

BFX-UA300 Label Attachment NG Report



FOXCONN CPEG JBD_VN
May-13-2021
Version 01

D1. Establish the Team

Team Leader

Team Member

Foxconn

- MFG Manager : David Yin
- QA Manager : Charlie Su/ CB Lin

PM: Ben Zheng, Lam Zhou

PD: Ruan Wen Yong

QA: Rachel Nguyen, Cheng Da

IT: Akira Wen Dao

IE: Hai Ly

D2. Description of Problems

✓ Issue Description



- 11-Mar-2021, Customer complained 3 units BFX-UA300 (K18X001.00) label attachment NG product .



D3. Contain the Problems

✓ Containment action

	Subject	Owner	Due date	Status
Step1	Total 2 pcs finished good products in warehouse per confirmation	PQE: Wen Da	04/13/2020	Done
Step2	Hold 2 units in warehouse	PQE: Wen Da	04/13/2020	Done
Step3	Open housing 2 units to checks label status	PQE: Wen Da ME : Khiem IE : Tuyen PD : Van Anh	04/17/2020	Done

D4. Root Cause

✓ Check BFX-UA300 production data



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

Serial Number	
2149695001202099000078	
Stage	
SMT	02/25/21 10:48
PTH	02/26/21 07:53
TEST	03/15/21 10:45
PACK_BOX	03/15/21 10:50
CHECK_WEIGHT	03/15/21 10:52
PACK_CTN	03/15/21 13:41
PACK_PALT	03/15/21 23:05
FQA	03/16/21 10:36
STOCKIN	03/16/21 15:17



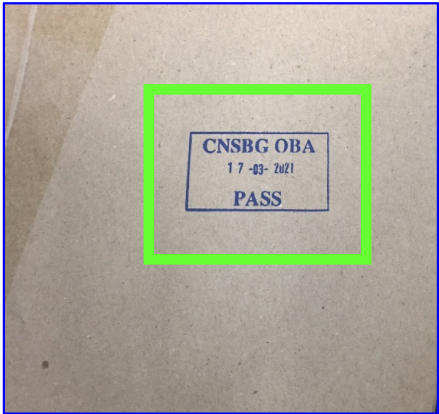
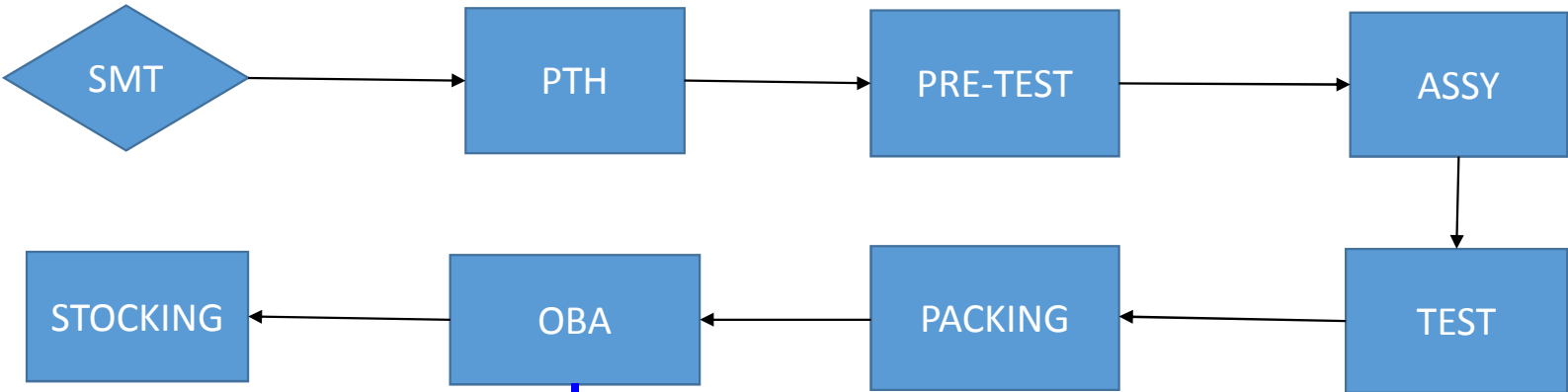
Result : defect unit have not rework data in Packing process

