

## Eight Discipline Report (8D Report)

To:	8D report No.:
From: :	RMA claim No.:
CC :	Chicony Power P/N: <b>N025A001Q-CT01</b>
	Customer P/N:
Submit date: <b>2020/10/10</b>	Product description:
Receive date: <b>2020/10/10</b>	

**Subject :** AC cable 藉由金屬環增強拉拔力, 加工不良刺穿 cable 披覆, 導致 AC cable 短路 [ME]

**D1.) 問題解決成員: Use Team Approach**

主持者 (Team Leader) :

內部成員 (Internal Team Members):

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.)

**電源無輸出, AC 端焦黑冒煙**

**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.)

- 1. CPT got this PSU from customer for further analysis.**
- 2. CPT send 1pc PSU to customer for exchange.**

**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.)

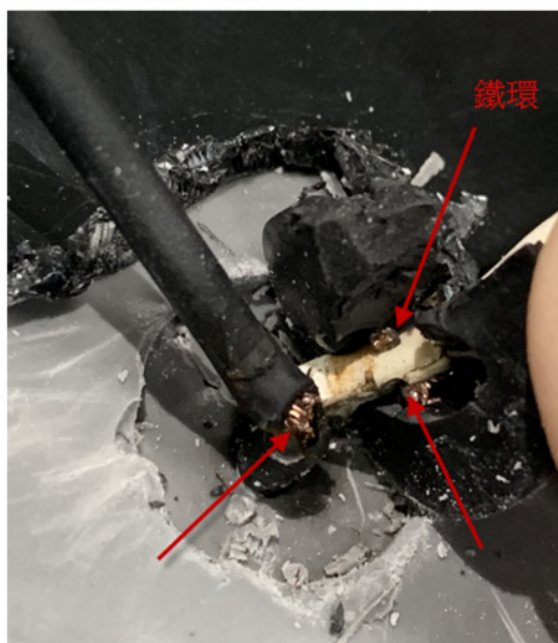
**確認 AC 輸入端有焦黑痕跡, 並有裸銅外露跡象**



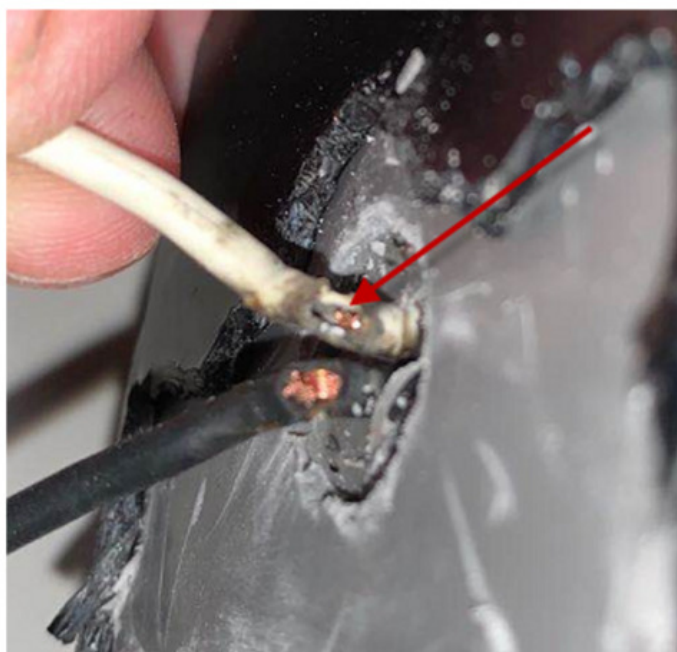
電源外觀無異樣



鐵環刮破黑白線外披



白線銅線開路



白線被鐵環過度擠壓  
黑線外披破損



SR內側白線外披燻黑



**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)

取消鐵環增強拉拔力的對策, 改用加長 SR 長度增加接觸面積增強拉拔力

**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)

**immediately**

**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.)

嚴禁使用金屬材質接觸與固定 AC 線材

**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 ! ! !**

<b>Signature</b>	
<b>Team Leader:</b>	
	Name – Title
<b>Signature by Approver:</b>	
	Name-Title