

BFX-UA300 EXCESS&MISSING MATERIAL REPORT



FOXCONN CPEG JBD_VN
Sep.-2-2021
Version 02

Team Leader

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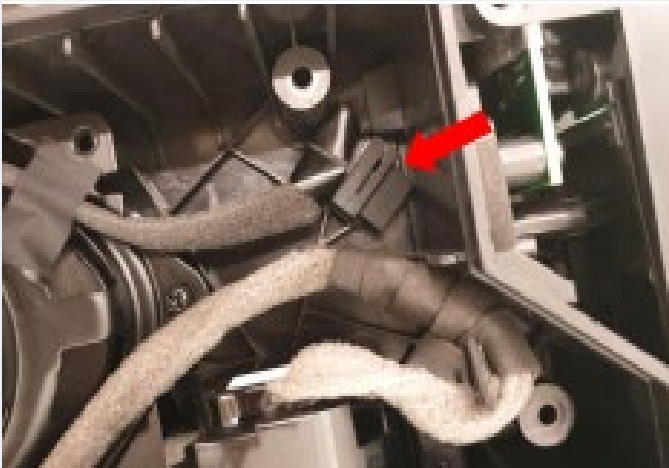
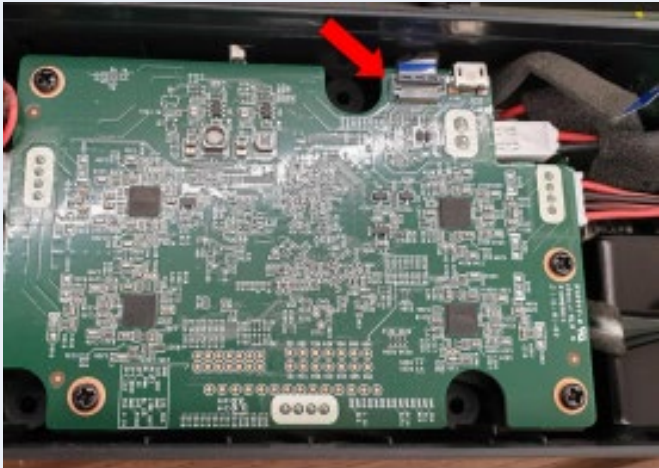
RD: Tom Lee, Jim Chen

D2. Description of Problems

✓ Issue Description



- 31-August-2021, Customer complained BFX-UA300 product contain excess & missing material issue inside product

Serial Number	2149695001202099000204	2149695001202099000343	2149695001202099000361
Issue	Screw cover under rubber foot	Bushing inside speaker area	Missing tape
Image			

D3. Contain the Problems

✓ Containment action

- Check product MO running status: All MO are close
- Check product stocking status: Product out of stock

Table **Z** MODEL K18X001.00 VERSION ALL GROUP ALL Location ALL ☒ WHS ☐ CQA ☐ PC

QTY:

 Query(Q)

 SAVE

 SAVE TO CSV(C)

 EXIT(X)

MO:

☐ By Mo ☐ MOTECH

MODEL_NAME	TOTAL_COUNT	VERSION_CODE	TA_VER

Conclusion: No risky contain product in factory.

