

SWAN

2023.06 Mass production inspection

SH Son

Model Name: BFX-UA300

Document Version: ALT_STB_MP_CSMTINS_001

Issued Date: 2023.07.25



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Document History

Version	Editor	Date	Updates
001	SH Son (Seunghwan Son)	2023.07.25	initial version

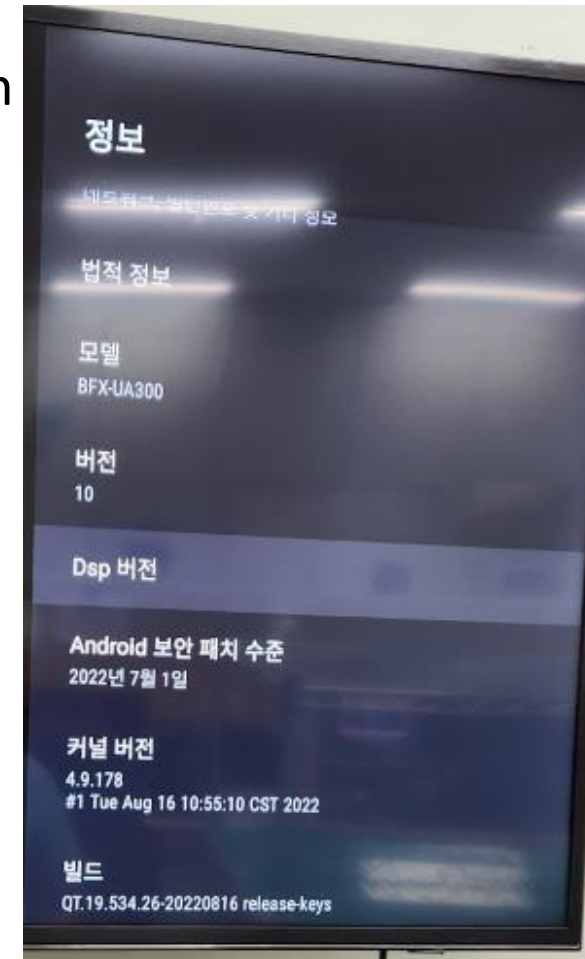
- SKB incoming inspection
 - Inspection lot : BFX-UA300 MP delivered on 2023.06
 - Date : 2023.6.29 ~2023.07.05
 - 2149695001202303005001 ~ 2149695001202303011000
 - Location : [SK networks warehouse](#), Anseong, Korea.
- Overall inspection result
 - Conditional Pass (Waived)
- Defect Total
 - Critical
 - No sound output * 1pcs
 - Major
 - NTF issues related Button * 2pcs
 - Poor paint finish * 5pcs
 - Minor
 - N/A
- End user defect
 - Major
 - BTV logo plate missing * 1pcs

Definition*

- Critical : The **defect related to product functions**
- Major : The defect is no effect on the product functions. But **visually defect**. (i.g cosmetic damaged.)
- Minor : The defect is no effect on the product functions, no visually defect. But **need improvement**

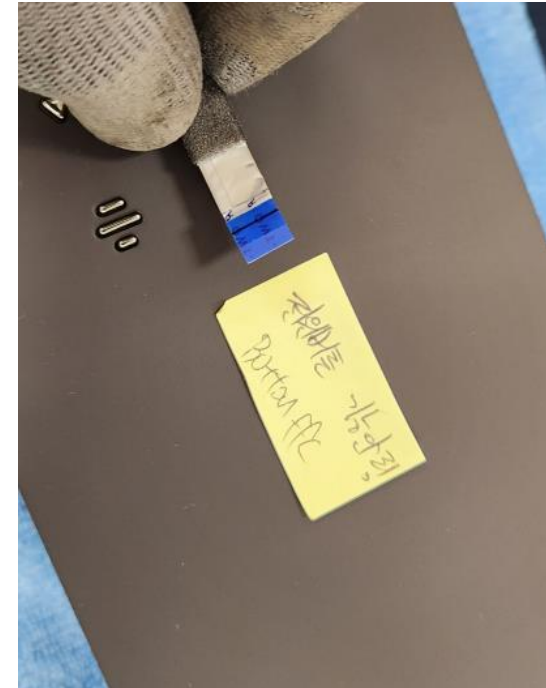
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- No sound output
 - Issue grade : Critical
 - Symptom : No sound out put / No RCU operation
 - Defect unit Q'ty : 1 / 315pcs
 - S/N : 2149695001202303008052
- ALT initial review
 - Visual check : No found abnormal.
 - Function check : DSP version is empty - not operation AMP PCBA
- ALT Action
 - Replace AMP FFC
- Action item
 - FXN should be submit 8D report
 - Need to find out why it wasn't detected in factory tests
 - Provide the preventive action



