

**ITmarketweb**

**Quality Manual**

# TABLE OF CONTENTS

VENDOR GRADING SYSTEM ..... 3

RECEIVING CHECKLIST ..... 4

QUALITY CONTROL CHECKLIST ..... 5

SHIPPING CHECKLIST ..... 7

APPENDIX ..... 8

INCOMING INSPECTION ..... 9

CPU INCOMING INSPECTION ..... 12

HDD INCOMING INSPECTION ..... 18

OUTBOUND PROCESS ..... 28

**Note to Purchaser:**  
 - Purchasers must follow new vendor check list prior to adding them to our approved vendor's list.

## VENDOR GRADING SYSTEM

**Vendor name**

**Billing Address**

<b>City</b>	<b>Province/State</b>
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<b>Postal / Zip code</b>	<b>Country</b>
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**Sourcing product line**

<b>GRADING CRITERIA</b>	<b>Check the box when the verification is completed COMMENTS AND/OR NCR(S)</b>
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### VENDOR GRADING METRICS

<b>• Vendor is ISO 9001 compliant?</b>	<input type="checkbox"/>	<b>/ 10</b>
<b>• Vendor is ESD compliant?</b>	<input type="checkbox"/>	<b>/ 10</b>
<b>• Vendor passes ITMarket web's warehouse and quality site audit?</b>	<input type="checkbox"/>	<b>/ 10</b>
<b>• Is the vendor subscribed to a GIDEP alert or equivalent system?</b>	<input type="checkbox"/>	<b>/ 10</b>
<b>• Vendor expedited orders according to purchase order date requirements?</b>	<input type="checkbox"/>	<b>/ 10</b>
<b>• Vendor's packaging standards are in line with our quality requirements?</b>	<input type="checkbox"/>	<b>/ 10</b>
<b>• Prompt after sale service?</b>	<input type="checkbox"/>	<b>/ 10</b>
<b>• Ease of doing business?</b>	<input type="checkbox"/>	<b>/ 10</b>
<b>• Consistency of supply?</b>	<input type="checkbox"/>	<b>/ 10</b>
<b>• Financials validated?</b>	<input type="checkbox"/>	<b>/ 10</b>
<b>Total Rating</b>		<b>/ 100</b>

0 – 60 Fail     61-80 Pre-Approved     81-100 Qualified

<b>Purchaser:</b>	<b>Date:</b>	<b>Signature:</b>
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**Note to Purchaser:**  
 - Vendor grading must be evaluated for 6 months before becoming an approved vendor.

**Note to inspectors:**

- Print out the ITMarket web's purchase order and receiving inspection checklist

**RECEIVING CHECKLIST**

Supplier Name

PO#

Product SKUs and quantity:

INSPECTION CRITERIA

Check the box when the verification is completed  
COMMENTS AND/OR NCR(S)**GENERAL SPECIFICATIONS**

- |  |                          |  |
|--|--------------------------|--|
| • Verify if shipment is damaged? If so, shipment is rejected         | <input type="checkbox"/> |  |
| • Pictures of complete shipment and or damages must be recorded      | <input type="checkbox"/> |  |
| • Capture Weights and Dimensions of shipment                         | <input type="checkbox"/> |  |
| • Verify the weights and dimensions match packing slip.              | <input type="checkbox"/> |  |
| • Verify packing list if it contains a valid company purchase order. | <input type="checkbox"/> |  |
| • Verify if packing slip matches ITmarket web's purchase order?      | <input type="checkbox"/> |  |
| • Serial numbers must be captured under PO#                          | <input type="checkbox"/> |  |

Inspector # 1 by:

Date:

Signature:

Inspector # 2 by:

Date:

Signature:

Comments:

**Note to inspectors:**

- Shipments that have been approved must notify Quality Control Dept of shipment and location.
- Send an Email to ITMarket web group with results of inspection
- Rejected items to be sent to RMA dept. to be returned to supplier.

