

QA REQUEST FAQ BULLETIN

Search below how you can quickly get quality documents or frequently ask questions (FAQ) from our online services. You may also forward this to anyone who needs this information.

1. BUSINESS CONTINUITY, please create a case in [Technical Support Center](#) and select General Quality

- a. Earthquake, natural calamity, or other business continuity events
- b. Country of Diffusion/Assembly, product primary & secondary manufacturing site locations

2. CONFLICT MINERALS / SOCIAL COMPLIANCE / SUSTAINABILITY

- a. [CMRT](#) - Conflict Minerals Reporting Template
- b. [EMRT](#) - Extended Mineral Reporting Template
- c. [Conflict Minerals Policy](#)
- d. [Social Compliance Policy](#)
- e. [Human Rights Policy](#)
- f. [Sustainability Report](#)
- g. [Ethics & Compliance](#)
- h. [Social Compliance Commitment Guide](#)
- i. [Climate Change Policy](#)
- j. [CDP Climate Change Disclosure](#)
- k. [CDP Water Security Disclosure](#)



3. PRODUCT ENVIRONMENTAL

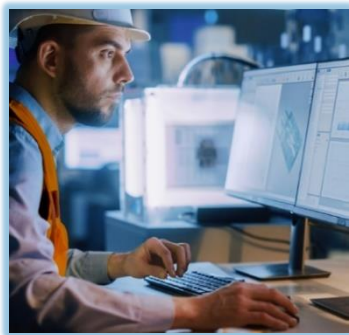
- a. [Material Composition](#)
- b. [REACH Statement](#)
- c. [RoHS Statement](#)
- d. [EHS Commitment](#)
- e. [Green Partner Certificates](#)
- f. [Tin Whiskers](#)
- g. [Product Chemical Content Brochure](#)
- h. [Environmental Statement](#)

4. QUALITY AND RELIABILITY

- a. [FIT data](#) - Reliability data
- b. [PCN/EOL Notice](#) - Product Change Notification
- c. [EOL Products](#) - Replacement Part and Availability
- d. [PPAP/Automotive Documentation](#) - Production Part Approval Process
- e. [Quality Certifications](#) - ISO & IATF
- f. [Quality & Reliability Handbook](#)

5. TECHNICAL SALES AND SUPPORT

- a. [Products](#)
- b. [Product Support](#)
- c. [Product Services](#)
- d. [Product Data Sheets](#)
- e. [Reference Manuals](#)
- f. [Product Availability](#)
- g. [Order Samples](#)
- h. [Sales & Distribution](#)
- i. [Package Drawings](#)
- j. [Conformance Reports](#)
- k. [Collateral Brochure](#)



6. MISCELANEOUS

- a. [onsemi Corporate Fact Sheet](#)
- b. [onsemi Corporate Profile](#)
- c. [Terms & Conditions](#)
- d. [Counterfeit Parts Policy](#)
- e. [Supplier Handbook](#)
- f. [Packaging and Labeling Manual](#)
- g. [Tape & Reel Packaging Standards](#)
- h. [Soldering & Mounting Techniques](#)

7. ALL OTHER REQUESTS OR SURVEYS, please create a case in [Technical Support Center](#) and select General Quality.

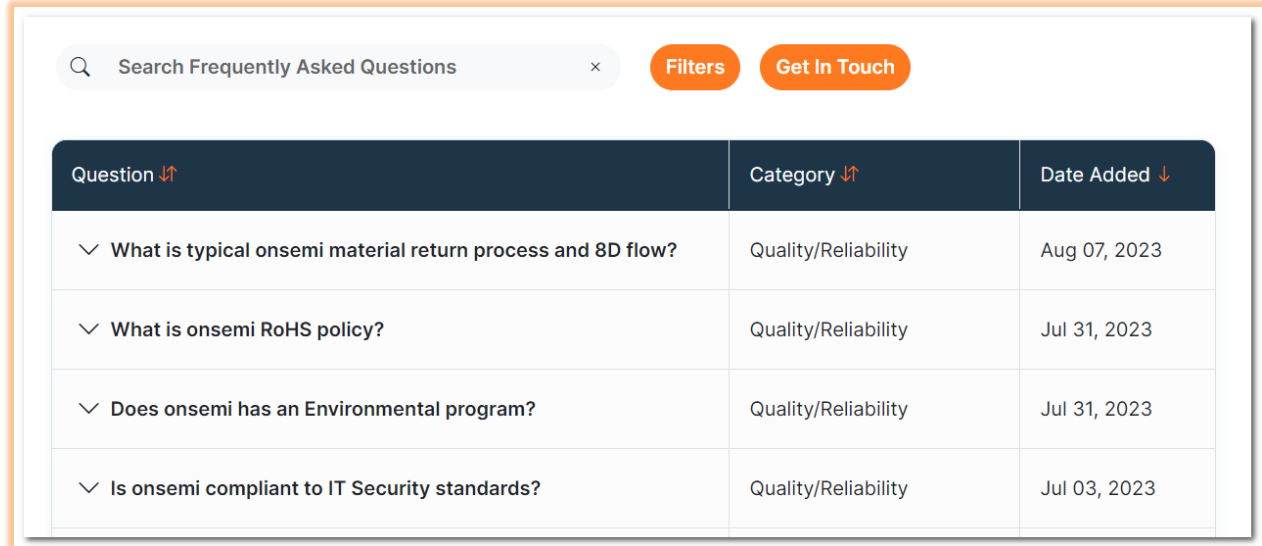
Note:

You can also explore our online FAQ for more specific questions and our TSC to create a case. See simple steps on the next page.



Online FAQ can be accessed at:

<https://www.onsemi.com/company/about-onsemi/quality-and-reliability/faq>

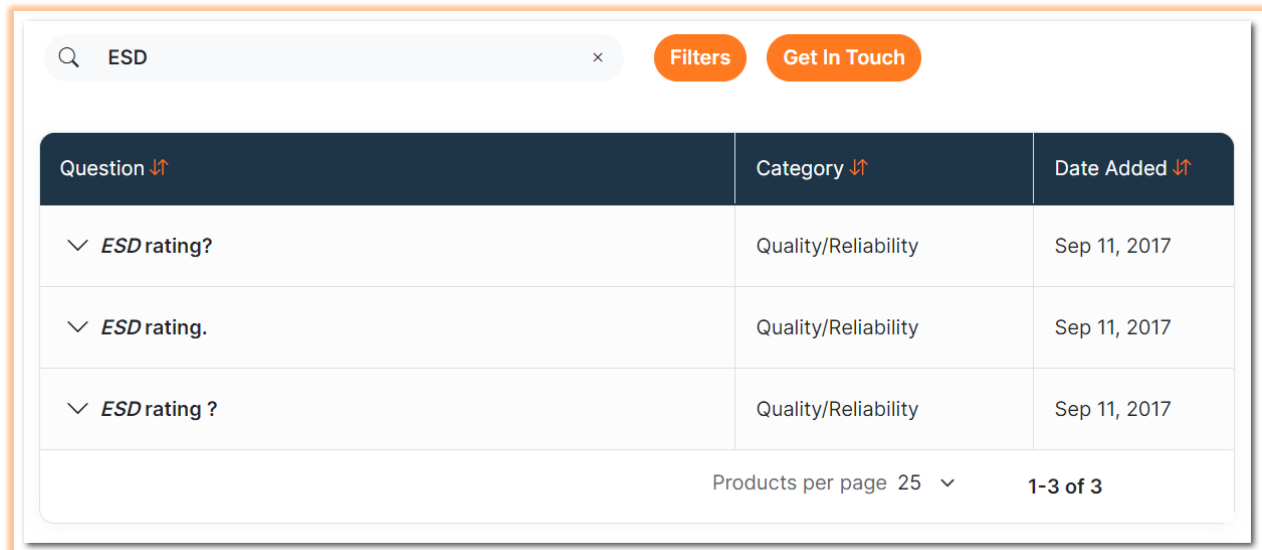


Question ↕	Category ↕	Date Added ↓
∨ What is typical onsemi material return process and 8D flow?	Quality/Reliability	Aug 07, 2023
∨ What is onsemi RoHS policy?	Quality/Reliability	Jul 31, 2023
∨ Does onsemi has an Environmental program?	Quality/Reliability	Jul 31, 2023
∨ Is onsemi compliant to IT Security standards?	Quality/Reliability	Jul 03, 2023

Simple steps:

Step 1: Type your topic (for example, ESD) and press enter.

