

# IHS Product Change Management System



**The Source**

for Critical Information and Insight™

Comprehensive services for component manufacturers to create and distribute product notices and build customer relations

**Industry standards and hazardous material regulations, combined with dynamic customer and market requirements, impact every electronic component manufacturer's product development and release processes. Today, manufacturers must ensure that customers are aware of component events, comply with environmental and industry regulations, as well as develop every opportunity to improve customer relationships in order to maintain and expand design wins.**

IHS solutions for component manufacturers solve the challenges they face to create, communicate, and track the critical product information that customers rely on. Many component manufacturers can send change information, but few know if anyone has received the information. IHS Product Change Management System (PCMS) enables closed loop notification and acknowledgement of the product change.

Consisting of customizable, integrated modules, IHS' Product Change Management System (PCMS) is designed to keep product information moving at today's pace of product development.

PCMS modules include solutions to create, distribute and track documents for:

- PCN Notification and Product Discontinuance documents in compliance with JEDEC 46b and 48a
- RoHS compliance

- Production Part Approval Process (PPAP) for QS-9000 compliance
- New product introduction
- Qualification data.

Other modules provide:

- BOMs and AVLs component availability and compliance analysis tools
- A self-service, searchable web portal for part data, documents, and generating notice distribution reports
- Custom reporting and user administration tools.

## Benefits

- Maintain design wins by improving communication between sales, marketing and customers
- Reduce liability for Obsolete Take-Back inventory with closed-loop notification and acknowledgement
- Build a new high-value channel for product introductions
- Promote product sample trials with new prospects by integrating existing sample fulfillment process with product updates
- Improve user experience at company's web site with new, branded part and document search capability
- Reduce time required for sales and customer support with consistent, timely communication of relevant product events
- Powerful sales and support capabilities to strengthen customer relationships.

## Implementation

All PCMS solutions are tailored to the manufacturer's component data, documentation, and customer base requirements.

## IHS Product Change Management System

### Tailored modules for effective product change management

|                                       |   |
|---------------------------------------|---|
| Create Document                       | <ul style="list-style-type: none"> <li>• Web-based authoring system for creating standard documents:             <ul style="list-style-type: none"> <li>• Product Change Notice</li> <li>• Product Discontinuance Notice</li> <li>• New Product Introduction</li> <li>• RoHS Declaration Document</li> <li>• RoHS Material Content Datasheets</li> </ul> </li> <li>• Step-by-step process with standard templates and procedures</li> <li>• Document creation traceability for audits</li> <li>• Ability to measure compliance or non-compliance with JEDEC standards</li> <li>• Integrated with other modules for efficient, streamlined workflow</li> </ul>   |
| Internal Document Approval            | <ul style="list-style-type: none"> <li>• Launched from Create Module to insure complete, timely internal review and acceptance</li> <li>• Routes and monitors the document thru approval process</li> <li>• Generates an alert when approval falls behind pre-set timetable</li> </ul>  |
| Deliver Document to Direct Customer   | <ul style="list-style-type: none"> <li>• Initiated after Internal Document Approval</li> <li>• Matches manufacturer part number(s) against customer part number(s) and Point of Sale (POS) history to generate distribution list             <ul style="list-style-type: none"> <li>• Recognizes and manages multiple part number representations:                 <ul style="list-style-type: none"> <li>• MM/ERP part number</li> <li>• Internal part number(s)</li> <li>• Industry part number</li> </ul> </li> </ul> </li> <li>• Delivers document and addendum with customer's internal part number matched to manufacturer part numbers to clarify the impact on the customer</li> <li>• Integrated with manufacturing and enterprise planning systems</li> </ul> |
| Deliver Document to Indirect Customer | <ul style="list-style-type: none"> <li>• Customer must request Sponsored account, validated before Login provided (no ISP, Yahoo, AOL or competitor email addresses)</li> <li>• Delivers manufacturer's notice (document w/o IPN addendum) as processed in Create module, not based on POS history</li> <li>• Captures customers who purchase thru distribution or contract manufacturer without direct purchase history with the manufacturer</li> <li>• Sponsored By account information provided back to component manufacturer to build relationships with indirect customers</li> </ul>  |
| Customer Document Receipt Acknowledge | <ul style="list-style-type: none"> <li>• Requires the customer to acknowledge receipt before viewing document</li> <li>• Escalated if not acknowledged in pre-set time frame</li> <li>• Receipt is date and time stamped, record is stored indefinitely</li> <li>• Reports available to track customer response times and escalation frequency</li> </ul>   |
| Customer Approval                     | <ul style="list-style-type: none"> <li>• Embeds an approval process within the email notice</li> <li>• Tracks and archives each approval step</li> <li>• Streamlines communication between component manufacturer and customer</li> <li>• Reduces inaccuracies caused by manual processes</li> </ul>  |
| PCN Analysis                          | <ul style="list-style-type: none"> <li>• Enables distributors and contract manufacturers to view and export PCNs based on customer-specific requirements such as projects or production facilities</li> <li>• Segment and analyze impacts by individual project or site</li> </ul>  |
| Parts List Management                 | <ul style="list-style-type: none"> <li>• Enables customers who buy through distribution or EMS to upload lists to receive timely notices directly from the component manufacturer</li> </ul>  |
| Search Database                       | <ul style="list-style-type: none"> <li>• Self-Service Web portal for customers to search for parts and related documents</li> <li>• Search by:             <ul style="list-style-type: none"> <li>• Notification type</li> <li>• Product category</li> <li>• Component attribute (defined by manufacturer)</li> <li>• Internal part number (for notices generated with Create module)</li> </ul> </li> <li>• Optional link to sample ordering process</li> </ul>  |
| Reports/Metrics                       | <ul style="list-style-type: none"> <li>• Customizable reporting tool for metrics captured in notice distribution, acknowledgement, and approval modules</li> </ul>  |
| User Administration                   | <ul style="list-style-type: none"> <li>• Maintain user status for Acknowledgement and Approval modules</li> <li>• Add, delete, and edit user information</li> </ul>   |



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