✓ Check BFX-UA300 production data



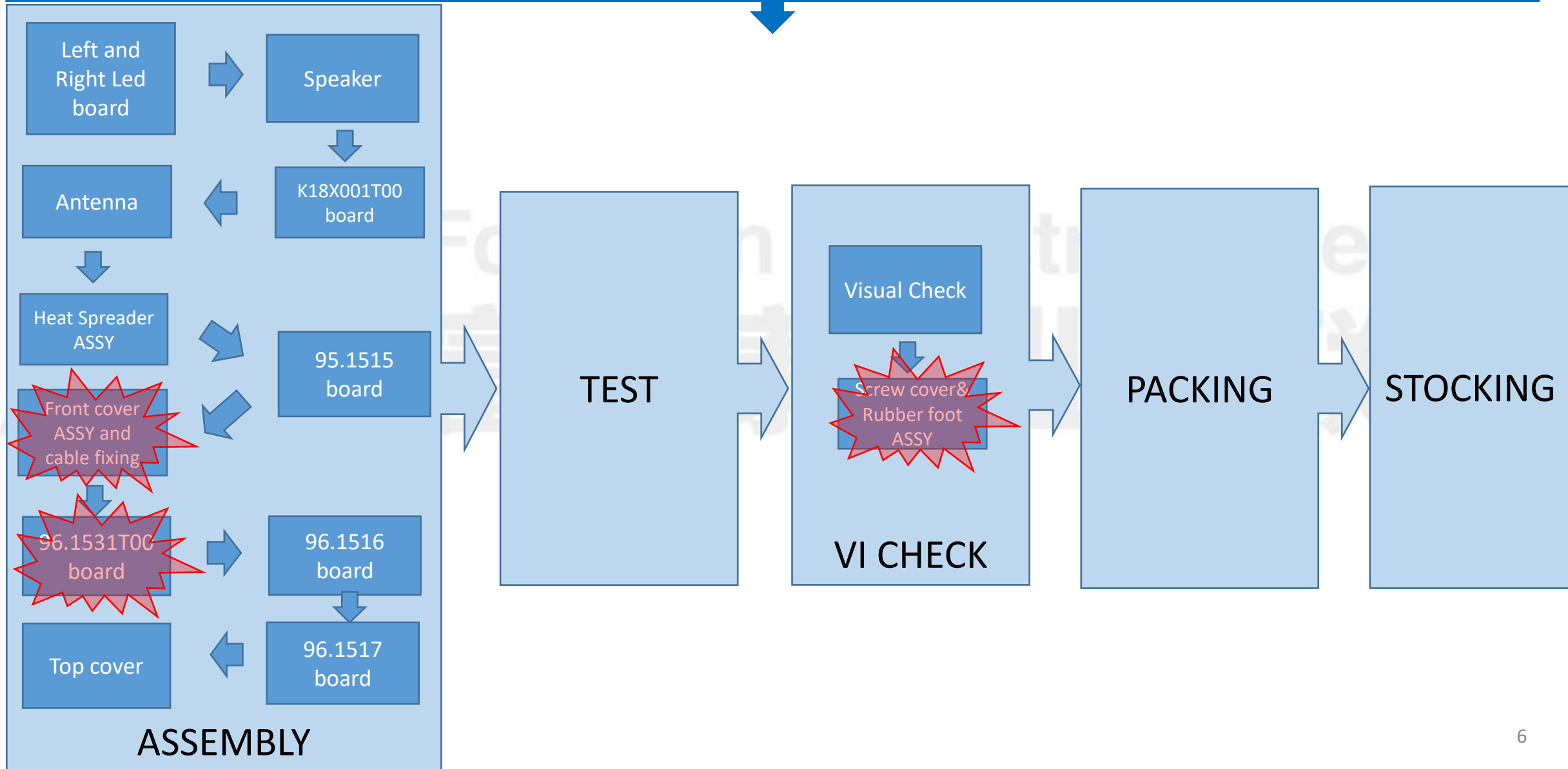
- Production data : Doing follow normal process , no abnormal issue.

Serial Number	2149695001202099000204	2149695001202099000343	2149695001202099000361
Stage			
BT	6/30/2021 12:27	7/12/2021 14:29	7/8/2021 13:23
PT	6/30/2021 13:51	7/12/2021 15:26	7/8/2021 14:36
ASSY	7/7/2021 8:09	7/12/2021 20:35	7/8/2021 16:47
FT1	7/7/2021 10:00	7/14/2021 13:35	7/10/2021 13:02
FT2	7/7/2021 20:45	7/14/2021 13:58	7/10/2021 13:14
FT3	7/7/2021 21:09	7/14/2021 14:01	7/10/2021 13:22
RC	7/8/2021 14:15	7/14/2021 14:02	7/10/2021 13:23
RC1	7/8/2021 14:23	7/14/2021 14:10	7/10/2021 13:31
OBA	7/9/2021 2:26	7/14/2021 14:58	7/10/2021 15:15
RC2	7/9/2021 8:55	7/14/2021 20:47	7/10/2021 15:43



