

## To Our Valued Customer:

Direct Components, Inc has generated this form to standardize response and reduce valuable time and labor involved with manual responses to multiple yearly survey requests. This response has been designed to meet or exceed the specific requirements regarding supplier’s surveys.

## Contact List

Title	Name	Ext	Email
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Accounts Receivable			<a href="mailto:ar@directics.com">ar@directics.com</a>
Quality Control Manager	Kyle Westropp	227	<a href="mailto:kyle@directics.com">kyle@directics.com</a>
Quality Systems Manager/ Management Representative	Natalie Paull	228	<a href="mailto:natalie@directics.com">natalie@directics.com</a> <a href="mailto:gc@directics.com">gc@directics.com</a>

Direct Components, Inc is a broad-line independent stocking distributor of both active and passive electronic components. We provide board-level parts and hardware to commercial, industrial, and defense/aerospace clients. We have access to millions of components, but we specialize in obsolete and hard to find integrated circuits, semiconductors, memory, microprocessors, transistors, resistors, and relays. We carry top manufacturers such as Analog Devices, Altera, Dallas/Maxim, Linear Tech, Intel, Samsung, Cypress, Fairchild Semiconductor, Hitachi, Infineon, Vishay, Motorola, On Semiconductor, Freescale, National Semiconductor, Xilinx and Texas Instruments.

## Additional Information

Legal Name: Direct Components, Inc.  
FEIN: 59-3520165  
Resale#: 39-8012254296-7  
D&B#: 036152911  
NAICS: 423690, 423710  
Cage Code: 1TPJ2  
S-Corporation

Founded: 07/06/1998  
SIC: 5065  
Employee Count: 25-40  
Facility Size: 10,700 Sq. Ft.  
80% commercial, 15% automotive, 5% other  
County: Hillsborough  
Congressional District: 14<sup>th</sup>  
Self-Certified Small Business



[Search SAM](#) for additional entity info

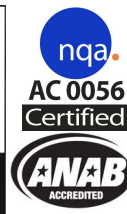
## Quality Management Certifications: <http://www.directics.com/quality/certifications-memberships/>

ISO 9001:2015 and AS9120:2016 – Cert# AS16186 – Expires 01/04/2022

AC-00-56B – Cert# 16200 – Expires 01/10/2022

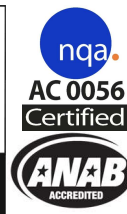
ANSI/ESD S20.20-2014 – Cert# ESD17821 – Expires 10/29/2020

Please visit our website for more information and/or a current copy of our Quality Manual.



## Quality Survey

<b>LEADERSHIP, PLANNING, SUPPORT - QMS Plan, Process Map, Risk Management Procedure</b>	
Is there a Quality Manual? Is the scope and the quality policy established and communicated?	Yes
Are organizational processes defined and process owners assigned?	Yes
Are risks and opportunities determined and are actions taken?	Yes
Are quality objectives established for processes to measure process effectiveness?	Yes
Are changes to the QMS carried out in a planned manner?	Yes
Is the necessary environment maintained to achieve conformity of products and services?	Yes
Do you allow the right of access by customer, their customer, and regulatory authorities?	Yes
<b>Measurement Traceability/Calibration – Control of Monitoring &amp; Measurement Procedure</b>	
Are all company owned measuring and test equipment devices currently calibrated?	Yes
Are all measuring and test equipment devices traceable to their respective calibration certificates?	Yes
Are standards used for calibration traceable to the National Institute of Standards and Technology?	Yes
Is there a register of this equipment and a process for recall?	Yes
<b>Training - Competence, Training, Awareness Procedure</b>	
Are all company personnel trained for their specific function(s)? Is employee training documented and current?	Yes
Are employees aware of their contribution to product service & conformity, product safety, importance of ethical behavior and the implications of not conforming with QMS requirements? ?	Yes
<b>Retention, Storage and Retrieval of documented information - Control of Documents &amp; Records Procedure</b>	
Is documented information controlled? Are records retained for a period of 10 years?	Yes
Do you maintain and control documented information necessary for these processes? Are they reviewed and current? Are obsolete controlled documents removed to ensure they are not used?	Yes
Where documented information is stored electronically is there data protection process that provides protection from loss, unauthorized changes, unintended alteration, and corruption?	Yes
<b>OPERATIONS – (We do not do Design and Development)</b>	
<b>Customer Service/Sales – Customer Service &amp; Configuration Management</b>	
Is there a contract review process that is coordinated with applicable functions of the organization?	Yes
If during review, it is determined requirements, including certain terms, cannot be met, is a mutually acceptable agreement negotiated with the customer?	Yes
Are agreed requirements confirmed by a sales order confirmation or proforma invoice?	Yes
Is there a process for change control and configuration management?	Yes
Do you provide traceability to OEM ,(mfg. certs) when required by customer? *Must request at RFQ	Yes
<b>Control of Externally Provided Processes, Products, &amp; Services – Purchasing Procedure</b>	
Do you identify and manage the risks associated with the vendor selection and purchase?	Yes
Is there a vendor evaluation system in place? Do you periodically review performance?	Yes
Do you maintain a register of external providers, such as an approved vendor list (AVL)?	Yes
Are purchase orders placed with approved vendors only?	Yes
Are ISO/AS9120 and customer “flow down” requirements communicated to vendor by PO or other means?	Yes
Do your approved vendors have a QMS in place when required by customer? *Must request at RFQ	Yes



