

JABIL QUALITY
EXCELLENCE

**A ZERO DEFECTS CULTURE
MAKES US TRUSTED BY TOP
BRANDS WORLDWIDE**

Today's dynamic environment demands that companies deliver high quality products across a diverse product line at price points that ensure survival and growth. Manufacturers must deliver on quality, quantity, and price while having the ability to quickly pivot to meet customer expectations. This requires companies to have an agile and trusted manufacturing partner with a proven history of exceptional global quality standards. Jabil is a globally agile manufacturing solutions partner serving top world brands with a zero defects culture, global equipment unity, quality policies and proven processes to ensure the highest customer satisfaction.



The challenge lies in how to maintain exceptional quality standards across all brands and product lines in a volatile market. A balance must be found that enables improving customer expectations, product margins, company reputation, and brand loyalty. For many large global organizations, maintaining exceptional quality is a struggle yet it remains a key business differentiator and a critical success factor to their future. Jabil can help.

JABIL IS QUALITY

Driving to perfection, Jabil has built a deep global infrastructure to ensure each of our customers are provided with consistent reliable quality to protect their brands. These include:

QUALITY MANAGEMENT SYSTEM

One harmonized global quality management system executed across our people, equipment, processes, and policies

QUALITY AND REGULATORY AFFAIRS ORGANIZATION

Specialized global regulatory and compliance teams with dedicated engineering teams.

QUALITY ENGINEERING AND NEW PRODUCT INTRODUCTION

Integrated and gated quality design and process reviews throughout the entire new product introduction process.

GLOBAL SUPPLIER MANAGEMENT PROGRAMS

Stringent global supplier development, qualification, management, and monitoring programs are implemented by regional teams.

GLOBAL OPERATIONS AND CERTIFICATION

Jabil strictly follows standardized global quality standards to ensure system, program, and process interoperability worldwide.

JABIL IS QUALITY EXCELLENCE

Jabil is uniquely positioned to leverage quality strengths from many industries including product design, process control plans, integrated failure mode, effects analysis, and quality certifications. Providing our customers with:

- Earned trust, credibility, and loyalty that can be used as catalyst for rapid growth.
- The business agility to respond to today's dynamic global environment, speed, and customization requirements.
- A path to lower costs and attaining higher profit margins with a better ROI on time.
- Long-term dependable relationships that evolve over time for exceptional business continuity.

Global Quality Systems & Integration

- Global CAPA and Audit system
- Core processes and procedures
- Cross site preventive action
- Global objectives & Mgt reviews
- Risk and Effectiveness Assessments

Quality Innovation

- Smart Factory
- Predictive Analytics
- eFMEA
- MPQS, mistake proofing
- Leadership for Quality
- QE certification

Supplier Quality

- Supplier audit program
- Internal SQ certification
- Supplier Quality metrics
- Proactive risk assessments
- External SQ certification & training

Global Quality metrics

- Double digit metric Improvement
- Cost of Quality
- OPSCOM tool

Voice of the customer

- Net Promoter Score - Customer Loyalty
- Quarterly Business Review (QBR)
- VOC and QBR systems, Salesforce

NPI – PMO / AQP

- Advanced Quality Planning & Risk Mitigation
- DFX, FMEA's, Mfg standards
- MSA, Process validation
- Project Management

Lean 6 Sigma

- Lean training and project facilitation
- 6 Sigma Black Belt training
- Lean Maturity Assessment
- Waste reduction, Material velocity, Labor Productivity

Product life cycle quality

- Product Development, NPI
- Engineering Services
- CAD, DFX tools

