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## QUALITY ASSURANCE AND COUNTERFEIT MITIGATION STATEMENT

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Quality is an essential part of Cyclops Electronics' operations and embedded into our culture, with employees trained in our ethos and systems, providing a consistent approach to product quality, reliability, and customer service. Our principal aim is to supply our customers with high-quality products that meet agreed order requirements, whilst maintaining conformance to statutory and regulatory legislation.

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

### Quality Accreditation and Quality Objectives

Cyclops Electronics has held ISO 9001 accreditation since 1996, successfully transitioning to the latest standard, ISO9001:2015 in March 2018. Through integrated business system (quality) processes, which are regularly reviewed and monitored by internal audits and comparison with our key quality objectives, we continually strive to improve and strengthen our quality management system, support our Business Policy and remain responsive to customer's needs in an ever-changing market.

Key objectives include

- Excellent customer service with a targeted customer complaint level of less than 2%
- High levels of product quality & conformity with a targeted nonconforming product rate of less than 1%
- Business growth and sustainability with strategic level risk and opportunity management combined with a documented Business Continuity Plan.
- Valuing and nurturing our employees, providing them with the required training and development to create a working environment that stimulates growth, teamwork, and continuous improvement.
- Regular review and improvement of business processes through a robust internal audit plan.

### Industry affiliations

Cyclops have been a member of the ERAI (Electronic Resellers Association International) since 1997. Founded in 1995, ERAI, Inc. is a global information services organization that monitors, investigates, and reports issues affecting the global electronics supply chain. As a member of the ERAI, Cyclops is able to access information that allow us to manage industry-specific risk mitigation on suspect counterfeit, high-risk, and non-conforming parts and identify problematic suppliers.

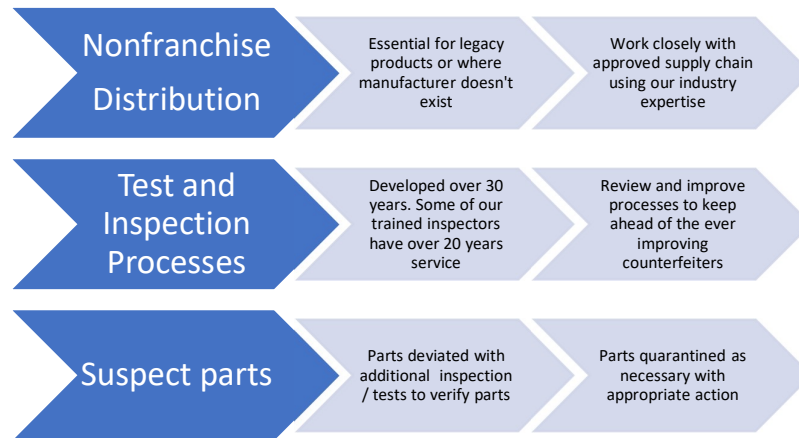
### Counterfeit Mitigation Policy and Process

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



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Cyclops' commitment to mitigate substandard parts reaching our customers is shown by the processes and systems put in place, from supplier selection and approval, inspection methods, risk management principles, collaboration with test houses and industry affiliations. We pride ourselves on collaborating closely with our customers, trusted suppliers, and industry peers to overcome one of the industry's biggest challenges.



## Supply Chain and 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 screening a new supplier. These include manufacturer affiliations, payment terms and warranty agreements, stock availability, quality accreditations, trade references and ERAI checks for any alerts, issues, and disputes. Where necessary third-party test houses or Escrow are used.

Cyclops's approved vendor list is supported by a robust vendor grading system, which is visible to all buyers within the company. Continual monitoring and reviewing of supplier status is conducted by our Purchasing Teams using documented criteria and gradings amended accordingly. An annual supplier review is also conducted, and where necessary, 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 business system and ISO9001:2015 certification.

## Inspection and Test Process

Incoming goods are photographed, inspected, and tested as required, and are traceable from supplier's documentation through to sales order despatch by 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:

- Optical inspection performed by Mantis (typically at 4-6 times magnification) to microscopic examination (up to 1000 times magnification),
- Confirmation of part dimensions using calibrated callipers or digital micrometre.
- Marking permanency / black topping and scrape tests
- Decapsulation of the part and comparison of the die with that of a golden or good known sample



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- Baking and dry packing
- Custom labelling with unique barcoding
- ESD and MSL precautions.

## External Testing and value-added services

Cyclops have built up a network of support partners to assist us with further testing that may be required for part authentication and substandard mitigation. Working with third-party 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:

- Testing to AS6081 requirements
- RoHS compliance and elemental analysis (XRF Testing)
- Solderability testing (JEDEC standards)
- DC and AC functionality
- Endurance testing
- Extreme Temperature testing
- X-ray Analysis
- Full Electrical (or key parameter) testing
- Programming verification
- Scanning Acoustic Microscopy
- Scanning Electron Microscopy
- Inspection and failure analysis
- Mil Testing and up screening.

Other value-added services to our customers include:

- Lead trimming and forming
- Lead scanning and repair
- Taping and Reeling
- Reballing and retinning
- BGA or QFP recovery
- Plating conversion (lead to lead free, or vice versa)
- IC programming

## Further Information

Additional information may be obtained from the Purchasing and Quality Manager

Signed: *D. Sykes*

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Purchasing and QA Manager

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