**Note to inspectors:**

- Print out the packing slip, purchase order, email inspection notification and QC checklist.

## QUALITY CONTROL CHECKLIST

Supplier Name

PO#

SO#

Product SKUs and quantity:

INSPECTION CRITERIA

 Check the box when the verification is completed  
 COMMENTS AND/OR NCR(S)

### GENERAL SPECIFICATIONS

- Pictures to be taken of entire shipment.
- Validate that all captured serial numbers are still physically there.
- Verify that the Quantity sent for inspection matches with the quantity on the packing slip.

### 1<sup>st</sup> INSPECTION - OUTER PACKAGING

- Verify if the box has the factory sealed.
- Verify that the factory seal hasn't been tampered with?
- Verify if the Manufacturing Part Number on the outer box matches the Part number on the packing slip.
- Scan LOT NO. /Part No./Model No.

Rework (validation of seal)

### 2<sup>nd</sup> INSPECTION - PARTS

- Verify that the quantity per box matches labels and packing slips
- Verify if the manufacturing part number matches the outer label box and packing slip.
- Verify if the received parts matches with the company's purchase order.
- Verify if we received the right date code.
- Verify LOT NO. /Part No./Model No.
- Verify Country of Origin with packaging.
- Pictures taken of product (front, back and sides).
- Compare pictures with database pictures to validate authenticity.

• Verify if the component is ROHS Compliant.	<input type="checkbox"/>	
<b>3<sup>rd</sup> INSPECTION - TEST</b>		
• For any CPU inspections, one must follow procedures based on "CPU INCOMING INSPECTION"		
• <b>STOPED</b>		
• Apply the acetone test to check for possible marking (for CPU and open boxes)→ one CPU from each tray.	<input type="checkbox"/>	
• Using the high-powered microscope to verify for scratches or damages Or any anomalies	<input type="checkbox"/>	
• Using the high-powered microscope to verify if there are any bent pins.	<input type="checkbox"/>	
• Apply the lead free test for CPU and memories (if applicable).	<input type="checkbox"/>	

Comments, observations, results:

- Final Quantities :
- Comments :
  
- Result :
  - Units approved and ready for storing in ESD warehouse.
  - Units are Rejected

Inspected by:

Date:

Signature:

**Note to inspector:**

- Shipments that have been approved must be brought to the ESD warehouse and received as sellable inventory.
- Reply to the inspection notification Email from ITMarket web by stating the results.
- Rejected items to be sent to RMA dept. to be returned to supplier.

**Note to inspector:**

- Print out the ITMarket web packing slip, customer purchase order and checklist.

## SHIPPING CHECKLIST

Product SKU:	Doc rev: A	PO #:	Rec #:	MAN PN:
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**Products Description:**

INSPECTION CRITERIA	Check the box when the verification is completed COMMENTS AND/OR NCR(S)
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### SHIPPING OUT

<ul style="list-style-type: none"> <li>• Make sure pictures of packing process are taken.</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• Verify we have the proper label specifying:                             <ul style="list-style-type: none"> <li>○ Customer internal part number (If applicable and should be mentioned in the sales order and customer purchase order).</li> <li>○ Manufacturer part number.</li> </ul> </li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• Verify that there are no 3<sup>rd</sup> party labels.</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• Check the part number is matching with the clients purchase order and packing slip.</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• Verify that the System Label has the following:                             <ul style="list-style-type: none"> <li>○ Customer PO Number</li> <li>○ Customer Part Number</li> <li>○ Manufacturer</li> <li>○ Manufacturer Part Number</li> <li>○ Quantity</li> <li>○ Country of Origin</li> </ul> </li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• If requested by our client, ship using their account information (Fedex,UPS,DHL,etc).</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• Make sure pictures and weights and dimensions are captured.</li> </ul>	<input type="checkbox"/>	

**Comments, observations, results:**

- Final Quantities :
- Comments :
  
- Result :
  - Units approved and ready to Ship out.
  - Units are Rejected

Inspected by:	Date:	Signature:
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Managers Approval:	Date:	Signature:
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Document: 106-01	Page 8 of 31
Quality Manual	

# ITmarketweb

## Appendix



## **INCOMING INSPECTION**

### **INTRODUCTION**

This document describes the criteria of doing the incoming inspection.