**Counterfeit Prevention – Counterfeit Parts Procedure**

Does the organization plan, implement, and control processes for the prevention of counterfeit or suspect counterfeit part use and their inclusion in product(s) delivered to the customer?	Yes
Is there a counterfeit parts procedure in place? <a href="https://www.directics.com/counterfeit-mitigation/">https://www.directics.com/counterfeit-mitigation/</a>	Yes
Do you flow a Counterfeit Parts Prevention Clause to your vendor on the PO?	Yes
Does standard inspection include as applicable/or required: External Visual Inspection • Electrical Testing • Programming Testing (based on capability) • Radiological (X-Ray) Inspection • Delid/Decapsulation Internal Analysis (destructive (if vendor provides additional pc)).	Yes
Do you perform testing to AS6081, AS5553? NOT STANDARD *If requested we have the capability at an additional cost. You would be responsible for adding additional qty of 3-5pcs required for destructive testing to PO.	*If Required

**First Article Inspection - Procured Material**

*As an Independent Distributor we do not perform First Article Inspection.	No
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**Receiving Inspection – Receiving Procedure**

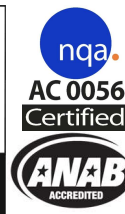
Are there written procedures for verification activities, including acceptance and rejection criteria?	Yes
Do receiving Inspection personnel verify required documentation (i.e. material certification, test reports, packing lists, invoices.) as required, is received with incoming shipments?	Yes
Are incoming materials processed in the priority sequence of the dates when the materials are required?	Yes
Do you maintain Test and Inspection records?	Yes
Does your company perform sampling inspection to a sampling plan* and according to risks identified? Sampling plan used is MIL-STD-105 (Level per risk) AQL 1.5%. ** Packaging of parts such as tape & reel will affect the sample size.	Yes
Can you test to standard IDEA-STD-1010 if requested on Purchase Order? *However, we do not have IDEA-ICE-3000 certified inspectors. Please talk to your rep about a custom test plan.	Yes*

**Traceability, Handling, & Storage - Identification, Traceability, & Preservation of Product Procedure**

Are age control/shelf life items properly identified and stored?	Yes
Do you have a FOD program in place?	Yes
Do you have procedures for handling, storage, packing, preservation, and delivery?	Yes
Is identification and traceability (Part number, Date Code, Lot number, serial number (when applicable)) maintained for all purchased material from receipt through delivery?	Yes
Is there sufficient traceability to recall defective product and trace the supplier if necessary?	Yes
Do you have an ESD Program? Are ESD sensitive parts handled using appropriate ESD safeguards (grounded work bench, special packaging, etc.)?	Yes
Do you control and monitor utilities & supplies to the extent they affect product conformity?	Yes
When acceptance media is used are there controls for that media?	Yes
Does the organization safeguard customer property and report to the customer if unsuitable for use?	Yes

**Release of Product – Shipping & Testing Work Instructions**

Are customer purchase orders being reviewed to ensure all requirements have been accomplished?	Yes
Are shipping personnel inspecting all materials for physical damage and appropriate packaging?	Yes
Are verification checks being performed to ensure part numbers, serial numbers, quantities and conditions match shipping documents?	Yes



Do you ensure that all documented information required to accompany the products and services are present at delivery?	Yes
Do you retain documented information on evidence of conformity and traceability to person auth release?	Yes
<b>Control of Nonconforming Output - Control of Nonconformances Procedure</b>	
Are there segregated hold areas which are used to separate in-process, outgoing, and scrap materials?	Yes
Is rejected material identified and stored in a secured area to prevent unserviceable parts from being intermixed with conforming/serviceable parts?	Yes
Is scrap physically mutilated to the extent that will prevent being returned to service?	Yes
Do you report nonconforming product to the customer or other interested parties?	Yes
Is counterfeit, or suspect counterfeit parts controlled to prevent reentry into the supply chain.	Yes
Does the system provide for the prompt identification and correction of non-conformances?	Yes
<b>PERFORMANCE EVALUATION – Internal Audit Procedure</b>	
Do you monitor customer satisfaction including complaints, conformity, on time delivery, corrective action requests, & customer feedback? Is action taken against deficiencies?	Yes
Are internal audits performed at minimum annually? Are reports maintained?	Yes
Are Management Reviews conducted periodically, at minimum annually?	Yes
<b>IMPROVEMENT Corrective Action Procedure</b>	
Do you have process in place for customer complaints to ensure appropriate action is taken?	Yes
Do you have a corrective action program in place which includes: reacting, evaluating, implementing action, review effectiveness, update risks, make appropriate changes to the QMS, & flow down a CAR to the supplier when they are responsible?	Yes
<b>ADDITIONAL</b>	
<b>Environmental Policy</b> - Do you maintain an Environmental Quality Management System (EMS) to an internationally recognized standard? Do you have an environmental policy? – <b>No - We are a distributor; this is not a requirement.</b>	
<b>Health &amp; Safety Policy</b> - Do you have a Health & Safety Program in place? Are you in compliance with all Occupational Safety and Health Administration (OSHA) Federal & State Laws and Regulations for maintaining a safe and hazard free work environment? Yes, we have processes in place and employees are trained as appropriate for safety in the work environment.	
<b>Insurance</b> - Direct Components does carry General Liability, Auto liability insurance, as well as Workers Compensation. Limits are as follows - General Liability- \$2,000,000, Auto - \$500,000, Workmen’s Comp \$1,000,000	
<b>QUALITY POLICY</b>	
Direct Components is committed to customer satisfaction by supplying quality products and services on time, while maintaining unsurpassed levels of ethical standards. Our quality goals are achieved through continual process improvement, adhering to applicable requirements, innovation, ongoing training, and teamwork.	

For statements regarding RoHS, Reach, Conflict Minerals and other important information visit our customer download center here <http://www.directics.com/download-center/customers/>