- NTF issues related Button

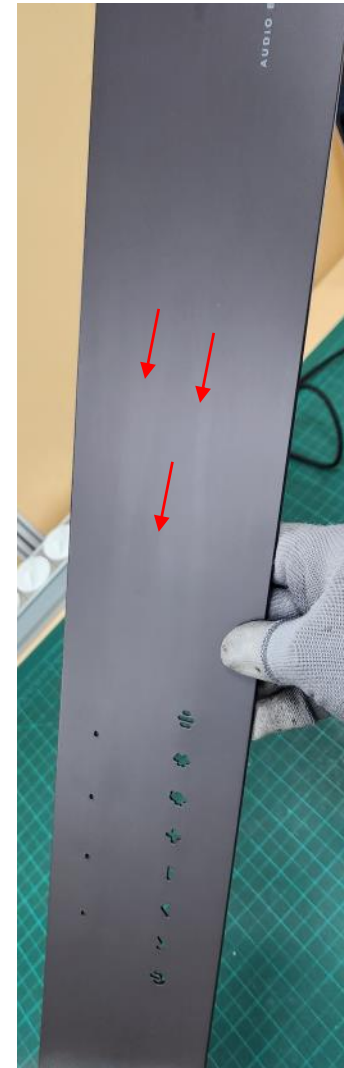
- Issue grade : Major
- Symptom
 - Not work Power button STB,
 - When button BT is pressed, Sound effect button is also pressed
 - Defect unit Q'ty : 2 / 315pcs
 - S/N : 2149695001202303008040, 2149695001202303008046
- ALT initial review
 - Visual check : No found abnormal.
 - Function check : found abnormal – No boot or hangup
- ALT Action
 - Replace the button FFC Cable
- Action item
 - FXN should be submit 8D report
 - Need to find out why it wasn't detected in factory tests
 - Provide the preventive action



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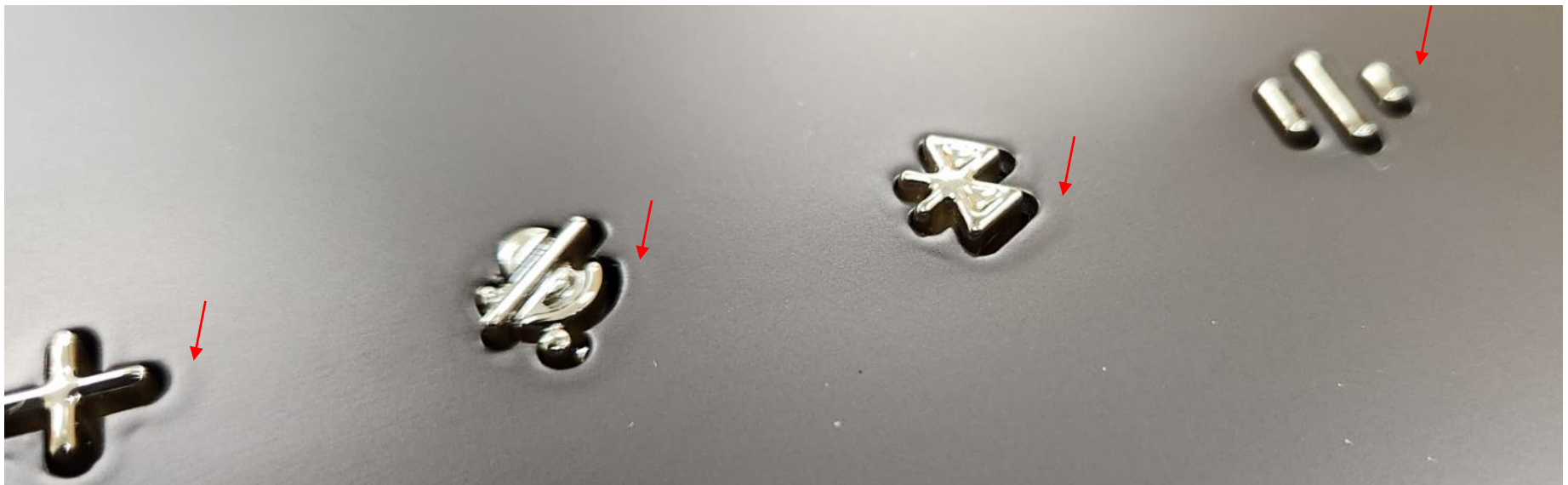
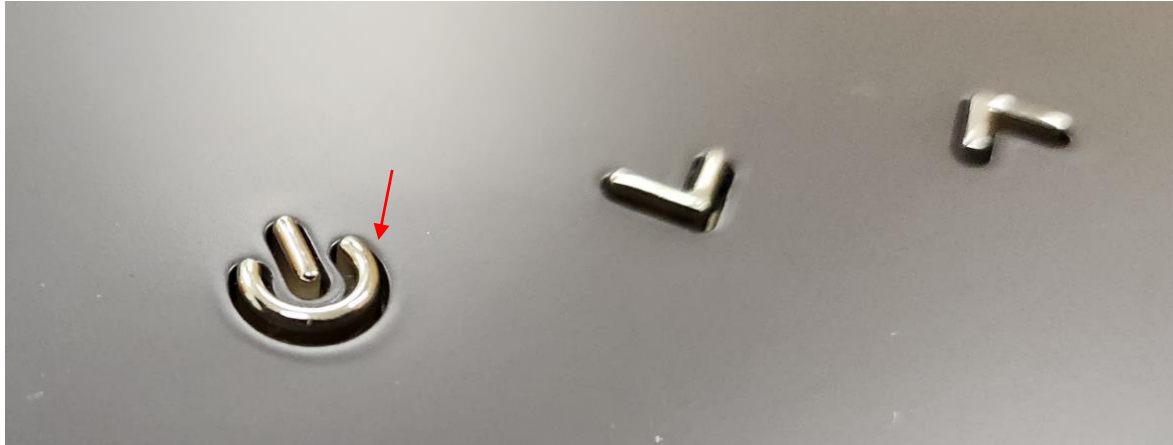
- Poor paint finish
 - Issue grade : Major
 - Symptom : surface stain, Clumps, peeling, etc..
 - Defect unit Q'ty : 5 / 315pcs
 - S/N : 2149695001202303009873, 2149695001202303005343, 2149695001202303005901, 2149695001202303005905
- ALT initial review
 - Visual check : found abnormal.
- ALT Action
 - Replace the housing
- Action item
 - FXN should be submit 8D report
 - Update the inspection criteria : IQC/PQC
 - If checked NG housing, please return to the vender
 - Provide the preventive action

