

质量体系介绍

QUALITY SYSTEM INTRODUCTION

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内容 **OUTLINE**

- **质量方针及体系建设 Quality Policy & System Establish**
- **供应商控制 Supplier Quality Control**
- **供应商评估 Supplier Qualification**
- **PCM和出厂检验 PCM and Final Inspection**
- **质量异常 Non-conformance**
- **纠正预防措施 Corrective and Preventive Action**
- **持续改进 Continue Improvement**
- **QC过程监控 QA Line Audit**
- **顾客投诉处理 Customer Complaints**
- **工艺更改控制 Process Change Control**
- **SPC控制 SPC System**

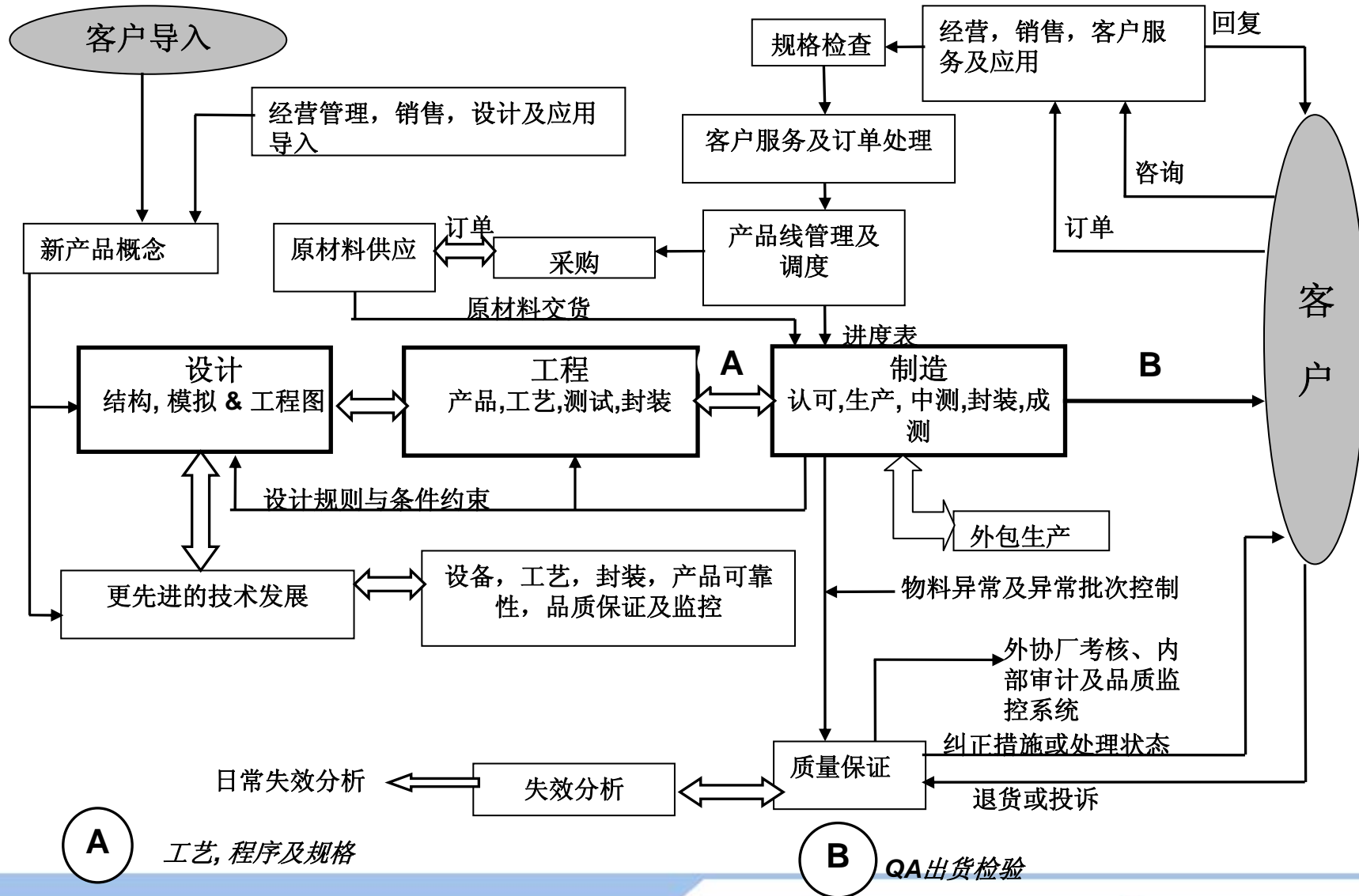
质量方针 **Quality Policy**

务实 成品率 改进

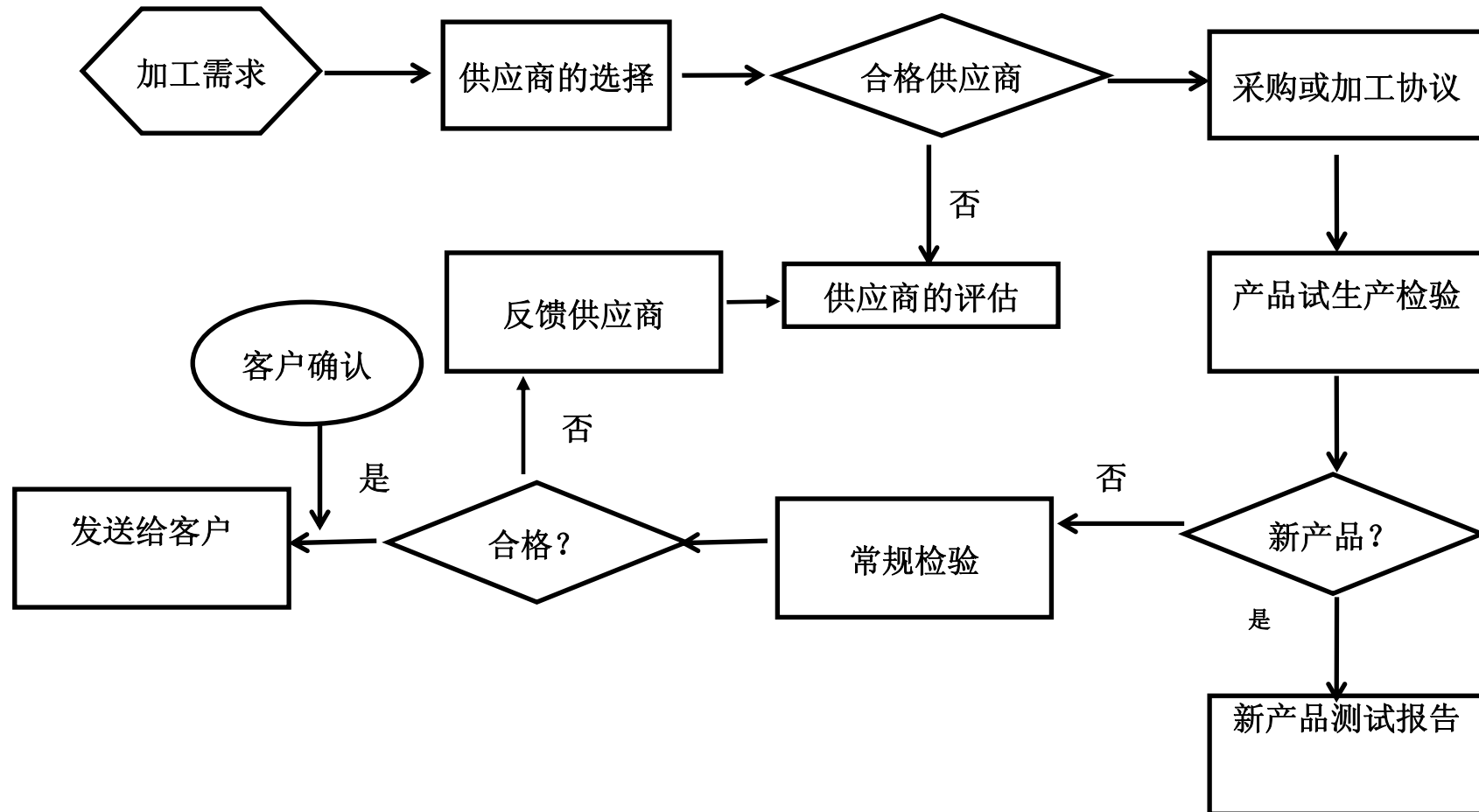