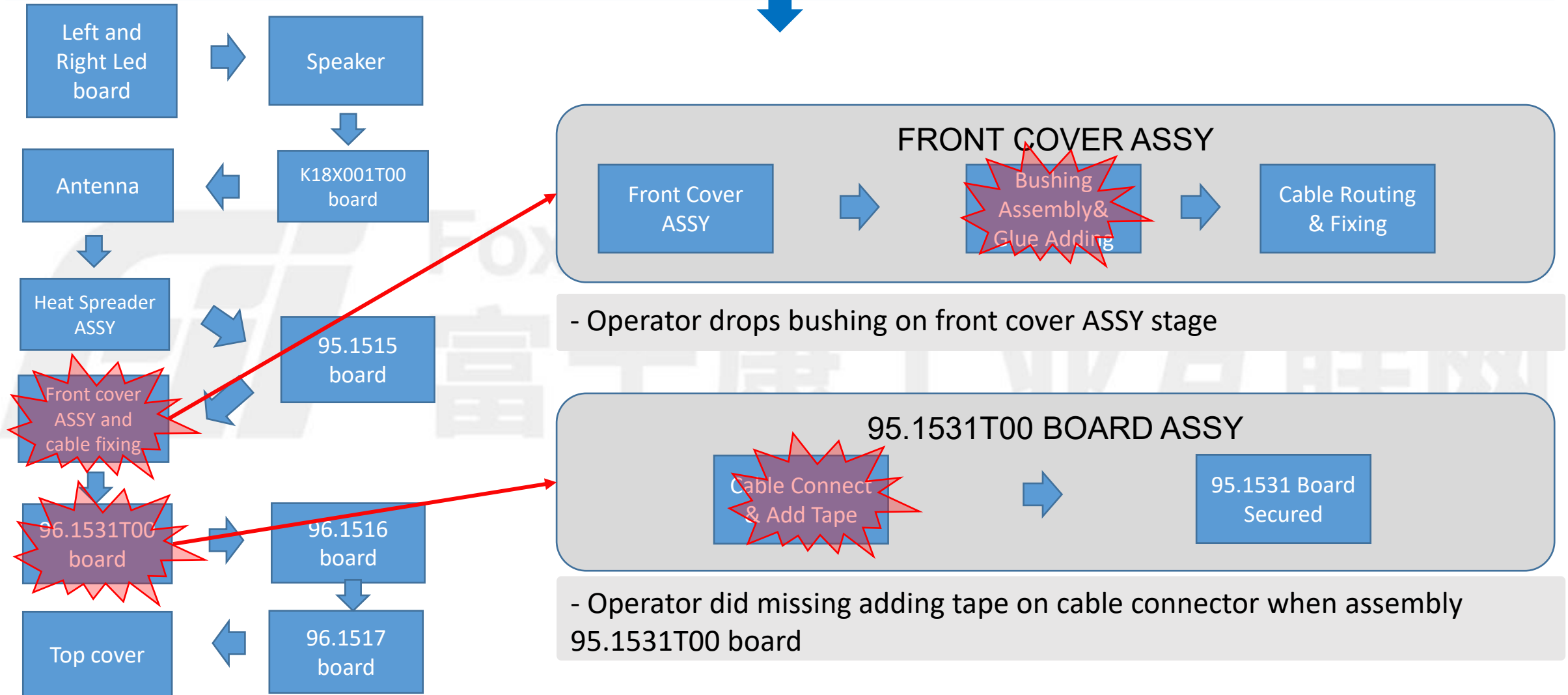
Result : Defect unit have not rework data => All issue happens only in its work step in working process

