Shenzhen Yixin Intelligent Manufacturing Electronics Co., Ltd.

深圳市翊鑫智造电子有限公司

YIXIN ELECTRONIC

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Basic Corrective Action Process

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1. Purpose

This document defines the basic process for identifying, documenting, and correcting quality issues, customer complaints, and non-conforming products at Shenzhen Yixin Intelligent Manufacturing Electronics Co., Ltd. (YIXIN ELECTRONIC).

2. Scope

Applies to all quality issues related to products supplied by YIXIN ELECTRONIC, including customer complaints, incoming non-conformances, and internal findings.

3. Process Steps

3.1 Identification and Recording

Any quality issue (customer complaint, inspection failure, or internal finding) is recorded with date, description, part number, quantity, and source.

3.2 Containment

Affected products are immediately quarantined to prevent further delivery or use. Customers are notified if products have already been shipped.

3.3 Investigation

The root cause is investigated (e.g., supplier issue, inspection miss, handling error). Relevant records and the supplier are reviewed as needed.

3.4 Corrective Action

Appropriate action is taken to address the root cause. This may include returning goods to the supplier, updating inspection criteria, or revising the approved supplier list.

3.5 Verification and Closure

The effectiveness of the action is verified. The issue is closed only after confirmation that the problem has been resolved and will not recur.

4. Customer Communication

Customers are kept informed of significant issues. YIXIN ELECTRONIC supports returns or replacements for quality problems within agreed terms.

5. Records

Corrective action records are retained for a minimum of 2 years.

Approved by:



Title: CEO

Date: May 24, 2025