



Creation Technologies

BEST TOTAL SOLUTIONS, LIFETIME PARTNERSHIPS

Creation Overview

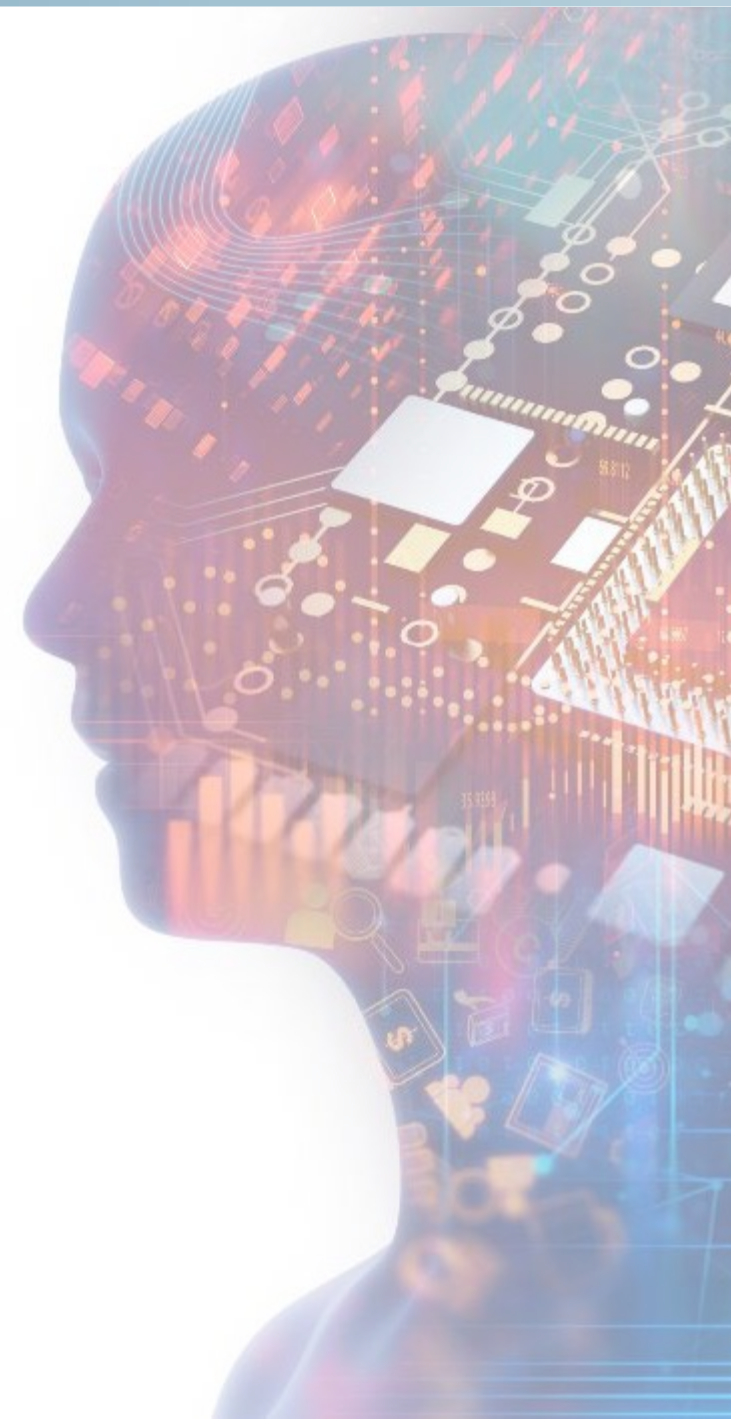
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Creation's Mission

ACCELERATE TIME-TO-MARKET. REDUCE OPERATING COSTS. GROW YOUR BUSINESS. DELIGHT YOUR CUSTOMERS.

With [integrated EMS solutions](#) located around the world, Creation Technologies helps OEMs succeed by providing expert design, manufacturing, supply chain, order fulfillment and aftermarket solutions. Our team is committed to delivering the best total solutions to our customers, the first time, every time.

