

## 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 Origin, product primary & secondary manufacturing site locations

**2. CONFLICT MINERALS / ENVIRONMENTAL & SOCIAL COMPLIANCE**

- 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. [Diversity & Inclusion](#)
- g. [Sustainability Report](#)
- h. [Ethics & Compliance](#)
- i. [Social Compliance Commitment Guide](#)
- j. [Climate Change Policy](#)
- k. [CDP Climate Change Disclosure](#)
- l. [CDP Water Security Disclosure](#)



**3. PRODUCT ENVIRONMENTAL**

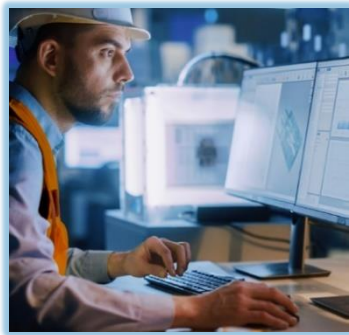
- a. [Material Composition](#)
- b. [REACH Statement](#)
- c. [RoHS Statement](#)
- d. [EHS Commitment](#)
- e. [Green Partner Certificates](#)
- f. [Tin Whiskers](#)

**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](#)

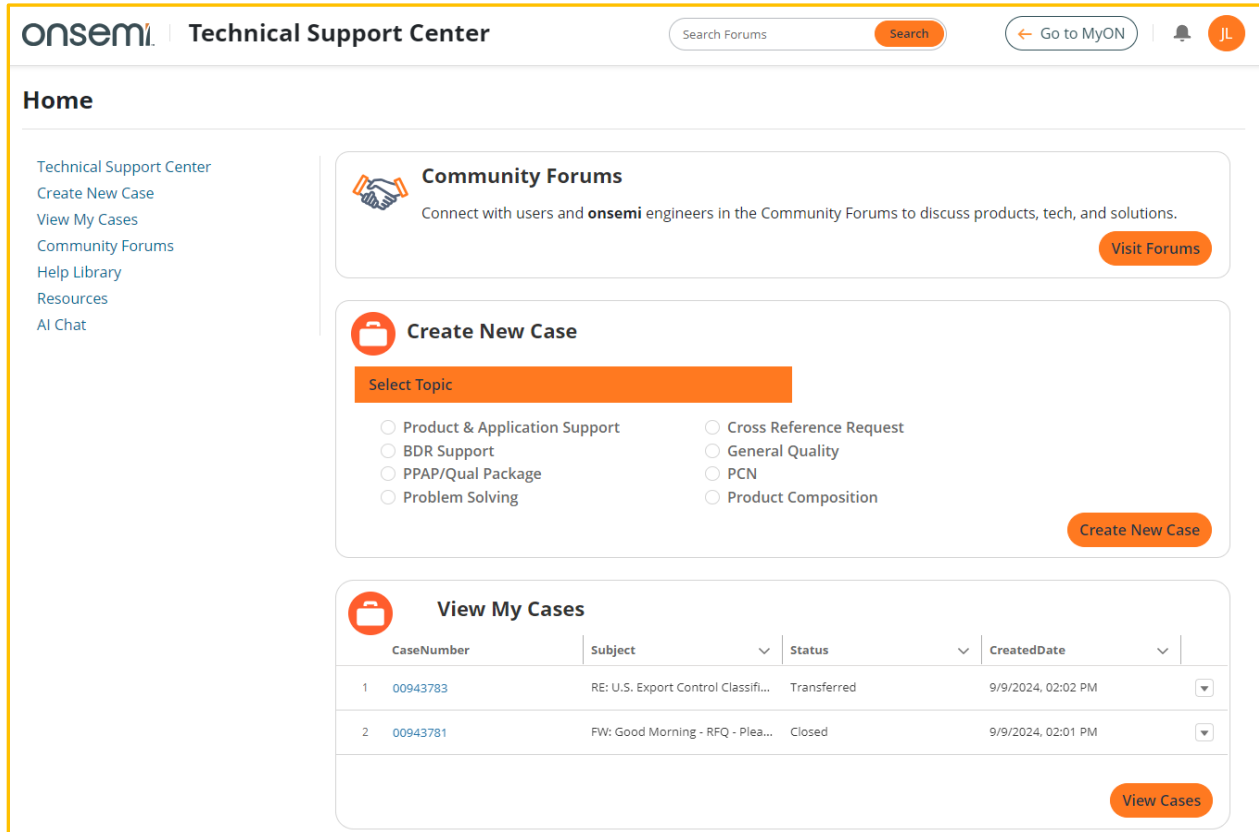


**6. MISCELANEOUS**

- 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](#)

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

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 for forums and a 'Go to MyON' button. The main content area is divided into three sections:

- Home:** A sidebar with links to 'Technical Support Center', 'Create New Case', 'View My Cases', 'Community Forums', 'Help Library', 'Resources', and 'AI Chat'.
- Community Forums:** A section with a handshake icon and the text 'Connect with users and onsemi engineers in the Community Forums to discuss products, tech, and solutions.' A 'Visit Forums' button is located at the bottom right.
- Create New Case:** A section with a briefcase icon and a 'Select Topic' dropdown menu. Below the dropdown are two columns of radio button options:
  - Product & Application Support
  - BDR Support
  - PPAP/Qual Package
  - Problem Solving
  - Cross Reference Request
  - General Quality
  - PCN
  - Product Composition
 A 'Create New Case' button is at the bottom right.
- 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

 A 'View Cases' button is at the bottom right.

### 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 for additional support. [Continuity@onsemi.com](mailto:Continuity@onsemi.com) will remain available until the transition is complete.