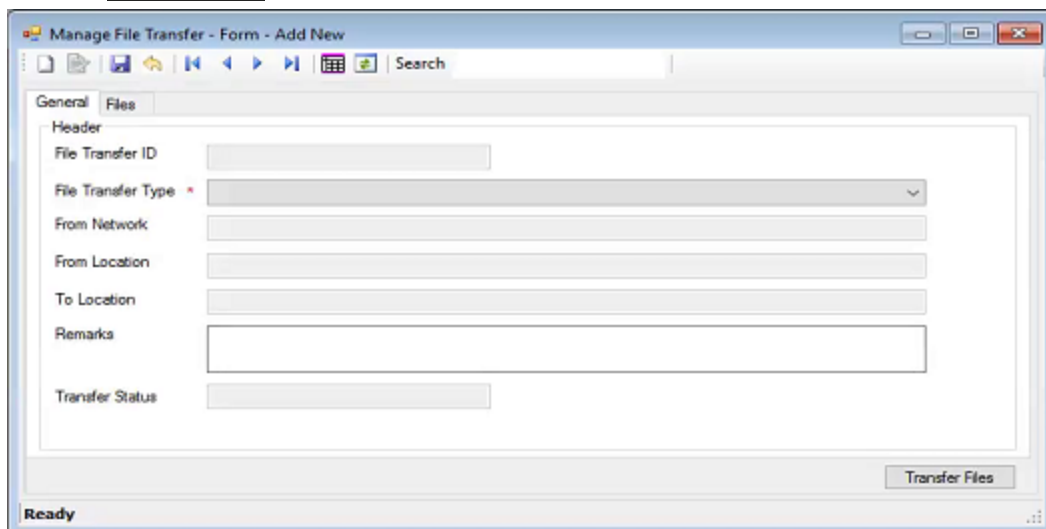- Send an email to notify all the stack holders.

Mass Production
Checklist_v2.0.xlsx

SFT Workz Tool:

This tool is used to transfer the package from TSS to PDM via secure channel.

1. Login to tool with user credentials
2. Click on **Transfer files**

3. Select the **File transfer Type ,** by default it will be "SIM TECHNICAL SCRIPTS and OS FILES – OFFC to SEC"
4. Put the **Remarks**, you can enter the package name itself.
5. Brwose the required file by cliclking on **Select Files.**
    Copy the package and paste it into the below path
    T:\Sales\Mobile Solutions\File Transfer to PDM team
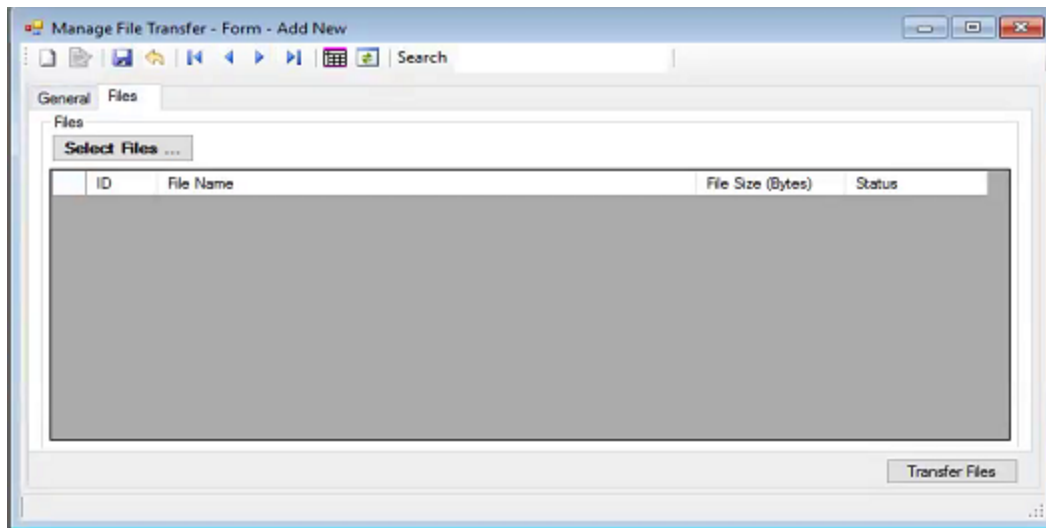
6. Click on **Save** button to save to details.
7. Click on **Transfer Files** to transfer the attached files.
8. Unique ID will be created with every transaction.

Checks

✓ Make sure the logs are created successfully and place into the correct folder.
✓ Verification of output files
✓ Perso script must be combined with Erase + OS + Perso Image + Post perso script.
✓ Perso script must be used same that was used during the latest BAP.
✓ DGS must be approved and shared with PDM.
✓ Package must be verified by 4 eye method and shared with PDM.
✓ All details must be filled on the portal.
✓ Checklist must be filled and kept under the correct folder.
✓ Email must be sent to PDM with all the necessary details.
✓ If these is any special instruction that must be highlighted in the special instruction column.

Email format for PDM
Below is the format that needs to be used while notifying to PDM –
Please note that WICXXXXX has been updated and package has been transferred to secure location.

Please refer below:

Package Transfer Details- WI			
Perso Script Name			
Profile Name			
DGS Name			
	Is there any MSISDN in the input file?	-	
	Any Additional files	-	
OS Type		Mask Name	
Package Name			
OP & K4 Key details		K4-Key Algorithm	
File Transfer ID		DGS Profile ID	
Any Special Comments-			

TITLE	SOP - Mass production_v002.1
FILE NAME	SOP - Mass production_v002.1.pdf
DOCUMENT ID	09faad231d437d537a235dd5ee2e1833b49ca286
AUDIT TRAIL DATE FORMAT	DD / MM / YYYY
STATUS	● Signed

Document history

SENT
15 / 04 / 2022
13:21:06 UTC+4

Sent for signature to Saji Krishnan
(saji.krishnan@workz.com) from tss@workz.com
IP: 94.200.229.6

VIEWED
15 / 04 / 2022
13:25:04 UTC+4

Viewed by Saji Krishnan (saji.krishnan@workz.com)
IP: 94.200.229.6

SIGNED
15 / 04 / 2022
13:28:55 UTC+4

Signed by Saji Krishnan (saji.krishnan@workz.com)
IP: 94.200.229.6

COMPLETED
15 / 04 / 2022
13:28:55 UTC+4

The document has been completed.