Our Purpose

To be our customers most trusted partner and create products and solutions of exceptional quality and performance [in a constantly changing environment](#), which enrich millions of lives and make the world a better place.

Our Culture

To nurture powerful, proactive long-term relationships with customers within framework of an [enjoyable and caring culture](#).

Our Values

To be prepared, bold and entrepreneurial in spirit — these and other Core Values are what define and drive Creation today.

Our Core Values



OUR FOUNDATION

Customer Relationship
Excellence

Supply Chain /
VISION

Design for
Manufacturing

People &
Culture

Optimized
Operations

OUR STRENGTH & SCALE

- 10 Global Manufacturing Locations
- 2 Design Centers
- 1 Rapid Prototyping Center

- 100+ Leading OEMs
- 24/7 Access in VISION Customer Portal
- Customer-Focused Systems and Business Model

- 3,000 + Employees
- Low-cost Region Locations in Mexico & China
- Proven Excellence since 1991

END-TO-END SOLUTIONS

Design &
Engineering

Prototyping
& NPI

Fullfilment &
Supply Chain

Lean
Manufacturing

Integration
& Test

After-Market
Services

MARKETS/ INDUSTRIES

Aerospace / Defense



Medical Devices



Tech Industrials



Global Solutions and Teams Committed to your Success

BOSTON • CHANGZHOU • DALLAS • DENVER • HERMOSILLO • MEXICALI



MILWAUKEE • MISSISSAUGA • SEATTLE • ST PETER • TORONTO • VANCOUVER

24/7 Access In
Vision Customer
Portal

Customer-
focused Systems
and Business
Model

Lean Thinking &
Entrepreneurial
Culture

Proven
Excellence Since
1991

10 Manufacturing
Locations

2 Design Centers

1 Rapid
Prototyping
Center

3,000+ People In
Engineering,
Supply Chain,
Operations

100+ Leading
OEMs

Delivering Results to our Customers

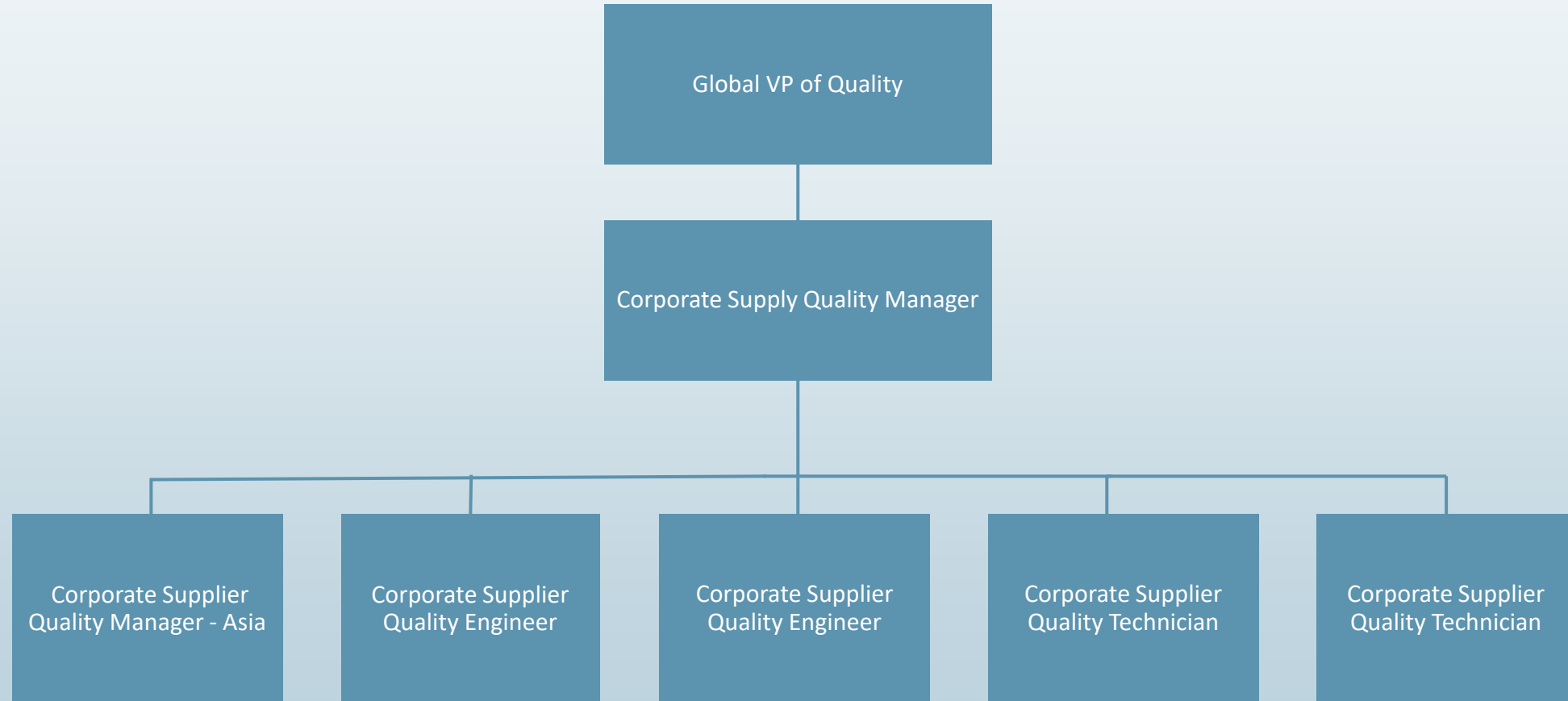


Honored by our customers and **CIRCUITS ASSEMBLY** for the 7th consecutive year!

Certifications, Registrations & Regulatory Agencies



Corporate Supplier Quality Organization Chart



Corporate Supplier Quality

Creation is building our Corporate Supplier Quality Team!

The Corporate Supplier Quality Team Focus:

- Build dynamic relationships with Creation's suppliers through meaningful interaction.
- Strong emphasis on supplier development to encourage mutual growth and improvement.
- Effectively communicate Creation's requirements and goals to establish a solid foundation for suppliers doing business with Creation.
