Eight Discipline Report (8D Report)

To:	**8D report No.:CPJ0303**
From: Chicony Power Technology	**RMA claim No.: N/A**
CC:	**CPT P/N: A065R161P-HW01-0A**
	Customer P/N:
Submit date:2019/3/7	**Product description: 65W adapter**
Receive date:2019/3/6	**Defect D/C or Lot No.:1809**

Subject： abnormal output * 1pc

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: Jack Wang

FA:Sam Wei

QE: Quan Zhang

TE: Qing Ye

MFG: Caihua Jing

ME: Xiong HuangFu

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.)

2019/3/5 Customer feed backed 1pc defect PSU, the defective phenomena is acoustic.

Defective PSU Information:

Model : TPN-CA10 *Customer C/T: WGWEN0AP6BC3DR*

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.**)**

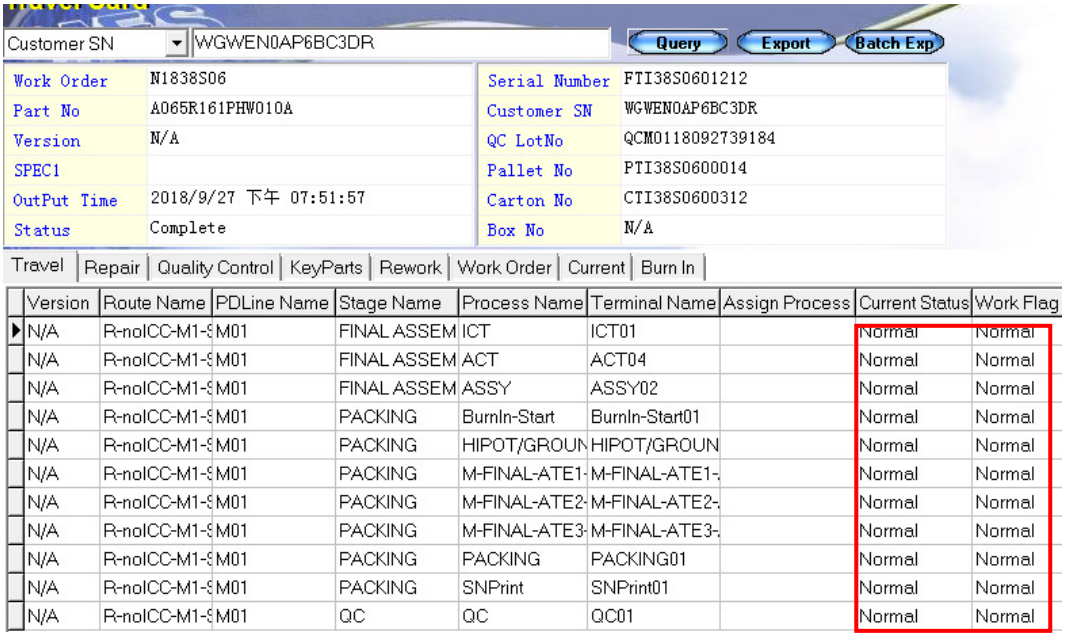
Chicony took the defective sample from customer to do the further analysis.

Date:2019/3/5

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.**)**

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



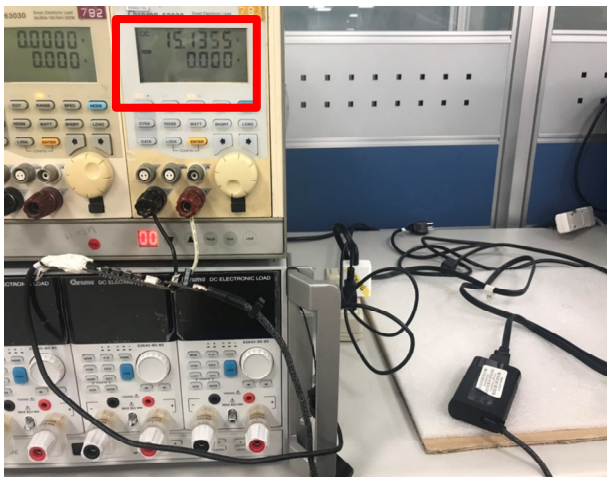
Customer SN: WGWEN0AP6BC3DR — Query | Export | Batch Exp