### **LIST OF EQUIPMENT AND TOOLS**

The tools and equipment used to perform the operations listed in the introduction are:

- Magnifier
- Cutter
- Green Dots

## PROCEDURE OF INSPECTION.

### A- Incoming Inspection

- **IT Market Web Tasks :**

- After the receiving is done, the isolation of units is required

***Note: If an employee opened a box during receiving to verify the units, don't close it.***

- Send an email to QC department with the unit's location and all the details (Quantity, Item No. Manufacturer Parts No.) and a Copy of the **packing slip**.



- **QC inspector Tasks:**
  - A- Verify labels on the pallets/ sealed boxes.
  - B- Must perform lottery spot checks on incoming shipments.
  - C- Sign the QC paper on the units and specify the date.
  - D- Reply to the inspection Email by specifying the results.

**Note: After the inspection is done and the units are accepted, the rest of the tasks can start (removing the labels, scanning Serial no., packing the units).**

## **CPU INCOMING INSPECTION**

### **INTRODUCTION**

This document describes the criteria to reject or accept CPUs during incoming inspection.

### **LIST OF EQUIPMENT AND TOOLS**

The tools and equipment used to perform the operations listed in the introduction are:

- *Magnifier*
- *Microscope*
- *CPU Scanner*
- *Dry pack sealer*
  
- *SAP Loaded*
- *Purchasing A/P , Good Receipt PO and serial numbers setup*

## PROCEDURE

### **A- CPU units come in a sealed box from manufacturer or franchise distributor:**

Verify the box:

- has no damage
- has the original manufacturer seal and that it hasn't been tampered with.
- Has the company label affixed with the following information:
  - Manufacture's Part No.
  - LOT. No.
  - Quantity
  - Date code

#### **Result of Inspection:**

No need to open the box if all the above information is correct and this confirms that the **Units Are NEW.**

Must perform lottery spot checks tests on incoming shipments, following open box verification.

### **B- CPU units come in open boxes from manufacturer or franchise distributor:**

#### **1. Standard verification**

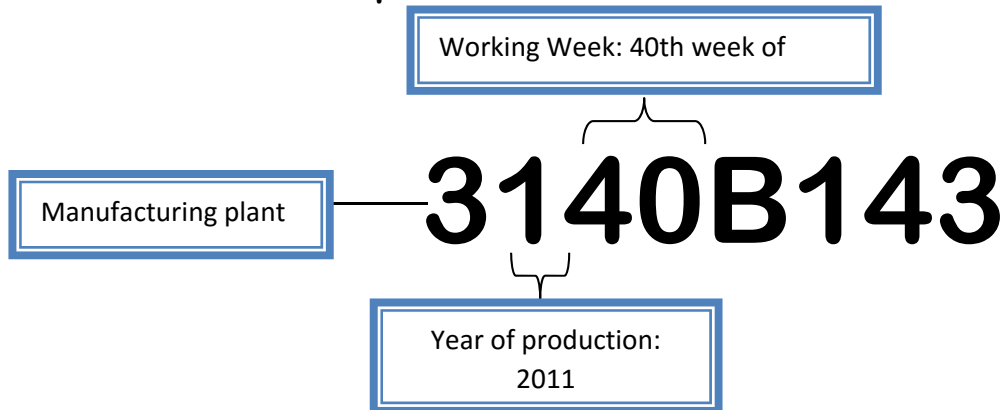
Do the following steps:

- Check the general condition of the CPU units (clean, no Scratches from both sides).
- Verify the data on die back of CPU.
- Validation of Lot #s and date codes



- Line 1 is the CPU model year. (2009).
- Line 2 its description and processor family (core i7-2600K)
- Line 3 Contains Processor Step code (SR00C) and Speed. (3.40 GHZ)
- Line 4 Country of Origin (Costa Rica)
- Line 5 LOT No.