- Provide suppliers with easy access to tools, information, and important documents through Creation's Supplier Website. [Suppliers | Creation Tech](#)
- The Corporate Supplier Quality Team is positioned internationally to improve availability and access to Creation's supplier base.

Corporate Supplier Quality Projects

- **Terms and Conditions (T's & Cs)** ONE global set for all Business Units. Located on the Creation Supplier Website under the Important Downloads section.
- **Supplier Approval and Requalification SOP:** Include requirement for written/system approval; tighten up process; drive compliance.
- **Supplier Scorecards** monitoring OTD and SCAR data summary; eventually to include PPM. Updated SOP and providing training.
- **Supplier Corrective Action Request (SCAR)** format simplification; retraining; drive compliance.
- **Supplier Audit Schedule**
- **Supplier Audit Report, Agenda, Development Plan**
- **Supply Base Management (SBM)** program, SCAR, cleanup for **Strategic Suppliers**
- **Development Plans** for strategic and key suppliers with reviewing Scorecard data and improvement plans.
- **Supplier Status Change Approval (SSCA) Form** development and approval.
- **Global Receiving Inspection Process**

Corporate Supplier Quality Projects

The **Supplier Quality Requirements** have been revised. Below are some key changes:

- A new email address has been created for the communication of PCN, ECN, End of Life, Certifications, Proof of Compliance etc.
pcn@creationtech.com for any catalog or off the shelf product.
NEW - MaketoPrintPCN@creationtech.com for any custom or build to print product or certification expiration or delinquency.
- SCAR Time Expectations
When a SCAR has been issued:
Creation expects the supplier to provide acknowledgment and completed containment action(s) is within **3 business days** of Creation communicating Creation's complaint.
Creation expects the supplier to provide the defined root cause(s) and corrective action plan within **10 business days**.
The supplier will provide the final problem solving (i.e., "8D") report, including effectiveness validation, within **30 business days** of Creation communicating Creation's complaint.
If the supplier will not be able to make the SCAR due date, the supplier should request an extension from Creation.
- New Section Added – Supplier Chargebacks (excerpt)
Creation reserves the right to recover costs incurred by Creation due to non-conforming materials or late delivery.



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