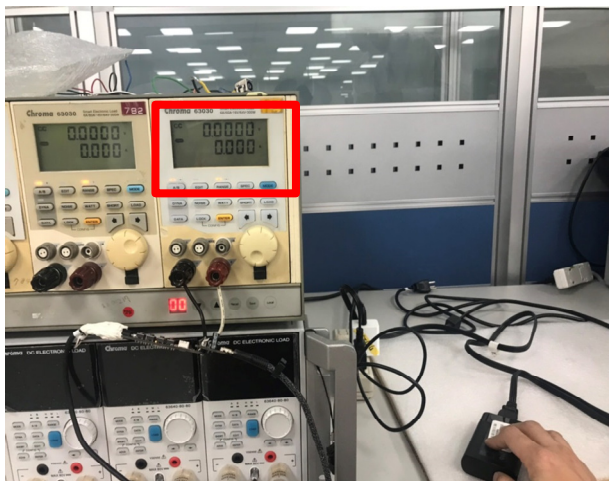
Work Order	N1838S06	Serial Number	FTI38S0601212
Part No	A065R161PHW010A	Customer SN	WGWEN0AP6BC3DR
Version	N/A	QC LotNo	QCM0118092739184
SPEC1		Pallet No	PTI38S0600014
OutPut Time	2018/9/27 下午 07:51:57	Carton No	CTI38S0600312
Status	Complete	Box No	N/A

Travel | Repair | Quality Control | KeyParts | Rework | Work Order | Current | Burn In

Version	Route Name	PDLine Name	Stage Name	Process Name	Terminal Name	Assign Process	Current Status	Work Flag
N/A	R-noICC-M1-S	M01	FINAL ASSEM	ICT	ICT01		Normal	Normal
N/A	R-noICC-M1-S	M01	FINAL ASSEM	ACT	ACT04		Normal	Normal
N/A	R-noICC-M1-S	M01	FINAL ASSEM	ASSY	ASSY02		Normal	Normal
N/A	R-noICC-M1-S	M01	PACKING	BurnIn-Start	BurnIn-Start01		Normal	Normal
N/A	R-noICC-M1-S	M01	PACKING	HIPOT/GROUN	HIPOT/GROUN		Normal	Normal
N/A	R-noICC-M1-S	M01	PACKING	M-FINAL-ATE1-	M-FINAL-ATE1-		Normal	Normal
N/A	R-noICC-M1-S	M01	PACKING	M-FINAL-ATE2-	M-FINAL-ATE2-		Normal	Normal
N/A	R-noICC-M1-S	M01	PACKING	M-FINAL-ATE3-	M-FINAL-ATE3-		Normal	Normal
N/A	R-noICC-M1-S	M01	PACKING	PACKING	PACKING01		Normal	Normal
N/A	R-noICC-M1-S	M01	PACKING	SNPrint	SNPrint01		Normal	Normal
N/A	R-noICC-M1-S	M01	QC	QC	QC01		Normal	Normal

2. **Take the PSU to do the turn on test, it can power on normally. But when touch to the SR it hasn't the output, after release hand the defective symptom disappeared.**

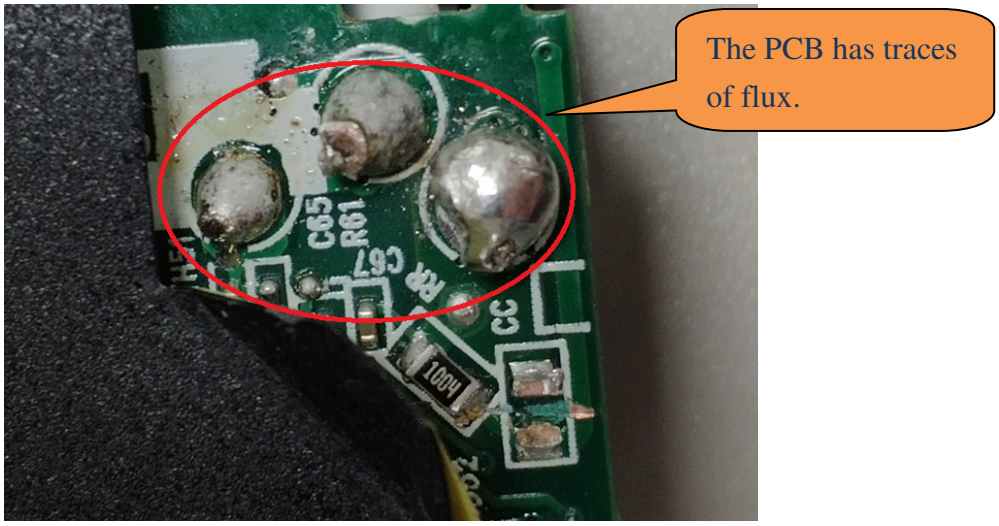




3. **Open the case to observe the soldering side and the component side, see the negative pole of the DC cable was false solder that cause it open in the circuit.**

