

Special Business Solutions: Quality Solutions

A dedicated organization offering tailored solutions to customers with complex, highly-diversified business around the world, through a strategic network of regional manufacturing facilities.



Flextronics Special Business Solutions (SBS) is a leading Electronics Manufacturing Services (EMS) provider that enables strategic partners to grow by leveraging and merging worldwide design, manufacturing, logistics capabilities, resources, and strengths. Our network of global facilities services all industry segments, from automotive to medical to infrastructure, and beyond. From hand held to massive electromechanical products, SBS provides every market niche with a comprehensive solution.

Markets Served



Flextronics SBS Quality Policy:

Flextronics SBS is a highly strategic business unit that offers tailored services to customers with complex, high-diversified business in the Americas, Asia, and Europe. Focused on our customers' success, we strive to have the highest level of quality in the industry by executing Six Sigma principles to reach single digit DPPM levels throughout all business areas.

We drive customer success through:

- Continually maintaining and improving the effectiveness of our Integrated Management System (IMS) to identify and minimize corporate risks
- Providing external and internal customers with the highest level of quality and service in the industry to create significant competitive advantages
- Effectively communicating quality policies and objectives to customers, suppliers, and employees throughout the supply chain
- Employing the best people in the industry and advancing their professional growth through structured learning, training, and development programmes
- Utilizing Lean and Six Sigma to focus on systematic root cause elimination, reducing costs and improving supply chain efficiencies
- Forming strategic partnerships with a broad base of world-class suppliers that deliver high-quality goods and services
- Safeguarding confidential and proprietary information as a key part of our ongoing business activities

Seven reasons to do business with Special Business Solutions

- 1 Innovative customer focused culture
- 2 Serving all market segments with competitive solutions
- 3 Dedicated to complex, lower-volume, highly-diversified business
- 4 Act local, play global: a strategic worldwide network
- 5 Leverage global design-build-ship-service offerings
- 6 Global systems supporting continuous improvement
- 7 Our people make the difference



Operational Excellence – Lean and Six Sigma

LEAN and Six Sigma is one of the primary vehicles Flextronics SBS has chosen to drive continuous improvement across the organization.



Speed and Precision

The SBS network allows customers to benefit from a multitude of services and capabilities:

Lean Advantages

- Shorter lead times for the customer
- Highly responsive to customer needs
- Lower total cost of partnership
- A formalized method of minimizing activities that do not add value to our customers

Six Sigma Advantages

- Better quality analysis results in better decisions
- More robust processes
- Higher quality and yields
- Integrated to complement Lean transformation by ensuring high-quality, repeatable processes

Lean Best Practice & Tools

- Value stream mapping
- Cellurization (one piece flow, WIP reduction)
- Pull Systems (Kanban, Supermarkets)
- TPM (Total Productive Maintenance)
- 5S and Visual Management

Six Sigma Best Practice & Tools

- DMAIC or 8D problem-solving process
- Statistical process control charts
- Design of Experiments
- Failure Mode Effects Analysis
- 5 Why's

Lean Global Support

- Global Corporate council to set policy and standardize deployment approach
- 1 Divisional Director and 16 Site Champions worldwide

Six Sigma Global Support

- Global Corporate council to provide training/certification and deployment approach
- 1 Divisional Director and over 120 Black Belt and Green Belts worldwide

Operational Excellence

Committed to continuous product and process quality improvement through a variety of internal initiatives applied across all sites. These initiatives include:

Flextronics SBS Manufacturing System

Lean Six Sigma, Visual Controls, TPM, Just Workplace & 5-Whys

Flextronics Factory Best Practices

Operations accessed on a quarterly basis for compliance

Flextronics SBS Continuous Improvement

Lean Six Sigma Champion for every operation and Lean tactical deployment accomplished through Key Strategic Value Stream Transformations

Flextronics Service

Quarterly customer surveys provide feedback to ensure that Flextronics SBS provides uncompromising quality service

Global Operations

Europe

Austria
Denmark
France
Germany
Hungary
Ireland
Israel
Norway
Sweden
Ukraine

Americas

Brazil
Mexico
North America

Asia

China
India
Indonesia
Japan
Malaysia
Singapore

For more information, please visit sbs.flextronics.com or contact sbs@flextronics.com.

Flextronics is a leading Electronics Manufacturing Services (EMS) provider that offers complete design, engineering, and manufacturing services to aerospace, automotive, computing, consumer digital, industrial, infrastructure, medical and mobile OEM customers. With a network of facilities in 30 countries, Flextronics helps customers design, build, ship, and service electronics products worldwide.

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