Check Final Assembly Test process



D4. Root Cause

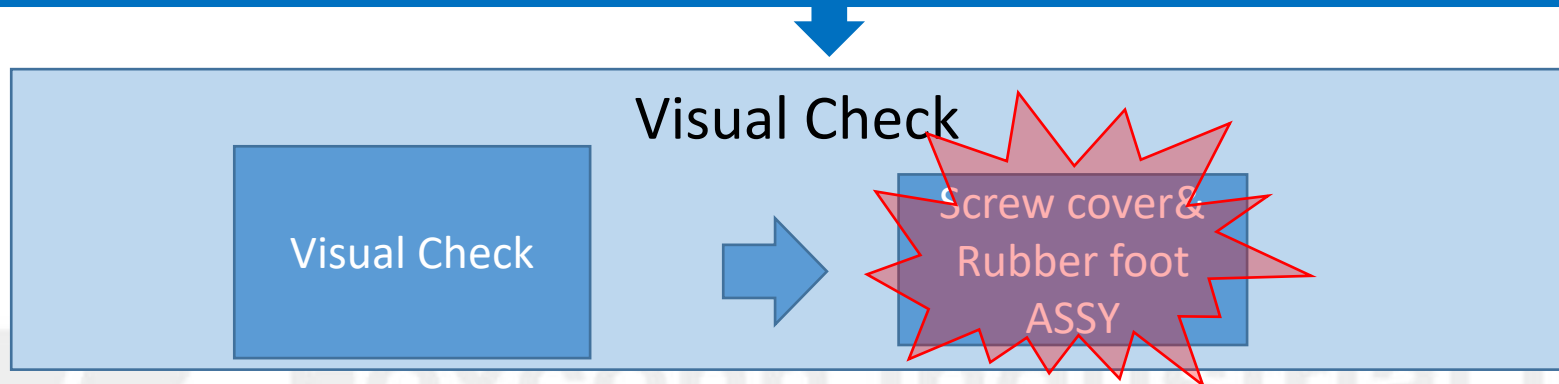
Focus on Assembly process (Occur root cause)



Conclusion: - Operator drops part and missing adding tape in assembly stage

D4. Root Cause

Focus on VI stage (Occur root cause)



- Screw cover assembly and Rubber foot assembly is doing by one operator => OP can add Screw cover in wrong hole.

