

Eight Discipline Report (8D Report)

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| To: Customer | 8D report No.: CPD0507 |
| From: Chicony Power Technology | RMA claim No.: N/A |
| CC : | Chicony Power P/N: A015R001L |
| | Customer P/N: A9T80-60008 |
| Submit date: 2013/5/17 | Product description: 15W adapter |
| Receive date: 2013/5/16 | Defect D/C or Lot No.: 13031402I4C0 & 130314024IC0 |
| Subject : No power*2pcs (poor manual soldering caused the pins of the connector to fail). | |

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: Ada_Zhou

QE: Chaes_Cai

IE: Yansong_Tong

MFG: Weijuan_Li

PE: Qing_Ye

RD: Jay_Huang

Sales: Leo_Lo

外部成員 (External Team Member): **N/A**

D2.) 問題說明: Problem Description:

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

1. 5/1 Customer complained that 2pcs adapter was failed on their production line, and customer feed back failure information for the 2pcs sample as below:

a. The unit power adapter DC output 9.0V then slowly raise to 32V without loading, loading DC output only 4.2V (S/N:13031402I4C0).

b. The unit power adapter DC output 18V then slowly raise to 29.8V without loading, loading DC output only 5.4V (S/N:130314024IC0).

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. **Verify this unit and carry back for analysis.**

Owner: Jay_Huang

Date:2013/5/9

2. **In Chicony Power factory total 1201pcs 15W adapters were sorted, 0pc adapter is NG.**

Owner: QIT members

Date:2013/5/17

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 steps:

1. Turn on PSU at bench and compare with customer feedback information.
2. Open the case with tools and smell the case.
3. Observe PCBA to check if any defect components or abnormalities can be found.
4. Continue analysis to get the root cause.
5. Inspect and verify.

Analyses and findings:

➤ Analysis for 13031402I4C0:

1. CPT checks the output voltage at full load and no load. The test result was no output voltage, but the LED lights normally.



full load



no load

2. We touched the output connector and the output voltage is normal at full load and no load:



269V/Full load



269V/No load



88V/Full load



88V/No load

3. Open case & Visual inspection found the positive pin of connector has been repaired.



The positive pin
of connector has
been repaired



➤ **Analysis for 130314024IC0:**

1. CPT checks the output voltage at full load and no load. The test result was no output voltage, but the LED lights normally.



2. We measured the positive pin and the negative pin of connector that it is no output voltage.



88 V



269 V

3. Then checked the positive pin and the control pin of connector that the output voltage has 31.85V.

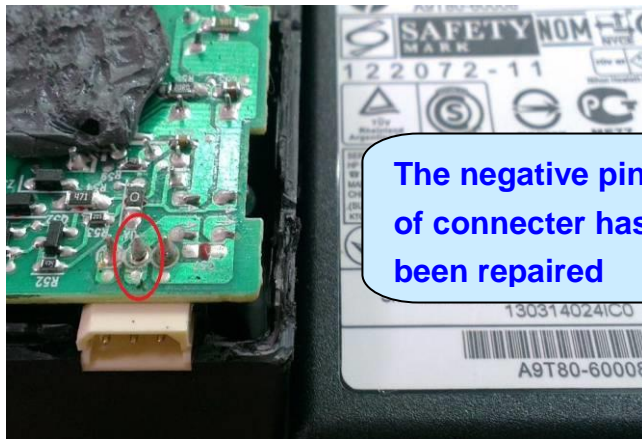


88V



269V

4. Open case & Visual inspection found the negative pin of connector has been repaired.



The negative pin of connector has been repaired



➤ Analysis for these two units

From above analysis and tracking by our production records know that these two units are repaired due to case issue. We should change the cases for these two products when open case the connector is damaged, so we also change the connector and do soldering manually. Poor manual soldering caused the pin of connector soldering fail.

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. **Quarterly Soldering training and exam to the operator in Touch Up” station to enhance the capability of the operator.**

Owner: Weijuan_Li

2. **We plan to use a fixture when soldering the connector, in order to fix the connector well when repair.**

Owner: Hai_HE

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**

Due date : 2013/05/17

➤ **For Action2**

Due date : 2013/6/15

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: Ada_Zhou QE: Nono _Chen IE: Yansong_Tong MFG: Weijuan_Li PE: Qing_Ye

RD: Jay_Huang Sales: Leo_Lo

Signature

Team Leader:

CF_Liu

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| | Name – Title |
| Signature by Approver: | Roy_Tsai |
| | Name-Title |