4. **Check the process, and below two stations have the risk which causes such failure: automatic soldering station and repair station.**

   Observe the defective soldering; the PCB has the traces of flux. This failure is similar as the operator cannot repair well then causes the false solder.



Risk assessment:

1. **From the sampling record of the automatic soldering station, the rate of soldering defect is about 0.33%, so the rate of the operator hasn't repaired well is much lower.**

IPQC抽檢統計表

日期	拉線	班別	客戶	機種	段別	站別	抽檢數	不良數	不良位
9月25日	M1	白	HW	A065R161P-HW01-0A	組裝	锡面检查	300	1	FG
9月25日	M1	白	HW	A065R161P-HW01-0A	組裝	内/外检后抽检		0	
9月26日	M1	白	HW	A065R161P-HW01-0A	組裝	锡面检查	300	0	
9月26日	M1	白	HW	A065R161P-HW01-0A	組裝	内/外检后抽检		0	

2. This model PSU have shipped out 86K from Apr 2018 and this defect is first occurrence. The DPPM of this defect about 11, the risk is low.

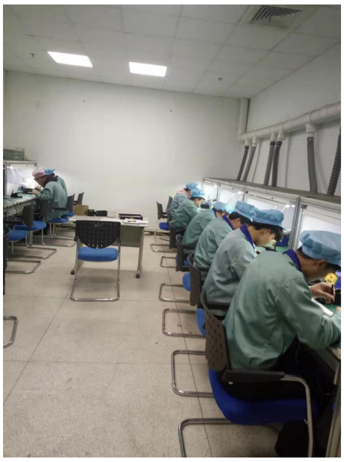
Conclusion:

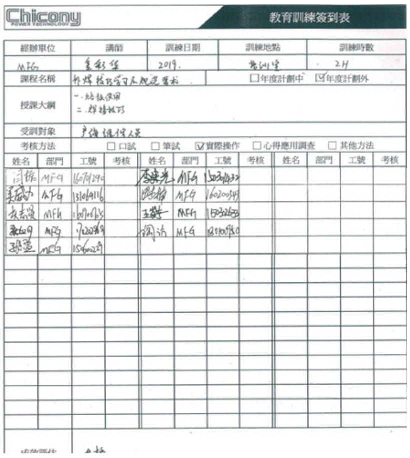
The operator cannot repair well caused the DC cable's negative pole false solder and then caused it open in the circuit and the PSU output abnormally.

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. To do the educational and training for the operator of the repair station.




Chicony POWER TECHNOLOGY 教育訓練簽到表

經辦單位	講師	訓練日期	訓練地點	訓練時數
MFG	[illegible]	2019.	[illegible]	2H

課程名稱: [illegible] ☐年度計劃中 ☑年度計劃外

授課大綱: 一.[illegible] 二.[illegible]

受訓對象: [illegible]

考核方法: ☐口試 ☐筆試 ☑實際操作 ☐心得應用調查 ☐其他方法

姓名	部門	工號	考核	姓名	部門	工號	考核	姓名	部門	工號	考核
[illegible]	MFG	[illegible]		[illegible]	MFG	[illegible]					
[illegible]	MFG	13106116		[illegible]	MFG	[illegible]					
[illegible]	MFG	[illegible]		[illegible]	MFG	[illegible]					
[illegible]	MFG	[illegible]		[illegible]	MFG	[illegible]					
[illegible]	MFG	[illegible]									

2. After repaired, arrange the monitor of production line to double inspect the soldering of the PSU and make the mark on the repaired spot.

3. Ask IPQC to do key inspection for the soldering status after PSU repaired.

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**)**

Same as 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.**)**

Keep on monitoring the performance of this failure in our production line.

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！！！

Signature

Team Leader: **CF_ Liu**

Name – Title

Signature by Approver: **Wade_Lo**

Name-Title