Example:



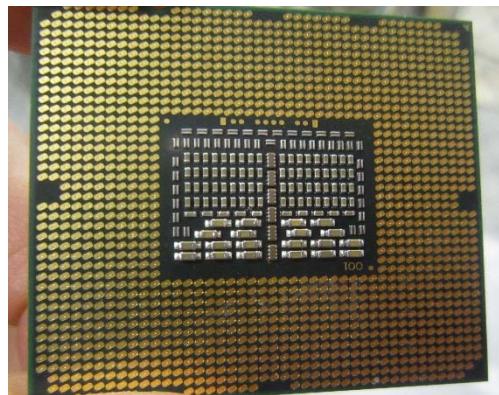
- Authentic processors must have a production year greater than the CPU release year. In this scenario, CPU Release year of 2009 is less than production year of 2011. This concludes a valid lot no.

Very important to verify if all the CPUs on same tray or batch have same or different Lot No. in order to know if they are from same Production Batch or not.

## 2. Advanced verification

Do the following steps:

- Using a microscope, verify the socket side and insure that there are no damaged, bent or missing pins. Insure that there are no jagged insertion/extraction marks on the surface.



- Insure that all trays are appropriate to the socket of the CPU under inspection. There shouldn't be any visible damage or indication that the processor or tray were handled or manipulated (residue or dirt).

**Insure that there are no scratched, nicks on the surface of the cpu, and there is no signs of heat sync marks or presses.**



**If the above tests have been validated, then the goods can be received.**

**Any failures must be refused and sent to RMA.**

### **C. BGA Type CPU inspection extra step.**

- **If factory sealed box verify visually the dry pack is in good condition. Do not open**
- **If NOT sealed box:**
  - **Verify bag is vacuumed sealed, if not generate RTV and send to RMA quarantine.**
  - **Open bag (please be sure to leave enough material to re seal)**
    - **Verify if parts are new.**
    - **That desiccant and humidity indicator is less than 30%**
  - **Re seal dry pack**



Document: 106-01	Page 17 of 31
Quality Manual	

**D. For unauthorized distributors, a percentage of received units will be sent to external test center.**

## HDD INCOMING INSPECTION

This document describes the criteria to reject or accept HDDS during incoming inspection.

### LIST OF EQUIPMENT AND TOOLS

The tools and equipment used to perform the operations listed in the introduction are:

- *Scanner*
- *SAP Loaded*
- *Purchasing A/P , Good Receipt PO and serial numbers setup*

## PROCEDURE

### **A- New SSDs coming in sealed boxes from manufacturer or franchise distributor:**

Verify the box:

- has no damage
- has the original manufacturer seal and that it hasn't been tampered with.
- the company label affixed with the following information:
  - Product name and its Series (if available)
  - Product code
  - Production date
  - Quantity
  - Serial No.

Many companies are producing HDDs (Intel, Samsung, Fujitsu Toshiba, etc.). Below section contains all the information that should be recorded depending on the manufacturing company.



1. Intel SSDs

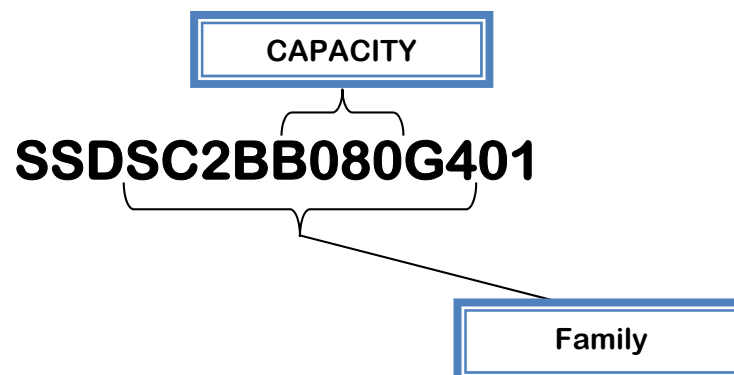
Check the family name Product code.