- Poor paint finish - surface stain



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- Poor paint finish - Clumps



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- Poor paint finish - peeling, etc..
 - S/N : 2149695001202303005901, 2149695001202303005905



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- BTV logo plate missing
 - Issue grade : Major
 - Symptom : parts (BTV Logo) missing attachments
 - This issue reported from end customer. Pleaser refer to the next page(customer email)
 - S/N : 2149695001202303003555
 - ALT initial review
 - Visual check : found abnormal.
 - Customer report that There were no missing parts inside the gift box
 - ALT Action
 - Add the new BTV logo plate
 - Action item
 - FXN should be submit 8D report
 - Need to find out why it wasn't detected in factory visual inspection
 - Enhanced visual inspection process : finished product and after repair
 - Provide the preventive action

From: 김시남(KIM SINAM)/고객접점서비스혁신팀/HNS <ksn2166@sk.com>

Sent: Monday, July 3, 2023 11:23 AM

To: 박기남/Home 품질팀/SKB <Knpark2008@sk.com>

Cc: 남상동(NAM SANGDONG)/고객접점서비스혁신팀/HNS <nsd@sk.com>; 정병석(JEONG BYUNGSEOK)/고객접점서비스혁신팀/HNS <adnike@sk.com>; 김동현/Home 품질팀/SKB <donghyeonk@sk.com>; 김민섭/Home 품질팀/SKB <mins@sk.com>; 김형균(KIM HYOUNGKYUN)/송파지점/HNS <poto2602@sk.com>

Subject: 신규 AI2 SOUND MAX 단말 초기 외관불량건 입고 및 확인 요청드립니다.

안녕하세요. 고객접점서비스혁신팀 김시남입니다.

매니저님,

6/28 송파지점 신규 AI2 SOUND MAX 단말 설치시 양옆 마감처리가 안되어있는 부분 확인했으나,

당일 SM 대체단말 미보유 및 고객측 빠른 설치요구로 인해 해당사항 공유 후 완료 및 이후 다른단말 교체 안내 후 7/1 교체 완료했습니다.

해당단말 출고시부터 마감처리 불량으로 지점 회수 후 안성 반납예정입니다.

(기존 플라스틱마감 되어있으나 본드 같은 이물질이 남아있고 박스에는 잔여 부품 없었습니다.)

단말입고 및 초기불량건 확인 부탁드립니다.

- 단말정보

- 유선단말모델명 : AI2 Max STB(ALT BFX-UA300)
- 유선단말관리번호 : 2149695001202303003555
- 6/21 송파지점 입고, 6/28 장비불출 및 설치, 7/1 단말회수 및 새단말로 교체

- 단말불량사진



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Thank you.

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