

Eight Discipline Report (8D Report)

To: ODM	8D report No.: CPF1106
From: : Chicony Power Technology	RMA claim No.: N/A
CC :	Chicony Power P/N: A018R002L-DR03-0G
	Customer P/N: GBC706164A2
Submit date: 2015/11/25	Product description: 18W
Receive date: 2015/11/23	Defect D/C or Lot No.: CL10G1503F2602
Subject : Low power*1pc, (生產 / 焊錫不良/soldering issue, Sense R is poor solder)	

D1.) 問題解決成員:Use Team Approach

主持者 (Team Leader) : **CF_Liu**

內部成員 (Internal Team Members):

CQS: Power_Zhang

FAE: Sam_Wei

QE: Chaes_Cai

MFG: WeiJuan_Li

IE: Yansong_Tong

外部成員 (External Team Member):

D2.)問題說明:Problem Description:

(Note: Use **who, what, when, where, why, how, how many** to specify the Customer's problem.)

- 1. ODM complained that there is 1pc PSU was loss the function in their OBA in 2015/11/17.:**
- 2. Traced by the S/N number: CL10G1503F2602, we found the adapter was manufactured in Jan.2015 and without repair recode.**

Sajet MES / [Query] - [Travel Card]										
Window										
Product Status - Quality Control - Repair - Alarm - SMT - Traceability - OAY Report - Query WO										
Travel Card										
Customer SN		CL10G1503F2602								
		<div style="float: right;"> <input type="button" value="Query"/> <input type="button" value="Export"/> <input type="button" value="Batch Exp"/> </div>								
Work Order	M1502C04	Serial Number	FMF02C0402150							
Part No	A018R002LDR030G	Customer SN	CL10G1503F2602							
Version	N/A	QC LotNo	QCHSZ_L1215011357027							
SPEC1		Pallet No	PMF02C0400024							
OutPut Time	2015/1/13 上午 07:20:11	Carton No	CMF02C0400351							
Status	Complete	Box No	N/A							
Travel	Repair	Quality Control	KeyParts	Rework	Work Order	Current	Burn In			
Work Order	Serial Number	Customer SN	Part No	Route Name	PDLine No	Stage Name	Process Name	Terminal Name	Work Flag	
M1502C04	FMF02C0402150	N/A	A018R002LDR030G	A018R002L-DR01	HSZ_L12	FINAL ASSEMBLY	ICT	ICT02	Normal	
M1502C04	FMF02C0402150	ME34XXX56663	A018R002LDR030G	A018R002L-DR01	HSZ_L12	FINAL ASSEMBLY	ASSY	ASSY01	Normal	
M1502C04	FMF02C0402150	ME34XXX56663	A018R002LDR030G	A018R002L-DR01	HSZ_L12	FINAL ASSEMBLY	ACT	ACT01	Normal	
M1502C04	FMF02C0402150	ME34XXX56663	A018R002LDR030G	A018R002L-DR01	HSZ_L12	FINAL ASSEMBLY	PRE-ATE	PRE-ATE02	Normal	
M1502C04	FMF02C0402150	ME34XXX56663	A018R002LDR030G	A018R002L-DR01	HSZ_L12	PACKING	HIPOT/GROUNDING	HIPOT/GROUNDING02	Normal	
M1502C04	FMF02C0402150	ME34XXX56663	A018R002LDR030G	A018R002L-DR01	HSZ_L12	PACKING	FINAL-ATE	FINAL-ATE02	Normal	
M1502C04	FMF02C0402150	CL10G1503F2602	A018R002LDR030G	A018R002L-DR01	HSZ_L12	PACKING	PACKING	PACKING01	Normal	
M1502C04	FMF02C0402150	CL10G1503F2602	A018R002LDR030G	A018R002L-DR01	HSZ_L12	QC	QC	QC01	Normal	

D3.) 內部或客戶的暫時解決辦法及實施日期: Implement and Verify Containment Action:

(Note: Internal / external containment action effectiveness and date.)