D4. Root Cause

Check NPI manufacture process



- NPI product must be open box audit 100%

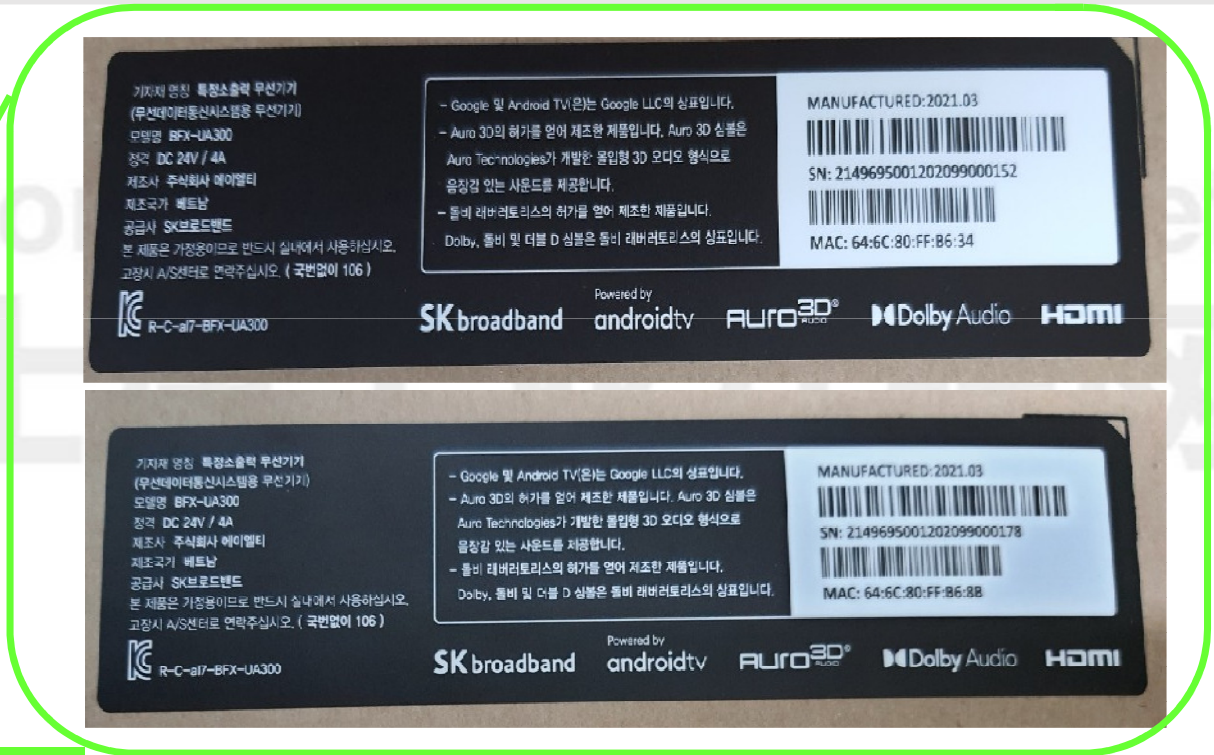
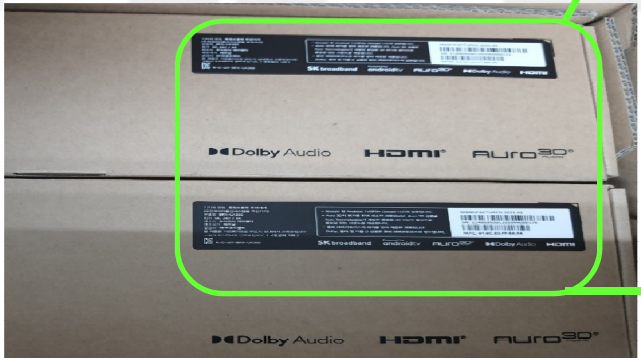
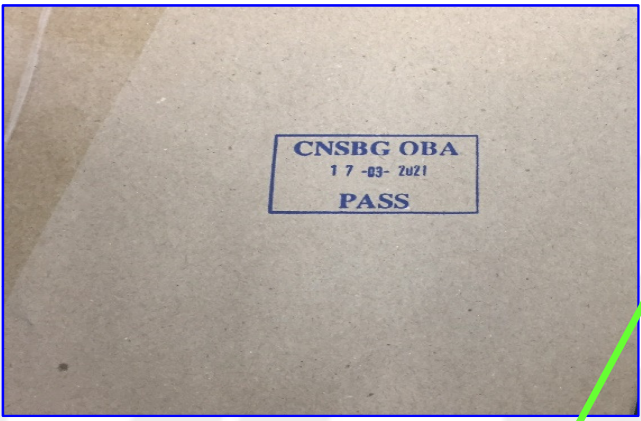


