

# **BFX-AT100 Missing Part Inside Product Report**



**FOXCONN CPEG JBD\_VN  
May-19-2021  
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

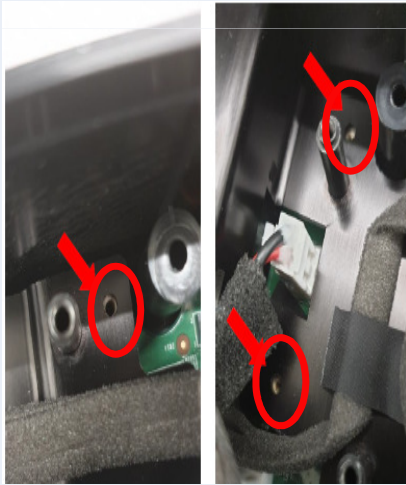
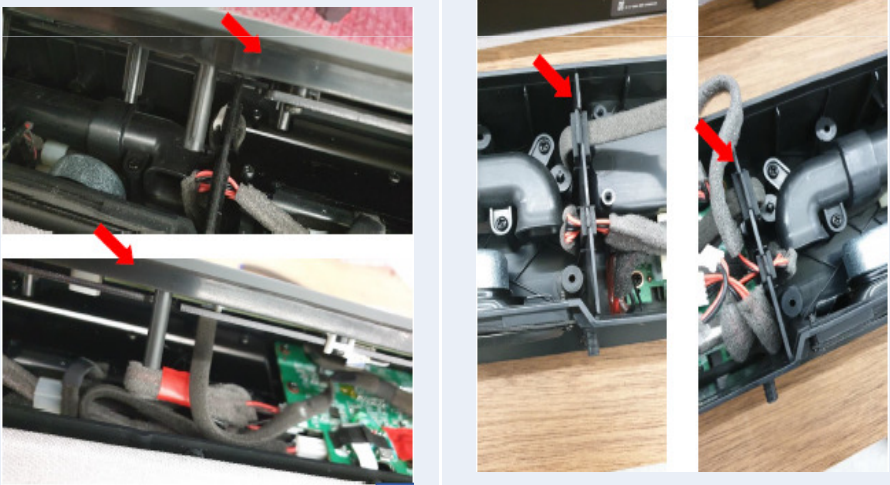
IE: Hai Ly

# D2. Description of Problems

## ✓ Issue Description



- 11-Mar-2021, Customer complained 4 units BFX-UA300 ( K18X001.00 ) Missing Part Inside Product .

| Serial No. | 2149695001202099000096                                                             | 2149695001202099000145 | 2149695001202099000125                                                               | 2149695001202099000072 |
|------------|------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------|------------------------|
| Issue      | Missing Screw                                                                      |                        | Missing Gasket                                                                       |                        |
| Images     |  |                        |  |                        |

