



Change Notification

#111074 - 00

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Should you have any issues with the timeline or content of this change, please contact the Intel Representative(s) for your geographic location listed below. No response from customers will be deemed as acceptance of the change and the change will be implemented pursuant to the key milestones set forth in this attached PCN.

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Change Notification

Change Notification #: 111074 - 00
Change Title: Quality Document Management System (QDMS) survey link update for capturing customer feedback, PCN 111074-00, Documentation

Date of Publication: November 22, 2011

Key Characteristics of the Change:

Documentation

Description of Change to the Customer:

In an effort to allow customers to provide continuous improvement in our Product Change Notification process, Intel relies on multiple methods for capturing customer feedback on their PCN experiences. One of these methods is the survey link we have embedded in our Quality Document Management System (QDMS) - Direct Access site which will be visible after completing the log-in process – See below.

Home > About Intel > Technology Leadership > Manufacturing > Quality & Reliability > Intel Quality Document Management System >

Intel® Quality Document Management System (QDMS) - Direct Access

Welcome,

Intel® Quality Document Management System (QDMS) - Direct Access offers our direct customers the ability to search, view, and download MDDS, PCN, and Product Qualification Report (PRQ) documents from a single location.

[For Direct Access Training Document click here!](#)

Any feedback or questions on Intel products?

Please take a moment to tell us about your PCN experience with Intel.

[PCN Feedback](#)

[External Customer PCN Guidelines](#)

QDMS Direct Access - PCN Analysis

Please take a moment to tell us
about your PCN experience with Intel.

Help

PCN Feedback

View without CPN

Select customer to analyze

Select Search Criteria

Select Search Criteria

Results

10

Export File



Excel



Tab delimited file

By clicking on the “PCN Feedback” button, either from the main landing page or in the individual PCN Analysis page, the customer will be directed to a short four question survey. The survey is optional and the responses are completely confidential, and only used internally to help Intel drive improvement in our PCN process. If the customer chooses to provide their contact information, they are given the option to opt-in toward the end of the survey.

Customer Impact of Change and Recommended Action:

We have improved the visibility of the "PCN Feedback" button as indicated above, which makes access to the survey more obvious. This is a transactional type survey that allows customers to respond as many times as they wish. Please take the opportunity to respond to the survey for any PCN related issues, and/or to provide feedback regarding what Intel is doing right. If the customer opts-in to be contacted by a customer representative, all contact information requested in the survey needs to be supplied. Due to the confidential nature of the survey, Intel will not be able to make contact for a follow-up unless complete and accurate contact information is provided.

PCN Revision History:

Date of Revision:

November 22, 2011

Revision Number:

00

Reason:

Originally Published PCN