



Intellect is the trade association for the UK technology industry. Our membership comprises organisations both large and small from the UK's information technology, telecommunications and electronics sectors. Intellect is the body UK technology companies must be active in, to:

- influence policy
- improve markets
- enhance business performance

The sheer size and diversity of our membership means Intellect is the most influential representative body in many of the vertical markets in which our members operate. Working with members to understand their business imperatives, we use our tried and tested methodology to identify opportunities where Intellect's focus and intervention can create new and better business for all member companies.

Intellect is acknowledged by the industry as a primary source of qualitative insight into new market opportunities and emerging supply chains. Being a member of Intellect provides the opportunity to influence decision makers within the UK Government and industry.

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Intellect is the trade association for the UK technology industry.

Intellect provides a collective voice for its members and drives connections with government and business to create a commercial environment in which they can thrive. Intellect represents over 800 companies ranging from SMEs to multinationals. As the central hub for this networked community, Intellect is able to draw upon a wealth of experience and expertise to ensure that its members are best placed to tackle challenges now and in the future.

For further information visit www.intellectuk.org

Short Circuit – our free monthly update of latest news and events from the electronics sector.

For more information visit www.intellectuk.org/newsletters

Electronics Manufacturing Services Association

Code of Best Practice

Electronics Manufacturing Services

Intellect provides a collective voice for the electronics and components manufacturing sector and works to improve the business environment for these companies in the UK, driving connections with government and business to reduce the regulatory burden, stimulate innovation and promote productivity and quality.

Electronics Manufacturing Services Association (EMSA) members form a key sector of the UK electronics industry. Specifically, they provide services to and/or produce complex circuit boards and associated electronic equipment on behalf of Original Equipment Manufacturers (OEMs) and design house entrepreneurs. OEMs and design houses will typically own both the design and the brand name of the product concerned. The EMSA Group Charter, which specifies the group's terms of reference and work programme, requires that a code of best practice for EMS companies should be formulated.

Code of Practice

The purpose of the Code is to provide a benchmark for customers and the industry against which they can measure performance. In supporting this Code of Practice, Intellect EMSA members are setting high standards of performance in the market place to ensure the effective, high quality serving of customer needs and aspirations.

Commitments

1. Product

Members will:

- 1.1 seek to promote best practice in design for manufacture
- 1.2 seek to incur the least loss to society in their operations
- 1.3 conduct their businesses in a manner and with investment that embraces the latest technology where appropriate and maintains the UK's technology at the forefront of contract manufacturing.

2. Customer interface

Members will:

- 2.1 conduct open and honest communications with their customers
- 2.2 ensure that the product and service requirements of customers and suppliers are properly considered
- 2.3 ensure that all the terms of each transaction are stated clearly
- 2.4 ensure that customers and suppliers are informed of any action, which may materially affect the terms of transaction and take all reasonable action to minimise risk to the parties involved
- 2.5 respect the confidentiality of any information if implied or requested by customers and suppliers
- 2.6 establish and develop with customers and suppliers a continuing and satisfactory relationship leading to mutual confidence
- 2.7 neither offer nor accept any gift, favour or hospitality intended as, or having the effect of, bribery or corruption
- 2.8 accept or deliver the product or service within the quality, quantity, time, price and payment procedures agreed.

3. Corporate social responsibility

Each member is encouraged to consider appointing a senior person within their company to be the responsible officer for good citizenship and each should publish its own statement with regard to the company's policy towards such issues as environment, waste, and its role in the community.

4. Sharing best practice

EMSA brings large and small firms together to promote the sharing of best practice to drive up the performance of the sector. Members will provide advice, suggestions and support to establish the best practices and future requirements. Matters of particular importance are:

- training/education
- technological development
- environmental best practice
- management practice
- financial control and reporting

5. Dispute resolution

Should a dispute arise between a member and a customer or between members, Intellect staff may act as the first point of mediation. Often such disputes can be resolved by the involvement of the trade association simply clarifying the communications between the parties. Intellect is not equipped to provide formal mediation or arbitration. Should local resolution prove impossible, all EMSA members of Intellect are committed to using the Centre for Effective Dispute Resolution or equivalent bodies and to be bound by the outcome.

6. Quality maintenance

Members should ensure that work carried out is maintained at the highest standards of competence and integrity having special regard to the public interest. Should any case be brought to the attention of Intellect where a member has failed to comply with this Code, it will initially be investigated by Intellect staff and actions implemented to encourage future compliance. Ultimately if a member continues to fail to comply with the Code they will be asked to leave the industry body because they will be failing to reach the high standards aspired to by Intellect members.

7. Information management

Members should ensure that all work carried out is completely, accurately and indelibly recorded by the appropriate people concerned and that subsequent reporting and handling ensures its integrity and availability for as long as it may be required.

8. Personnel

Members should ensure that all work is carried out by personnel, who are properly qualified, have appropriate knowledge, training and experience for the work in hand and are acutely aware of their supervisory and management responsibilities.

9. Equipment

Members should ensure that all equipment is appropriate to the task in hand and is maintained and operated in such a manner that it performs to specification during use.

10. Materials

Members should ensure that all materials used in the process of manufacture, testing and packaging are identified, safely handled, used, transported, stored and distributed properly and that the appropriate information concerning them is available.

11. Location

Members should ensure that any work is carried out in a facility or at a location, which is appropriate to that work.

12. Management

Members should utilise management systems that encourage and maintain the integrity of the work carried out by individuals.

13. Risk management

Members should rigorously identify, analyse and manage risks and seek to agree solutions with their customers that offer the best ownership and risk mitigation strategy.

14. Supply chain management

Members will provide sufficient transparency through the supply chain that subcontractors can shape their offerings and manage their work appropriately and the customer has suitable visibility at all levels.

15. Customer – supplier relationship

Members will strive to build and maintain an effective relationship with the customer, founded on mutual trust and openness, with a clear understanding of each other's goals and interests.

16. Contract review – understanding the requirement

Members will make every reasonable effort to ensure they develop and agree with the customer a full and robust understanding of the requirement and its broader business context as a firm foundation for any proposal.

17. Confidence in delivery

Members will only bid for what they believe they can deliver with a high degree of confidence and on business models that can be sustained for the planned life of the programme.

18. Programme management

Members will ensure that all aspects of the programme are managed to a high degree of professionalism, using an agreed methodology and, wherever appropriate, with a clear focus on the delivery of the business benefits.

19. Management and deployment of skilled resource

Members will only nominate individuals for specific roles or as team members whom are judged to have the necessary authority, skills and experience and are expected to be available. Their contribution to customer satisfaction and successful programme delivery will be encouraged and recognised.

20. Individual skills and professionalism

Members will encourage their staff to acquire and maintain appropriate professional standards and individual competencies. They will work towards a common and agreed framework for specific roles and associated competencies.