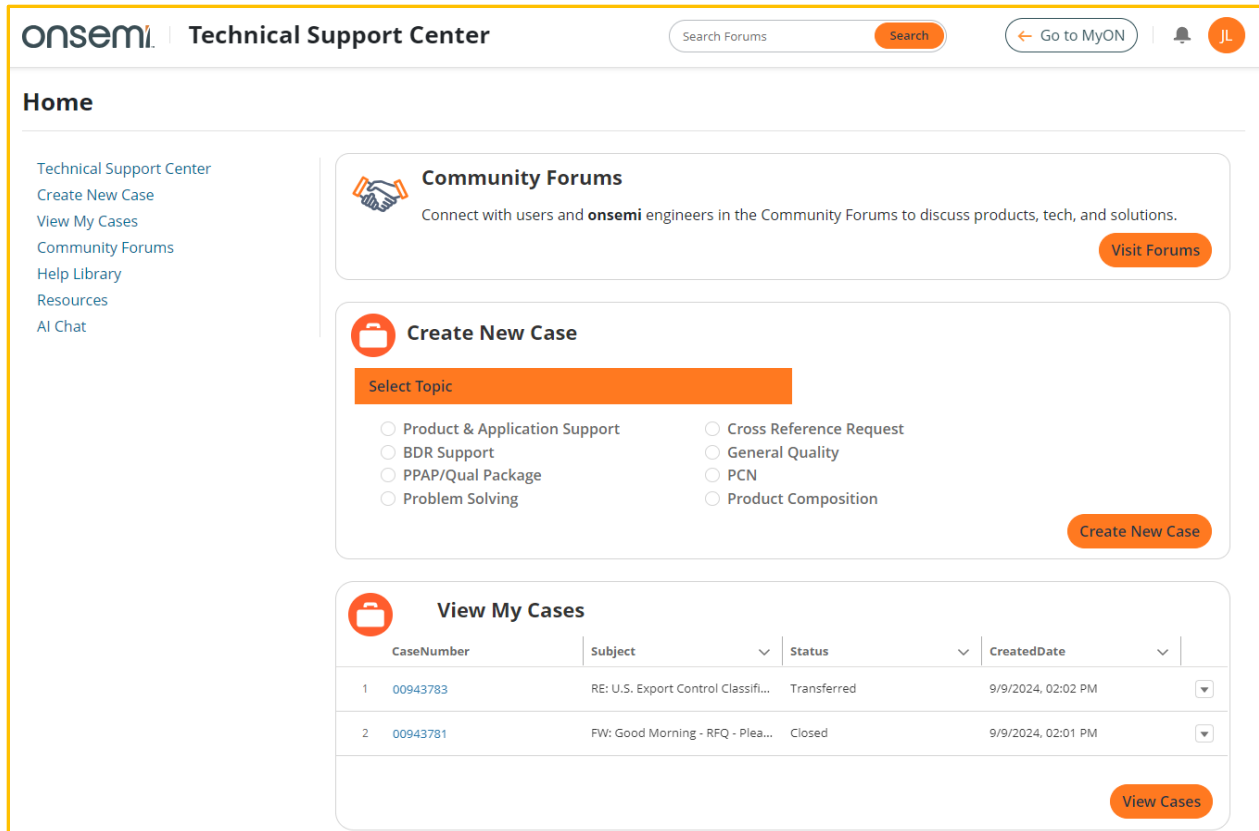
Step 2: FAQ will show all applicable results that you can click to see the information.



Question ↕	Category ↕	Date Added ↕
∨ ESD rating?	Quality/Reliability	Sep 11, 2017
∨ ESD rating.	Quality/Reliability	Sep 11, 2017
∨ ESD rating ?	Quality/Reliability	Sep 11, 2017

Products per page 25 ∨ 1-3 of 3

Technical Support Center can be accessed at <https://community.onsemi.com/s/>



The screenshot shows the onsemi Technical Support Center interface. At the top, there is a search bar labeled "Search Forums" and a "Go to MyON" button. The main content area is titled "Home" and contains three main sections:

- Community Forums:** A section with a hand icon and the text "Connect with users and onsemi engineers in the Community Forums to discuss products, tech, and solutions." It includes a "Visit Forums" button.
- Create New Case:** A section with a briefcase icon and a "Select Topic" dropdown menu. Below the dropdown are radio button options:
 - Product & Application Support
 - BDR Support
 - PPAP/Qual Package
 - Problem Solving
 - Cross Reference Request
 - General Quality
 - PCN
 - Product Composition
 It includes a "Create New Case" button.
- View My Cases:** A section with a briefcase icon and a table of cases. The table has columns for CaseNumber, Subject, Status, and CreatedDate.

CaseNumber	Subject	Status	CreatedDate
1 00943783	RE: U.S. Export Control Classifi...	Transferred	9/9/2024, 02:02 PM
2 00943781	FW: Good Morning - RFQ - Plea...	Closed	9/9/2024, 02:01 PM

 It includes a "View Cases" button.

Simple steps:

Step 1: Log in to [MyON](#)

Step 2: Click on [Technical Support Center](#)

Step 3: Select **General Quality**

Note: Contact your local authorized [Sales and Distribution](#) channel partner or CSSPortal.Questions@onsemi.com for additional support.