*This code can be found on the label attached to the box:*



Example:

The product code is: SSDSC2BB080G401.



- **Box of 10 → Product code ends with 10 :**



## 2. Samsung:

Serial No.



Model No.

### 3. Toshiba:



#### Result of Inspection:

If the boxes comes directly from the manufacture or franchised distributor. No need to open the box if all the above information is correct and this concludes that the **Units Are NEW**.

**Must perform lottery spot checks on incoming shipments, following open box verification.**

#### B- New independent SSD units:

##### 1. Sealed carton box

Some SSDs are coming as independent units with sealed carton box. Verify that the SSD unit Box is sealed, and the label of manufacturer is installed on its back with all information mentioned in the above section.



- Intel :



**The product code is: SSDSA2CW120G301.**

(301) is the code of units coming as sealed independent unit.

- **Samsung :**



**Result of Inspection:**

No need to open the unit's box if it's sealed coming from Manufacture/Distributor.

This concludes that the **Units Are NEW.**

Must perform lottery spot checks on incoming shipments, following open box verification.

**2. SSDs are coming in closed ESD bags:**





Concerning Intel product, all the units come in **Closed ESD Bags** (this is applicable to boxes of 1 or 10 or 50 units). See above picture.

**Result of Inspection:**

No need to open the unit box if it's sealed from the manufacturer or distributor.

This concludes that the **Units Are NEW coming in ESD Bags.**

Must perform lottery spot checks on incoming shipments, following open box verification.

**3. SSDs are coming in ESD Bag with yellow sticker:**

Some SSDs are received as seen in the below picture.



Make sure that the yellow sticker is well installed with no scratches. Don't remove it; verify the unit's serial number on the external sticker of main box if the box is available.

If the external Box doesn't exist or there is any doubt about the source of units or the supplier, stop the inspection and send an Email to IT Market web. Do not proceed until you receive the reply concerning this issue.

**Result of Inspection:**

**No need to open the bags.**

**This concludes that the Units Are NEW coming in ESD Bags with yellow sticker.**

**Must perform lottery spot checks on incoming shipments, following open box verification.**

**C- SSDs coming in from an unauthorized distributor:**

Verify the hard drive for:

- Original label on the hard drive with no typos and or bubbles on the label.
- Validate that firmware and part # matches drive's external label.

20-30% of received units will be sent to external test center.

## OUTBOUND PROCESS

### INTRODUCTION

This document describes the criteria of doing the shipping out inspection.

### LIST OF EQUIPMENT AND TOOLS

The tools and equipment used to perform the operations listed in the introduction are:

- Cutter
- Tape

### A- Shipping out :

- **IT Market Web Tasks :**
  - Prepare the Quantity to ship out and isolate it.
  - For sealed boxes, verify all the 3<sup>rd</sup> label is removed.



- Close all open boxes and mention the new Quantity if it's different than the one on the Box.

(Not acceptable)



(Acceptable)



- Send email for QC department with purchase order, mention the location of the units and the shipment details.

- **QC inspector Tasks:**
  - **Printout the Email and attachment.**
  - **Start the inspection:**
    - **If the boxes are locally closed (HDD/SDD/CPU etc...), open one box and verify if the packaging was done according to the procedure and if the quantity is correct.**
  - **Verify if the units matches the PO. Description.**
  - **Put a green stickers on the units.**
  - **Send an Email to IT Market web specifying if units are rejected or ready to final wrapping and shipping out. In case of a rejection, the reason should be clearly mentioned.**

## **LOTTERY SPOT CHECK PROCESS**

### **INTRODUCTION**

This document describes the criteria of doing the shipping out inspection.

### **LIST OF EQUIPMENT AND TOOLS**