# D3. Contain the Problems

## ✓ Containment action

|       | Subject                                                                                                                      | Owner                                                   | Due date   | Status |
|-------|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------|--------|
| Step1 | <ul style="list-style-type: none"> <li>Total 2 pcs finished good products in warehouse per confirmation</li> </ul>           | PQE: Wen Da                                             | 04/13/2020 | Done   |
| Step2 | <ul style="list-style-type: none"> <li>Hold 2 units in warehouse</li> </ul>                                                  | PQE: Wen Da                                             | 04/13/2020 | Done   |
| Step3 | <ul style="list-style-type: none"> <li>Open housing 2 units to checks ASSY material, both two products are normal</li> </ul> | PQE: Wen Da<br>ME : Khiem<br>IE : Tuyen<br>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 | 2149695001202099000096 | 2149695001202099000125 | 2149695001202099000145 | 2149695001202099000072 |
|---------------|------------------------|------------------------|------------------------|------------------------|
| Stage         |                        |                        |                        |                        |
| BT            | 02/26/21 17:58         | 02/27/21 04:45         | 02/26/21 22:25         | 02/26/21 15:05         |
| PT            | 02/27/21 13:42         | 02/27/21 10:03         | 02/27/21 12:44         | 02/27/21 13:21         |
| ASSY          | 03/06/21 03:18         | 03/08/21 07:54         | 03/06/21 14:35         | 03/04/21 17:03         |
| FT1           | 03/08/21 17:35         | 03/10/21 14:23         | 03/11/21 12:41         | 03/04/21 18:19         |
| FT2           | 03/08/21 20:40         | 03/10/21 15:40         | 03/12/21 11:06         | 03/05/21 08:03         |
| FT3           | 03/08/21 21:13         | 03/10/21 15:44         | 03/12/21 12:14         | 03/05/21 08:21         |
| RC            | 03/08/21 22:25         | 03/10/21 15:47         | 03/13/21 14:19         | 03/05/21 08:24         |
| RC1           | 03/08/21 22:47         | 03/10/21 16:46         | 03/13/21 16:08         | 03/05/21 08:39         |
| OBA           | 03/09/21 01:04         | 03/11/21 05:10         | 03/14/21 03:14         | 03/05/21 20:43         |
| VI            | 03/09/21 02:48         | 03/12/21 01:19         | 03/14/21 03:26         | 03/05/21 22:24         |
| RC2           | 03/09/21 03:13         | 03/12/21 01:40         | 03/14/21 03:50         | 03/05/21 22:51         |
| VI1           | 03/13/21 18:16         | 03/13/21 16:08         | 03/15/21 13:12         | 03/13/21 16:37         |

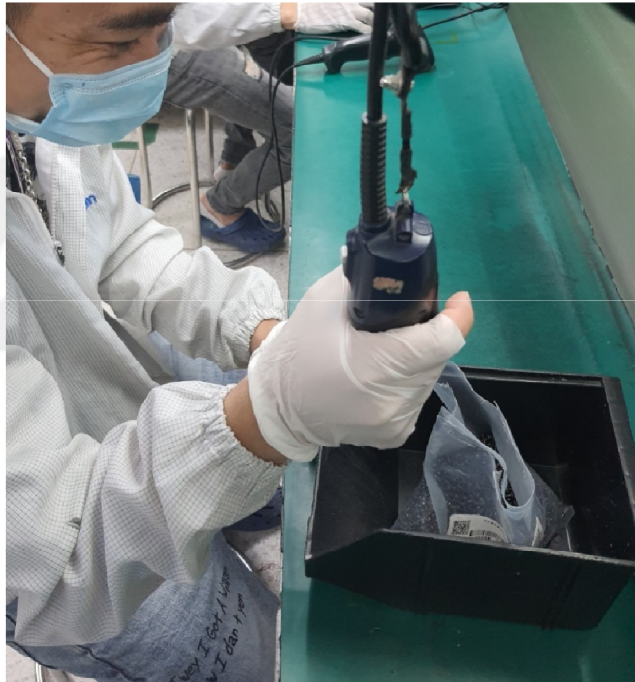
Result : All defect unit have not repair data => Test station cannot cover these issue.

