



The bridge to possible

Supplier Quality Alert

Supplemental Training Document For Serialized Components

Cisco Supply Chain Component Quality & Technology

February 23, 2021

Overview

Introduction

All hardware component suppliers are required to comply with the Cisco Supplier Quality Alert policy. A quality alert must be submitted online through the Supply Chain Quality Orchestration (SCQO) tool. A copy of Cisco Supplier Quality Alert (SQA) policy and SCQO training document has been sent to all suppliers. Registration is required to use the SCQO tool.

Scope

This supplement training is applicable for serialized components including but not limited to Memory module, Power supply, Hard drive etc. where a serial number is assigned to every individual unit of a component as a traceability.

Submitting SQA

When submitting an SQA, the supplier is required to fill out the online form on the SCQO tool. The form requires a list of component part numbers that are potentially impacted. Typically, date code and/or lot code associated with impacted components are also provided. For serialized components, a list of serial numbers of impacted components is provided instead of date code or lot code.

When the scope of an issue is large, manually entering serial numbers one by one is not practical. A list of serial number can be uploaded using a standard template provided in the tool. The scope section in the following picture shows a list of potential impacted parts in box (1) and the hyperlink of the serial number list that is successfully uploaded in box (2). A manufacturing part number is intentionally grayed out for this training purposes. Originally, only one list of serial numbers was required to upload to the tool regardless of how many part numbers are listed in box (1).

Component	CPN	Date Code	Lot Code	Serial Number	Qty(Numeric)	Action
MPN	15-103695-01, 15-104065-01, 15-105526-01...			https://ciscoshare-stg.cisco.com/alfext/ui/#/il		
	15-103231-01, 15-104536-01, 15-105176-01...					
	15-106201-01					
	15-103231-01, 15-104536-01, 15-105341-01					

© 202 Reference Supplier Issue Tracking# : Reference Supplier Issue Tracking (500 char) Component Description : Component Description (500 char)

Submitting SQA

The latest release of the SCQO tool requires a separate list of serial numbers to be uploaded for every component part number listed in box (1). A list of serial numbers should be broken down or split into multiple lists by part number and individually uploaded to each row of impacted component part. This change is intended to address system performance issues. Failure to follow these instructions may cause significant delays in locating the impacted component and as a result, increasing the risk of a larger business impact to both Cisco and the supplier.

Contact cisco_sqa@cisco.com to get support if it is not manageable to split the serial number list by part number.

Component	CPN	Date Code	Lot Code	Serial Number	Qty(Numeric)	Action
MPN	15-103695-01, 15-104065-01, 15-105526-01...			https://ciscoshare-stg.cisco.com/alfext/ui/#/lil		
	15-103231-01, 15-104536-01, 15-105176-01...			https://ciscoshare-stg.cisco.com/alfext/ui/#/lil		
	15-106201-01			https://ciscoshare-stg.cisco.com/alfext/ui/#/lil		
	15-103231-01, 15-104536-01, 15-105341-01			https://ciscoshare-stg.cisco.com/alfext/ui/#/lil		