Sorting total 200pcs with function test in the stocks. Then did not find any failure.

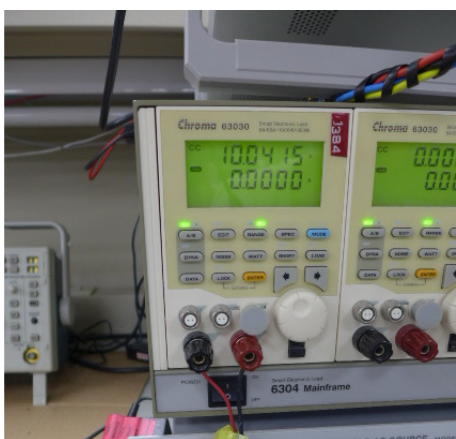
Date: 2015/11/23

D4.) 不良原因確認: Define and Verify Root Causes:

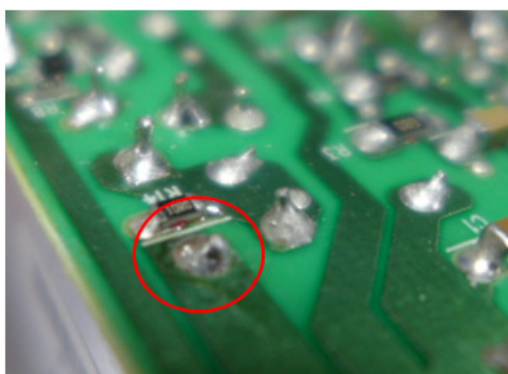
(Note: Identify and verify all suspect causes, which needs explain why the problem occurred.)

➤ Analyze why the adapter no power:

1. Turn on the PSU at bench, see the adapter has low power output (down to 10V). It is the same as the customer feedback information.



2. When we open the case and observe PCBA, we see one lead of R6 not out of PCB.



3. Measure the key components of the circuit, we found just only the lead of R6 open.

Location	Symptom	Description
R6	Open	Resistor

4. Continue to analyze the circuit of the adapter, found if the R6 open, the IC U1 could



- The issue is an intermittent issue. The poor solder pad of R6 sometimes touched to the pad and sometimes not touched. If touched, function of the adapter is OK; if not, function of the adapter is NG. It is why the issue has a chance to customer.
- **Conclusion and root cause:**
 1. The operator did not insert the R6 well. Then operator did not pick out and touch up it on touch up station caused the issue escape to customer.
 2. When the R6 open cause IC U1 could not receive a sense current, the IC will work abnormal and the adapter will be no power output.

D5.)改善措施:Corrective Action Verification:

(Note: Be make sure the corrective actions is effective in process as well as able to fix the customer complaint problem)

1. Training the operator to insert the component completely.

MFG: Weijuan_Li / IPQC: Nono_Chen

2. Define that the operator need to inspect the solder pad of R6 100% in visual check WI.

IE: Yansong_Tong / MFG: Weijuan_Li

D6.)改善措施實施日期:Implement Permanent Corrective Actions:

(Note: Be provide the phase-in date or lot# of corrective actions **implementation** in process)

For Action1: Accomplish Date:2015/11/25

For Action2: Accomplish Date:2015/11/25

D7.)預防再發生措施:Prevent Recurrence:

(Note: Modified the management, operating systems, practices, and procedures to prevent recurrence for the problems as well as lessons learned cases.)

Same as D5.

D8.)確認並感謝問題解決成員:Check and Congratulate the Team:

(Note: Recognize the collective efforts of the team.)

Thanks to you all ! ! !

CQS: Power_Zhang FAE: Sam_Wei IPQC/QE: Chaes_Cai MFG: Weijuan_Li IE: Yansong_Tong

Signature	CF_Liu
Team Leader:	
	Name – Title
Signature by Approver:	Roy_Tsai
	Name-Title