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National Electronic Process Certification Standard

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GEIA STANDARD

National Electronic Process Certification Standard

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National Electronic Process Certification Standard

1. Scope

This Standard is applicable to suppliers of electronic components, assemblies, equipment and related materials. This standard establishes the general requirements to achieve a certified process. The use of this standard is intended for any manufacturing or service company whose goal is to achieve customer satisfaction through continuous improvement.

2. Introduction

In the pursuit of customer satisfaction, management philosophy must revolve around attaining quality excellence through continuous process improvement that is cost and performance effective. The requirements of the ISO 9000 series are part of this standard as specified in paragraph 5.1.1. This standard will serve to integrate the concepts, tools, and techniques of quality management systems with strategies and objectives for effecting continuous improvement. It is important that all processes, including nonmanufacturing, be monitored for continuous improvement from the input of customer requirements to supplying of products that meet those customer requirements.

This standard is a process certification standard and not an individual product qualification standard. The focus of process certification is on the collection of processes that combine to produce products and is not limited to the end results (e.g., product that meets specification or suppliers that provide good service). The methods described herein represent an approach to process certification based on the following concepts:

- ☐ A quality management system foundation including technology review and customer feedback.
- ☐ Senior management leadership that provides an environment that demonstrates and guides quality values.
- ☐ Identification and documentation of customer requirements (product and process).
- ☐ Identification and quantification of the relationship between process parameters and end-product and end-service parameters.
- ☐ Maintenance of a stable and capable process leading to consistent and predictable product.
- ☐ Internal audit for continuous improvement of systems and processes.