

# 8D Report

**for cosmetic issue of BFX - AT100 (T99X171)**

Date : 20 November 2019

Prepared by: Luu Mien

# D1. Establish the Team

**Team Leader: Mike Kao**

**QA: Mai Huy Dat**

**PQE: Luu Mien**

**PM: Mary Nguyen/ Henry Chiou**

**PD: Huu Loi**

**IE: Dang Hung**

**SQE: Bui Mai**

**ME: Ngo Vinh**

## D2. Description of the Problem

### ➤ Issue Description

14 November 2019, ALT customer complain [BFX-AT100] 4th Mass production  
Cosmetic issue.

#### Defect Total

- HDMI cable defect : 0.08% (1pcs / 1130pcs)
- LED Uniformity looks bad : 0.08% (1pcs / 1130pcs)
- Giftbox : 0.3% (1pcs / 315pcs)

## D2. Description of the Problem (continue)

2.1. HDMI Cable doesn't output to TV.

- Defect Q'ty : 1pcs / 1130pcs
- Defect rate : 0.08%



## D2. Description of the Problem (continue)

### 2.2. LED Uniformity looks bad

LED light is not uniformity

- Defect Q'ty : 1pcs / 1130pcs
- Defect rate : 0.08%

Bad sample



Good sample



## D2. Description of the Problem (continue)

### 2.3. Gift box defect

#### 2.3.1. Folding defect

- Defect carton Q'ty : 1pcs / 315pcs
- Defect rate : 0.3%



## D2. Description of the Problem (continue)

### 2.3.2. Printing defect – print location is shifted

- Defect carton Q'ty : 1pcs / 315pcs
- Defect rate : 0.3%



## D2. Description of the Problem (continue)

### 2.3.3. Printing defect – poor quality

- Defect carton Q'ty : 1pcs / 315pcs
- Defect rate : 0.3%



## D2. Description of the Problem (continue)

### 2.4. Field Return

Misaligned and label reused and printing damaged, barcode damaged.



## D3. Containment

3.1. Immediately notice this issue to all operators at production line and hang quality alert to all related working stations (VI station, Packing, OBA station).



**Quality Alert**

## D4. Identify the Root Cause

### 4.1. For HDMI defect (HDMI Cable doesn't output to TV).

Defective HDMI Cable will be return to FXN VN factory. As soon as receiving it, we will promptly analysis and work with vendor to report about failure analysis.



## D4. Identify the Root Cause (continue)

### 4.2. For LED Uniformity looks bad

Through picture and video, we temporary can not find out root cause.

We only suspect this issue is from LED CHIP or Top case.

- Please send us this unit so we can check more detail and further analysis.

## D4. Identify the Root Cause (continue)

### 4.3. For Gift box defect

#### 4.3.1. Folding defect

➤ Through pictures, all defects were at hide position (except picture below) so they should be OK.

The defect below caused by carelessly operating of new operator.



## D4. Identify the Root Cause (continue)

### 4.3.2. For Printing defect

#### 4.3.2.1. Print location is shifted

- This issue was from incoming material issue. (please refer to the vendor's report in 5.4)

During production process we also found out this issue so we required vendor to sorting 8100pcs in stock (defect q'ty: 2pcs/8100pcs, defect rate: 0.02%). And then require them continue to sorting at vendor's stock (defect q'ty: 0pcs/3300pcs, defect rate: 0%).

- At the time of finding out this issue in production line, we also rechecked finish goods, however, operators did not checked carefully lead to defect escaped.

## D4. Identify the Root Cause (continue)

### 4.3.2.2. Printing defect – poor quality

- This issue was from incoming material issue.(please refer to the vendor's report in 5.4)
- During sorting process, operator only checked printing shifted issue so the poor quality issue (printing is blur) escaped.



## D4. Identify the Root Cause (continue)

### 4.4 For field return STB (Misaligned and label reused and printing damaged, barcode damaged)

- During production process, VI operator found out label of these units be printing damaged and barcode damaged, operator took these units to peel off label and temporary re-stick in this unit to waiting re-print label. However, operator did not handle these units immediately lead to mixing and escaped.



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## D5. Corrective Action

### 5.1. For HDMI cable defect (HDMI Cable doesn't output to TV)

- Defective HDMI Cable will be return to FXN VN factory. As soon as receiving it we will promptly recheck and work with vendor to report about failure analysis.

### 5.2. For LED Uniformity looks bad

- Please also send this unit for further analysis. We will promptly analysis as soon as receiving it and report to customer.

## D5. Corrective Action (continue)

### 5.3. For Gift box defect

- Showed and reminded all operators to pay attention to their operating and follow SOP. Operator at pack box and pack carton station need fold giftbox more carefully.
- Discussed with PQE, ME and PD to guide operator folding to avoid defects.

Owner: PD/PQE/ME: Huu Loi, Luu Mien, Ngo Vinh Due date: 2 November 2019



SOP

## D5. Corrective Action (continue)

### 5.4. For Printing defect

- Required vendor give out root cause and corrective action. Please see attached vendor's report .



Vendor's report

- Required vendor 100% sorting material before exporting to Foxconn Fii.  
SQE: Bui Mai Due date: 14 September 2019 (implement already)
- Reminded operator always check gift box before folding. Add to SOP checking printing requirement.  
PD, PQE, IE: Huu Loi, Luu Mien, Dang Hung



SOP folding box

- As mentioned in 8D report of lot 51K, if customer has a more specific criteria of Gift box cosmetic including printing quality, shifted tolerance,...please share us for further discuss and review together to define a final judgement criteria.

Owner: RD PM: Henry Chiou, Mary Nguyen

## D5. Corrective Action (continue)

### 5.5. For field return STB

- Alert and required line leader and operator compulsory scan error code 100% defect units and separate in specified tray.
- When re-print label must IPQC's authority. IPQC check defect and recheck after printing.

PQE: Luu Mien, PD:Huu Loi Due date: 16.Nov.2019



## D6. Verification of effectiveness

6.1. Quality alert and SOP were already updated in inspection requirement and hang on production line, IPQC keep audit and verifying the implementation on production line.

6.2. Operators were reminded and trained to know this issue for more pay attention to their job, compulsory follow standard operation procedure.



## D7. Prevent recurrence

7.1. Line leader remind all operators before production and monitor their operating daily.

IPQC will random sample check after VI and pack box station to recheck product and package status.

Owner: PD/PQE: Huu Loi, Luu Mien

7.2. Inspection criteria 'BFX-AT100\_inspection criteria\_Rev02\_190906' have no detail giftbox package criteria.

So RD/PM team work with customer to add more giftbox package criteria in cosmetic criteria.

Owner: RD/PM: Henry Chiou, Mary Nguyen