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## Multiple Certificates Worldwide, One Registrar

Solectron's challenge was two-fold. First, they wanted to consolidate all their certifications with the help of one Registrar. Secondly, they wanted a Registrar who had a team of experts with a global presence and reputation, as well as flexibility and competitive costs. At the time, Solectron was using a well-known Quality Registrar, but wanted a Registrar that could add value to Solectron's overall Management System.

### The Challenge:

"Solectron pushes a myriad of business initiatives," stated Tyrone Crossland, Quality Management Systems Program Manager at Solectron's Charlotte, North Carolina facility. "We needed multiple certifications - from ISO 9001, TL 9000, ISO 14001, TS 16949, ISO 13485 to AS9100 and were looking for a single Registrar with the breadth of services and expertise. The decision to choose a Registrar like TÜV SÜD America was simple since TÜV auditors possess the range of skill set we demanded. Furthermore, their insightful attitude reinforced our alignment to reduce duplication of efforts."

### Multiple Certifications Available Through TÜV SÜD America:

#### About ISO 9001

In 1987, respected industry representatives from around the globe assisted the International Organization for Standardization (ISO) in developing the ISO 9000 quality assurance series of quality system standards. These standards have been recognized, and are in use, in over 90 countries including the United Kingdom, the European Community, the U.S., Asia and Australia, and are now the most popular quality standard series in use.

Progressive companies, such as Solectron, are finding the ISO 9001:2000 process can offer real strategic value, especially if it is aligned with corporate goals and objectives.

#### About ISO 14001

ISO 14001 is an internationally recognized environmental management system standard that provides a highly effective, globally accepted framework for establishing and continually improving applicable management system processes. Effective ISO 14001 implementation should bring with it both reductions in environmental risk and environmental costs. Achieving this voluntary registration should further improve regulatory relations, and demonstrate to customers and to your community that your company is truly environmentally aware.

#### About ISO 13485

ISO 13485:2003 is the standard specific to medical devices. The new stand-alone standard is based upon a process approach, which adopts the use of quality management principles while placing a greater emphasis on aligning the processes of an organization, maintaining an effective quality system and consistently meeting customer requirements.

TÜV SÜD America Inc.

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CASE STUDY: Solectron USA, Inc. Charlotte, North Carolina Division



America

### About TL 9000

TL 9000 is the first unified set of quality system requirements and metrics designed specifically for the telecommunications industry. TL 9000 encompasses the ISO 9001 standard verbatim, plus additional industry-specific telecom requirements. The TL 9000 management system is applied by telecom manufacturers and suppliers engaged in the design, development, production, delivery, installation and maintenance of telecommunications products and services.

### Beyond the Standard Requirements:

"TÜV's team of auditors are skilled in various standards and offer a highly constructive approach. In particular, John Trubiano, George Covington and Teresa Hughes offered insight that exceeded our expectations, both for management system improvements and longer-term cost-savings, in particular for the ISO 13485 and TS 16949. Most of all, TÜV was flexible and worked to align the right people to audit for all our certifications, while still helping to keep costs in mind. They reduced the number of audit days, yet still worked towards our ultimate goal of multiple certifications. Beyond helping Solectron examine management processes, they helped us drive the right level of management processes reviews. TÜV added value to

"TÜV added value to the audit process that would allow Solectron to exceed the standard rather than simply meet the standard requirements."

- Mr. Tyrone Crossland,  
Quality Management  
Systems Program Manager,  
Solectron USA, Inc.,  
North Carolina facility

the audit process that would allow Solectron to exceed the standard rather than simply meet the standard requirements," concluded Mr. Crossland.

### The Outcome:

In February 2005, Solectron received certifications to ISO 9001:2000, ISO 14001, ISO 13485 and TL 9000. Solectron is working to align with its low-cost facilities to support the latest automotive standard, TS 16949:2002. They are also working toward certifications to AS9100 and ESD20.20.



### About Solectron:

Solectron, [www.solectron.com](http://www.solectron.com), the first company to be awarded as a two-time recipient of the Malcolm Baldrige National Quality award in 1991 and 1997, is a leading electronics, manufacturing services company offering a full suite of supply chain solutions. Founded in 1977, Solectron Corporation provides integrated solutions that span the entire product life cycle - from pre-production planning and design, to manufacturing, distribution, and end-of-life product service and support - for the world's leading electronics OEMs.

Solectron offers its customers competitive outsourcing advantages such as access to advanced manufacturing technologies, shortened product time-to-market, reduced cost of production and more effective asset utilization.

The company has more than 30,000 associates in 20 manufacturing facilities worldwide with more than 6 million square feet of capacity.

### About TÜV SÜD America Inc.

TÜV SÜD America Inc. offers a wide range of services through the globally recognized brand names of TÜV Product Service, Management Service and Industry Service. Headquartered in Peabody, MA, the organization maintains a full-time audit staff in over a dozen locations throughout North America and provides management system certification services to ISO 9001, ISO 14001, AS9100, ISO 13485 and more. TÜV is a leading EU Notified Body for the Medical Devices, Active Implantable Medical Devices and In Vitro Diagnostic Directives. Additional services include CE Marking assistance, mechanical/electrical product safety, electromagnetic compatibility (EMC), NRTL and SCC certification. Globally, TÜV has issued over 190,000 product and 30,000 quality management system certifications.

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