# D4. Root Cause

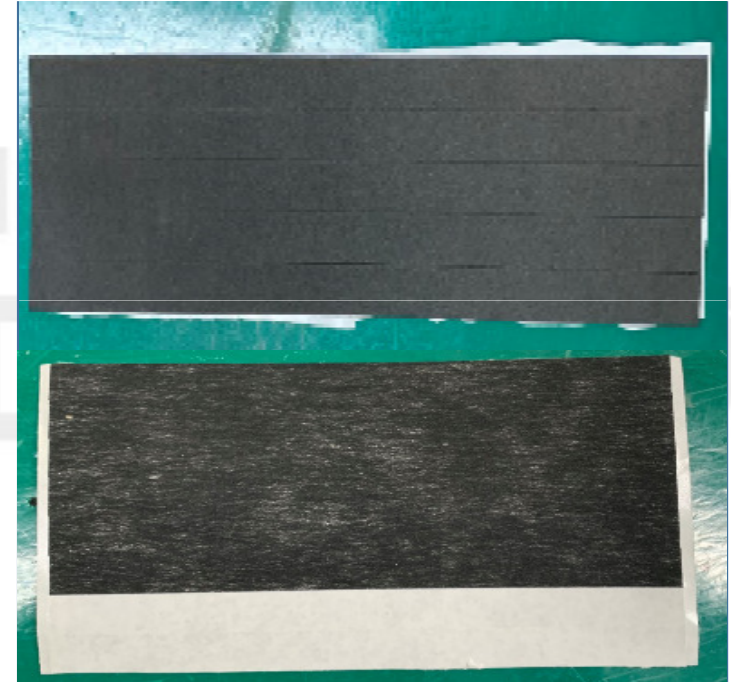
## 1. Root cause for occurrence



- Material supplying method – All material is arranging online with no separate for each one product/step only



Screw Material

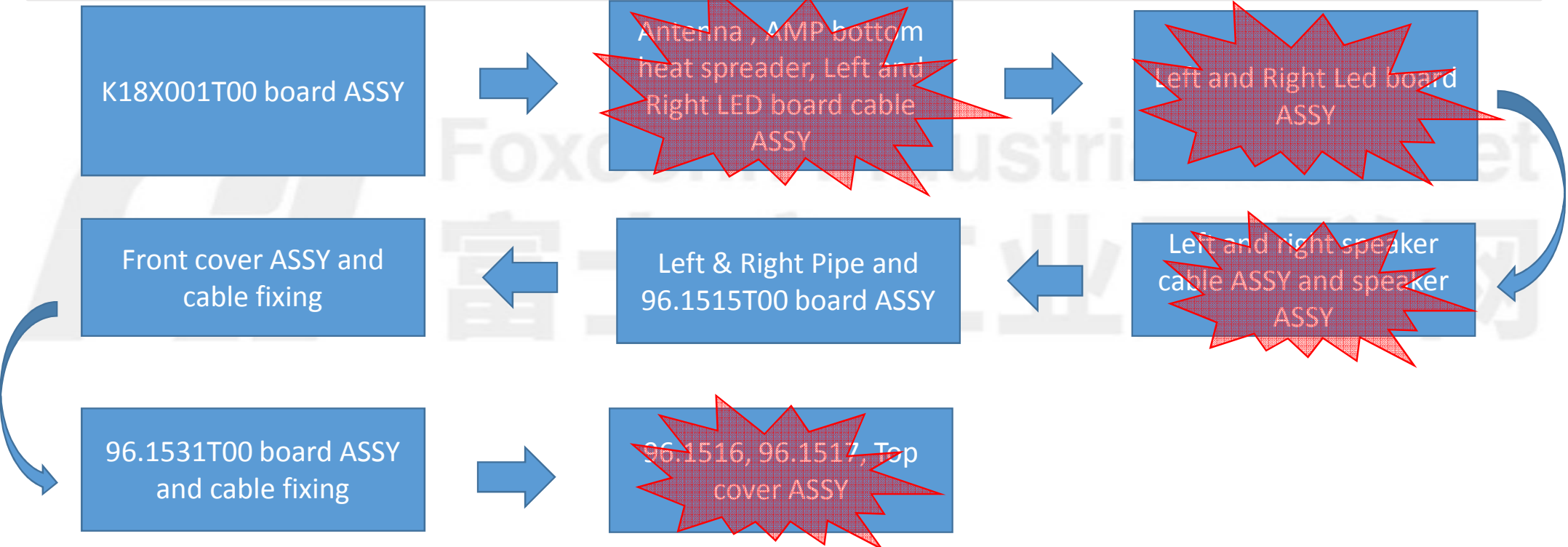


Gasket Material

# D4. Root Cause

## 2. Root cause for escape

● Manpower allocation for ASSY(Assembly) station:



Note : The NPI MO is less than 200pcs and running in 15days so Assembly stage must be group some step. All defect happen on grouping work step

# D4. Root Cause

## 3. Summary



✓ Root cause for occurrence

✓ Root cause for escape

● Workstation: Assemble

- All material is arranging online with no separate for each one product/step only

