

Eight Discipline Report (8D Report)

To: Customer	8D report No.:
From: : Chicony Power Technology	RMA claim No.: N/A
CC :	Chicony Power P/N: A015R003L
	Customer P/N:
Submit date: 2016/09/08	Product description: 15W
Receive date: 2016/09/03	Defect D/C or Lot No.: 150423
Subject : No power*1pcs ,(LF1 空焊)(生產 / 焊錫不良/soldering issue)	
D1.) 問題解決成員:Use Team Approach	
主持者 (Team Leader) : Cf Liu 內部成員 (Internal Team Members): <div style="text-align: center; margin-top: 10px;"> CQS: Cecilia Sun QE: Nono Chen MFG: Alan Zhu PE: Kefang Zheng IE: Yansong Tong RD: White Huang Sales: Leo Lo SQE: Ansion Sun, Wing Xie </div> 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.) 2016/8/30 customer feed back that 1pcs adapters can not power on. Below are SN of the adapters: No.:1504230D41C5	
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.) <div style="margin-top: 20px;"> 1. Send these defect adapters to Chicony for analysis. <div style="text-align: right; margin-top: 10px;">Date:2016/09/02</div> </div>	

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.)

➤ Analysis for SN: 1504230D41C5

1. By tracking the SN in our SFCS, this adapter passed all the test stations in the production line.

Travel Card

Customer SN1504230D41C5

QueryExportBatch Exp

Work Order	M1517309	Serial Number	FMF1730919541
Part No	A015R003LHW010A	Customer SN	1504230D41C5
Version	N/A	QC LotNo	QCAUTO_L0315050862091
SPEC1		Pallet No	PMF1730900009
OutPut Time	2015/5/8 上午 04:51:01	Carton No	CMF1730900020
Status	Complete	Box No	N/A

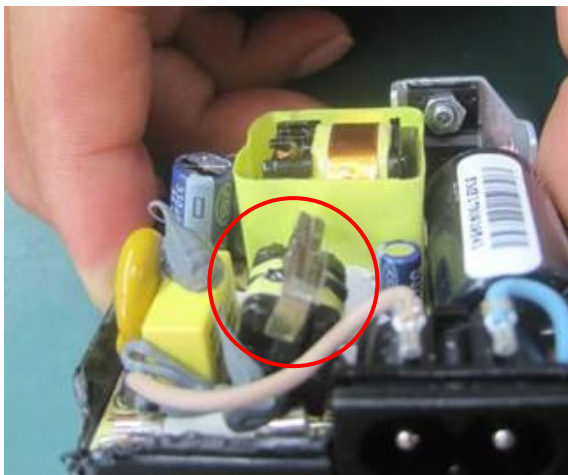
TravelRepairQuality ControlKeyPartsReworkWork OrderCurrentBurn In

Work Order	Serial Number	Customer SN	Part No	PDLine Name	Stage Name	Process Name	Terminal Name	Current S	Work Fl
M1517309	FMF1730919541	N/A	A015R003LHW010A	AUTO_L03	FINAL ASSEM	ICT	ICT02	Normal	Normal
M1517309	FMF1730919541	MF20XXX50592	A015R003LHW010A	AUTO_L03	FINAL ASSEM	ASSY	ASSY01	Normal	Normal
M1517309	FMF1730919541	MF20XXX50592	A015R003LHW010A	AUTO_L03	FINAL ASSEM	ACT	ACT01	Normal	Normal
M1517309	FMF1730919541	MF20XXX50592	A015R003LHW010A	AUTO_L03	FINAL ASSEM	PRE-ATE	PRE-ATE02	Normal	Normal
M1517309	FMF1730919541	MF20XXX50592	A015R003LHW010A	AUTO_L03	PACKING	SN CHECK	SN CHECK01	Normal	Normal
M1517309	FMF1730919541	MF20XXX50592	A015R003LHW010A	AUTO_L03	PACKING	HIPOT/GROUND	HIPOT/GROUND	Normal	Normal
M1517309	FMF1730919541	MF20XXX50592	A015R003LHW010A	AUTO_L03	PACKING	FINAL-ATE1	FINAL-ATE101	Normal	Normal
M1517309	FMF1730919541	MF20XXX50592	A015R003LHW010A	AUTO_L03	PACKING	FINAL-ATE2	FINAL-ATE201	Normal	Normal
M1517309	FMF1730919541	1504230D41C5	A015R003LHW010A	AUTO_L03	PACKING	PACKING	PACKING01	Normal	Normal
M1517309	FMF1730919541	1504230D41C5	A015R003LHW010A	AUTO_L03	QC	QC	QC01	Normal	Normal

2. Test this adapter, it can not power on. It's the same as customer's feedback.



3. To open the case, observe the soldering side and the component side. Seen from the component side, LF1 is inclined to one side due to the improper insertion as the picture shown.



4. The component LF1 is inserted inclined, so the lead of LF1 is not protrude of PCBA.



To re-solder this component, and test this adapter again, it can power on.



5. During our production line, the pin of LF1 was attached the soldering, so it can pass our process and flow out.

➤ **Conclusion:**

No.1:1504230D41C5

LF1 pin not protrude of PCBA caused the adapter no power.

Till now, the shipment Q'ty of this mode is 2415.988k. And the defect rate for the individual 1pcs return is 0.04DPPM.

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. Train the operators again and highlight the issue to them, the operators should insert the component in place and the inspector before the wave soldering station should make sure the components not inclined. And ME will see if can modify the top head, to make sure LF1 not be inclined.**

Owner: Wei Li&Hai Duedate:2016/9/8

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)**

Defined in D5.

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.)

Sam 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.)

CQS: Cecilia Sun QE: Nono Chen MFG: Alan Zhu PE: Kefang Zheng

IE: Yansong Tong RD:White Huang Sales: Leo Lo SQE: Ansion Sun, Wing Xie

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