Note: All NPI product must be visual check 100%, products could be shipping only if they PASS the OBA stage(No one blister area in label allowed)

D4. Root Cause (Verify)

Check label surface in 2pcs product in FG

- Label of 2 pcs product in FG are ok, no abnormal found.



D4. Root Cause (Verify)

Continue to take investigate with RD and Customer site to verify the root cause.



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D5. Corrective Action

1. Short term action

- Makes quality notice for Label Attachment NG, training operators VI 100% box label
- Update this problem in PACKING SOP as a critical to quality issue.



Quality Notice for BFX-UA300																																					
Date	13/05/2021	Time	08h:30	Department	PD	Document No	QN-20210513																														
Issue Description	11-Mar-2021, Customer complained 3 units BFX-UA300 (K18X001.00) box label attachment NG product. Ngày 11-05-2021 Khách hàng phản hồi phát hiện 3 bản hàng BFX-UA300 (K18X001.00) label box dán lỗi.																																				
Detail data	1. Check visual inspection 100% with box label after pasting, pack carton step operator crosscheck. 1. Kiểm tra ngoại quan 100% vị trí box label sau khi dán, bước đóng carton công nhân cần kiểm tra lại label box trước khi đóng gói. NG OK																																				
Checking method	- Add NG pictures on SOP to guide OP 100% inspection 100% with box label after pasted. - Pack carton operator cross check 100% box label. - Thêm ảnh NG vào SOP để hướng dẫn công nhân 100% kiểm tra ngoại quan vị trí label box sau khi dán. - Công nhân công đoạn pack carton 100% kiểm tra ngoại quan lại box label.																																				
Signature:	<table border="1"> <thead> <tr> <th>Department</th> <th>Name</th> <th>Department</th> <th>Name</th> <th>Department</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td>PD</td> <td>Bùi Huyền Thái</td> <td>PD</td> <td>Nguyễn Hòa Thường</td> <td>PD</td> <td>Ngô Văn Bình</td> </tr> <tr> <td>PD</td> <td>Nguyễn Minh Tuấn</td> <td>PD</td> <td>Đinh Văn Hòa</td> <td>PD</td> <td>Nguyễn Công Phụng</td> </tr> <tr> <td>PD</td> <td>Bùi Mỹ Linh</td> <td>PD</td> <td>Nguyễn Thị Nga</td> <td>PD</td> <td>Trần Văn Quốc</td> </tr> <tr> <td>PD</td> <td>Bùi Huyền Thương</td> <td>PD</td> <td>Nguyễn Xuân Cường</td> <td>PD</td> <td>Lê Văn Nam</td> </tr> </tbody> </table>							Department	Name	Department	Name	Department	Name	PD	Bùi Huyền Thái	PD	Nguyễn Hòa Thường	PD	Ngô Văn Bình	PD	Nguyễn Minh Tuấn	PD	Đinh Văn Hòa	PD	Nguyễn Công Phụng	PD	Bùi Mỹ Linh	PD	Nguyễn Thị Nga	PD	Trần Văn Quốc	PD	Bùi Huyền Thương	PD	Nguyễn Xuân Cường	PD	Lê Văn Nam
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Manager confirm				Preparation:																																	

D5. Corrective Action

2. Long term action

- Co-work with packing RD to do reliability test with packing material.
- Waiting reliability test result from RD with packing material/method.



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