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
President/CEO	Aaron Nursey		aaron@directics.com
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Director of Customer Service	Traci Wright	264	traci@directics.com
Director of Quality Management/ Management Representative	Natalie Paull	228	natalie@directics.com qc@directics.com
Lab & Warehouse Manager	Darius Barreto		lab@directics.com
Order Updates, Changes	Orders		orders@directics.com
Feedback, General Inquiries	Customer Service		cs@directics.com
Accounts Payable	Maribis Diaz	249	ap@directics.com
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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, NXP/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
UEI: LHP3XJACULU3
S-Corporation
Search SAM for additional entity info

Founded: 07/06/1998
SIC: 5065
Employee Count: 80 - 100
Facility Size: 17,700 Sq. Ft.
County: Hillsborough
Congressional District: 14th
Self-Certified Small Business
60% commercial, 20% industrial, 13% automotive, 7% other

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

ISO 9001:2015 and AS9120:2016 – Cert# AS16186 – Expires 01/04/2025
ANSI/ESD S20.20-2014 – Cert# ESD17821 – Expires 10/29/2024

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

Purpose in Motion

LEADERSHIP, PLANNING, SUPPORT - QMS Plan, Process Map, Risk Management Procedure	
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
Measurement Traceability/Calibration – Control of Monitoring & Measurement Procedure	
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
Training - Competence, Training, Awareness Procedure	
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
Retention, Storage and Retrieval of documented information - Control of Documents & Records Procedure	
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
OPERATIONS – (We do not do Design and Development)	
Customer Service/Sales – Customer Service & Configuration Management	
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, if available? *Must request at RFQ	Yes
Control of Externally Provided Processes, Products, & Services – Purchasing Procedure	
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? *Customer is responsible for clearly identifying applicable flow down requirements. Direct Components will flow down customer requirements specifically called out on the Purchase Order by clause ref#.	Yes
Do your approved vendors have a QMS in place when required by customer? *Must request at RFQ. Direct Components encourages our vendors to have a QMS in place, however, not all approved vendors meet this requirement. If this is required to flow down, it must be specified at the time of RFQ so Direct Components may source accordingly.	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? https://www.directics.com/counterfeit-mitigation/	Yes
Do you flow a Counterfeit Parts Prevention Clause to your vendor on the PO?	Yes
Does standard inspection include as applicable/or required, per capability*: External Visual Inspection • Device Surface Test • Electrical Testing • Programming Testing • Radiological (X-Ray) Inspection • Delid/Decapsulation Internal Analysis	Yes

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*Testing performed is based on part type, availability, & equipment capability. Standard inspection may be outsourced to a 3rd party.	
Are your lab inspectors trained on the inspection acceptance criteria and methods defined in IDEA-STD-1010? ***However, we do not have IDEA-ICE-3000 certified inspectors since we are not an IDEA member**	Yes*
Do you perform testing to AS6081, AS5553, or AS6171? We are not certified to these standards; however, we have partnered with certified test labs to offer this type of testing. Please notify us of your testing requirements at the time of RFQ and the cost of testing will be added to your quote.	*If Required
First Article Inspection - Procured Material	No
*As an Independent Distributor we do not perform First Article Inspection.	
Receiving Inspection – Verification of Purchased Product Procedure	
Are there written procedures for verification activities, including acceptance and rejection criteria?	Yes
Do the 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
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 products 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 extend they affect product conformity?	Yes
When is acceptance media 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 & Inspection Work Instructions	
Do you maintain Test and Inspection records?	Yes
Does your company perform sampling inspection to a sampling plan and according to risks identified? Standard testing is performed on random samples using the DCI Sample Plan which depending on the test being performed & risk identified uses sampling from Table 1 of AS6081, MIL-STD-105, and ASQ/ANSI Z1.4, AQL 1.5% within each lot.	Yes
Can you test to standard IDEA-STD-1010 if requested on Purchase Order? *If planned at the time of RFQ.	Yes*
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
Control of Nonconforming Output - Control of Nonconformances Procedure	
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
PERFORMANCE EVALUATION – Internal Audit Procedure	
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 per planned intervals? Are reports maintained?	Yes
Are Management Reviews conducted periodically, at minimum annually?	Yes

Purpose in Motion

IMPROVEMENT - **Corrective Action Procedure**	
Do you have a 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

ADDITIONAL

CONFLICT MINERALS, ROHS, REACH - Direct Components is an independent distributor of off-the-shelf commercial product in the secondary market where traceability through the supply chain is unavailable. We do flow down your requirement and ask our suppliers to engage in a reasonable country of origin inquiry or to perform due diligence of their supply chains; However, we do not design, manufacture, or control the content of any products and we are unable to certify country of origin of minerals used by original component manufacturers of products that we distribute. Therefore, we cannot complete web links, spreadsheets, and/or sign off on customer letters or documents due to related liability issues. Please visit here for our statements & declarations https://www.directics.com/download-center/customers

Environmental Policy - Do you maintain an Environmental Quality Management System (EMS) to an internationally recognized standard? Do you have an environmental policy? – **No - We are a distributor; this is not a requirement.**

Health & Safety Policy - 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.

Code of Business Ethics, Conduct, & Sustainability - https://www.directics.com/download-center/customers

Insurance - 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

Export Control – ITAR – EAR - Direct Components is not registered with U.S. Department of State Directorate of Defense Trade Controls, (ITAR certified), at this time. Direct does not export defense articles. Direct understands its obligations to comply with International Traffic in Arms Regulations ("ITAR") and Export Administration Regulations ("EAR").

Standard Shipping - EX-WORKS (INCOTERMS 2020)

NEW CUSTOMER PORTAL

You can now check order status and provide feedback directly through our customer portal.
Please visit the customer portal page and sign up: https://customers.directics.com
New Users Select "Need login details?"

QUALITY POLICY

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.

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