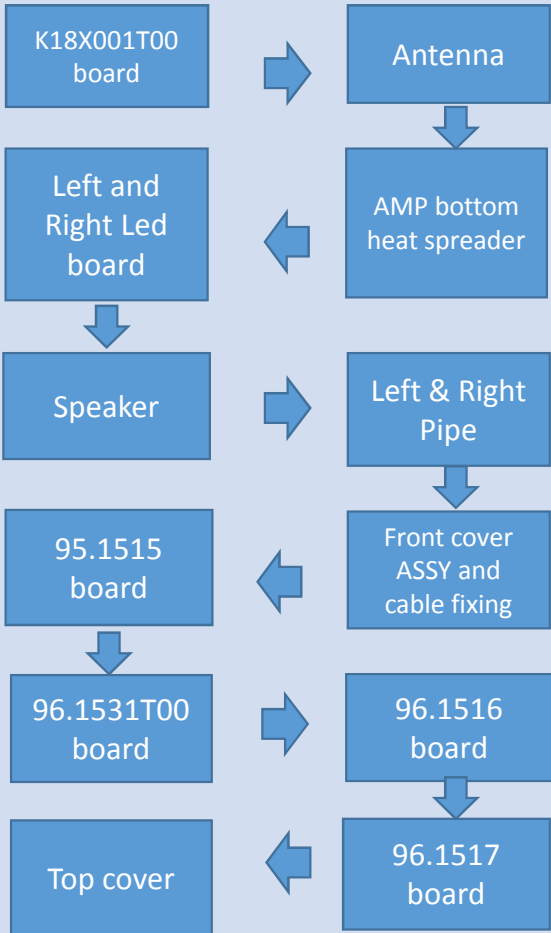
● Workstation: Assemble

- Assembly stage must be group some step. All defect happen on grouping work step

● Workstation: TEST

- TEST station cannot cover missing assembly part issue

## D5. Corrective Action

| No. | Subject              | Root cause                                                                       | Corrective action                                                                                                   | Evidence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Status | Owner         | Due date    |
|-----|----------------------|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------|-------------|
| 1   | Reason of Occurrence | All material is arranging online with no separate for each one product/step only | Separate the material in each step for one product, control the material usage/ work step to prevent missing usage. |  <pre> graph TD     A[K18X001T00 board] --&gt; B[Antenna]     B --&gt; C[AMP bottom heat spreader]     C --&gt; D[Left &amp; Right Pipe]     D --&gt; E[Front cover ASSY and cable fixing]     E --&gt; F[96.1516 board]     F --&gt; G[96.1517 board]     G --&gt; H[Top cover]     I[Left and Right Led board] --&gt; J[Speaker]     J --&gt; K[95.1515 board]     K --&gt; L[96.1531T00 board] </pre> | Done   | PD : Wen Yong | 05/16 /2021 |

## D5. Corrective Action

| No. | Subject          | Root cause                       | Corrective action                                                                                                                                                                                                   | Evidence | Status | Owner         | Due date    |
|-----|------------------|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------|---------------|-------------|
| 2   | Reason of Escape | Grouping work step in ASSY stage | <p>1, Separate Assembly stage to 12 step with 12 different operator to make cross check for each step.</p> <p>2, Qualified OP are assigned to fixed work step<br/>→Dedicated operators for dedicated work step.</p> |          | Done   | PD : Wen Yong | 05/16 /2021 |

# D5. Corrective Action

| No. | Subject          | Root cause                                      | Corrective action                                                                                  | Evidence | Status   | Owner                  | Due date |
|-----|------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------|----------|----------|------------------------|----------|
| 3   | Reason of Escape | TEST station cannot cover missing assembly part | 1. Co-working with RD team to provide a test plan/test case can cover missing assembly part issue. |          | On-going | TE: Allan<br>RD: Jerry | TBD      |

## D6. Verification of Effectiveness

- Waiting for new MO running in end of May/2021



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