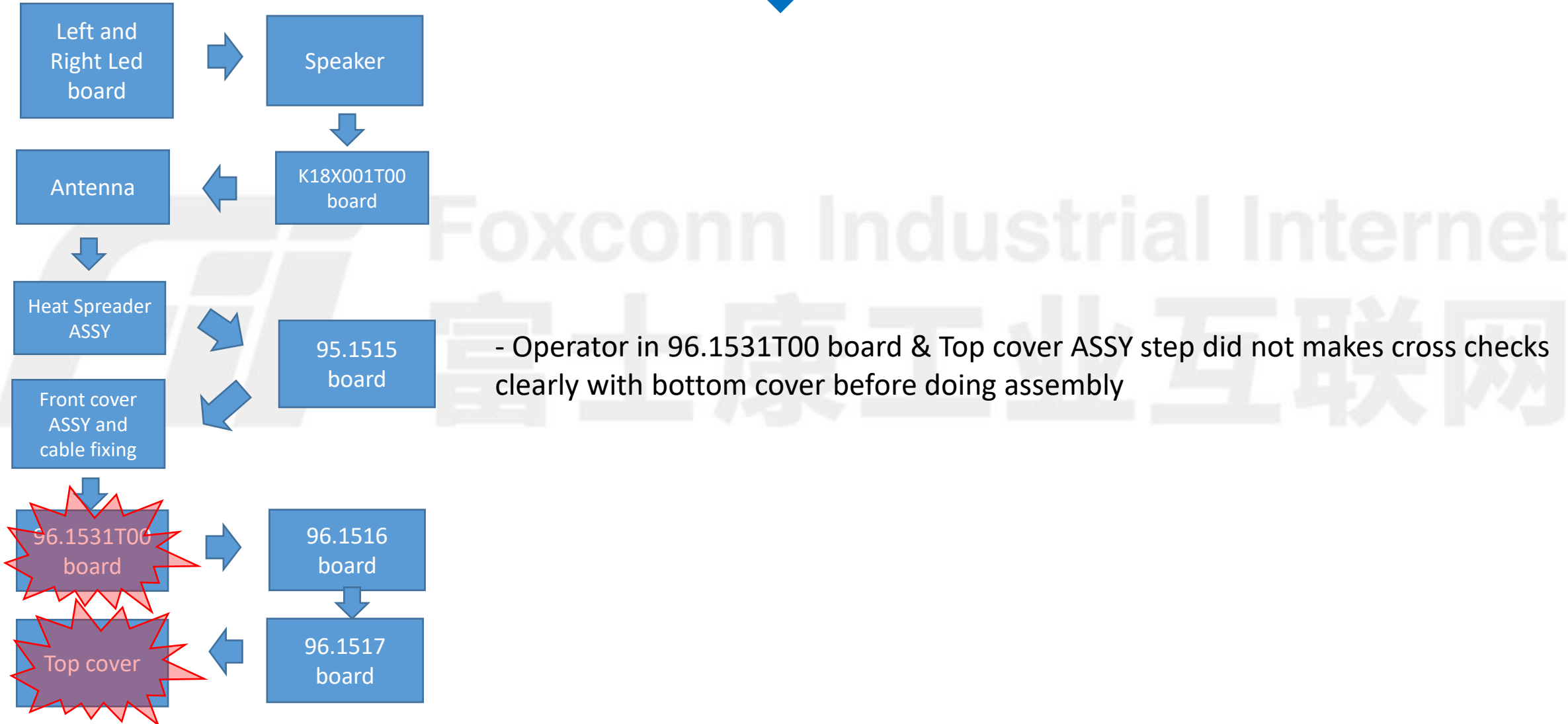
Checks bottom housing screw hole (Occur root cause)



- Screw hole under rubber foot is same size with out side screw hole

Conclusion: - One operator assemble two cover type => Cannot makes cross check in blind area (under Rubber foot)
- Screw hole design under foot cover is same with other hole out side => Operator still can adding the cover on

Reason analysis for escape



1. Reason analysis(Summary)



- Per tracking and online simulator we have found:

- ❖ Reason for occurrence:

- ✓ Operator adding two type material of a area in a work step .
- ✓ Screw hole under rubber foot is same size with outside foot area screw hole
- ✓ Drop part happen in assembly procedure.

- ❖ Reason for escape:

- ✓ Operator makes cross check not clearly

D5. Corrective Action

No.	Subject	Root cause	Corrective action	Evidence	Status	Owner	Due date
1	Occur root cause I	Operator adding two type material of a area in a work step	-Separate VI work step for two operator, one cover assemble by one operator.	Visual Check& screw cover Assembly ↓ Rubber foot Assembly and product wrapping	Done	IE: Huyen Trang SI: Wen Yong	1-Sep

D5. Corrective Action

No.	Subject	Root cause	Corrective action	Evidence	Status	Owner	Due date
1	Occur root cause II	Screw hole under rubber foot is same size with outside foot area screw hole	- Design DFM: shall change the screw hole dimension in rubber foot area. (Fool-proofing)		Open	ALT/Inkel	TBD

D5. Corrective Action

No.	Subject	Root cause	Corrective action	Evidence	Status	Owner	Due date
1	Occur root cause III	Drop part happen in assembly procedure.	- Separate material q'ty using with each product. - Add this issue as a CTQ in assembly SOP		Done	IE: Huyen Trang SI: Wen Yong	1-Sep

D5. Corrective Action

No.	Subject	Root cause	Corrective action	Evidence	Status	Owner	Due date
1	Escape root cause I	Operator makes cross check not clearly	- Add one Operator makes VI check whole bottom cover before assembly Top cover on. - Add additional work step: flip over bottom cover before assembly Top cover to prevent drop parts in bottom cover side.		Done	IE: Huyen Trang SI: Wen Yong	1-Sep