

**MICROCONTROLLER  
DIVISION**

**QUALITY &  
RELIABILITY**





**PCN / PTN**


# PCN / PROCESS CHANGE NOTIFICATION

# PROCESS CHANGE NOTIFICATION

## CHANGE IDENTIFICATION



-  Changes are linked to improvement action plans for: quality, reliability, yields, cost reduction, process standardization, new technology introduction...
-  At this stage, in most of the cases, evaluations have already been performed with positive results.

## PROCESS CHANGE REQUEST





-  A team, including all the concerned people, is created and reviews in detail the proposed change. The validation/qualification plan is defined at this stage as well as the classification of change : minor / major. This classification is based on our internal specification (SOP262) which indicates the list of major changes.

# PROCESS CHANGE NOTIFICATION

## PROCESS CHANGE NOTIFICATION (SOP271)



-  A formal notification is sent to all concerned customers. As a minimum, the following information is included in the PCN : change description, exhaustive list of products impacted, internal validation/qualification plan, sample availability date and the change schedule.
-  The PCN must be sent to the customers a minimum of 3 months before the shipment of the first "changed" product.

## CUSTOMER FEEDBACK



-  Feedback from the customers is expected within 1 month after receipt :
  -  Change accepted based on our validation/qualification plan.
  -  Additional requirements requested (specific evaluation tests).
  -  Change denied (Change stopped until ST gets the customer green light).

# PROCESS CHANGE NOTIFICATION

## CHANGE VALIDATION / QUALIFICATION

-  Validation / qualification exercises are performed based on our internal plan, plus agreed requirements from our customers.
-  When all trials are completed, a qualification certificate is issued and provided to customers, on request. Full qualification report is provided under NDA only as it includes confidential information.



## CHANGE IMPLEMENTATION

-  The change is implemented if the validation / qualification trials give positive results.
-  The date of implementation may differ for customers performing their own qualification exercise. In such a case, we wait for their green light.




# PTN / PRODUCT TERMINATION NOTIFICATION

# PRODUCT TERMINATION NOTIFICATION

## TERMINATION IDENTIFICATION



-  Product terminations are linked to activity level too low to maintain economic manufacturing volumes, technical manufacturing or quality constraints, replacement of a given product by a more competitive one, end of product life...
-  At this stage, evaluations on customer impact have already been performed systematically.

## PRODUCT TERMINATION REQUEST

-  Whoever is requesting the termination (Manufacturing, Marketing...), the request is communicated to the Product Marketing Manager, the Product Planning Manager, The product Engineering Manager and The Vice President/General Manager of the related Group or Division
-  All the above cited managers must agree on the Termination Request for the process to go further.
-  The request is then addressed to the Regional Marketing Managers for approval.

# PRODUCT TERMINATION NOTIFICATION

## PRODUCT TERMINATION NOTIFICATION

-  Once the Product Termination has been agreed by all the previously mentioned managers, a formal notification is sent to all concerned customers through the Sales and Marketing organizations. As a minimum, the following information is included in the PTN : reason of the termination, exhaustive list of products impacted, alternative products list if any.
-  The PTN is sent to the customers a minimum of 12 months before the last customer order acceptance. All customers affected may place one or several orders within these 12 months, deliverable 6 months after the end of this period