Practical, Yield, Improvement

2009年第一季进入ISO 认证程序
ISO certificate process will be started at the first
quarter 2009

1、质量管理流程 QC Process



2、供应商品质控制 Supplier Quality Control



2、供应商品质控制 **Supplier Quality Control**

质量体系 **Quality Control System**

审厂 **Audit**

设备及生产能力 **Equipments & Capacity**

原材料检验 **Raw Materials Inspection**

生产过程控制 **Process Control**

PCM和出厂检验 **PCM and Final Inspection**

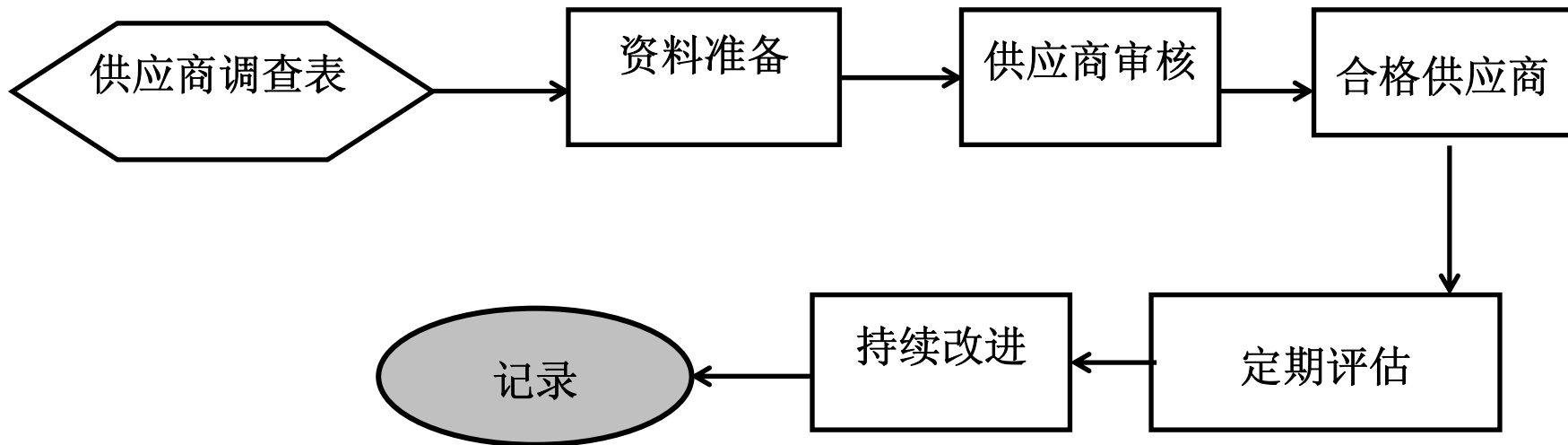
纠正及预防措施 **Corrective and Preventive Action**

工艺更改通知程序 **Process Chang Note (PCN) Program**

可追溯性 **Traceability**

包装及运输 **Packaging and Delivery**

2、供应商评审 Supplier Audit

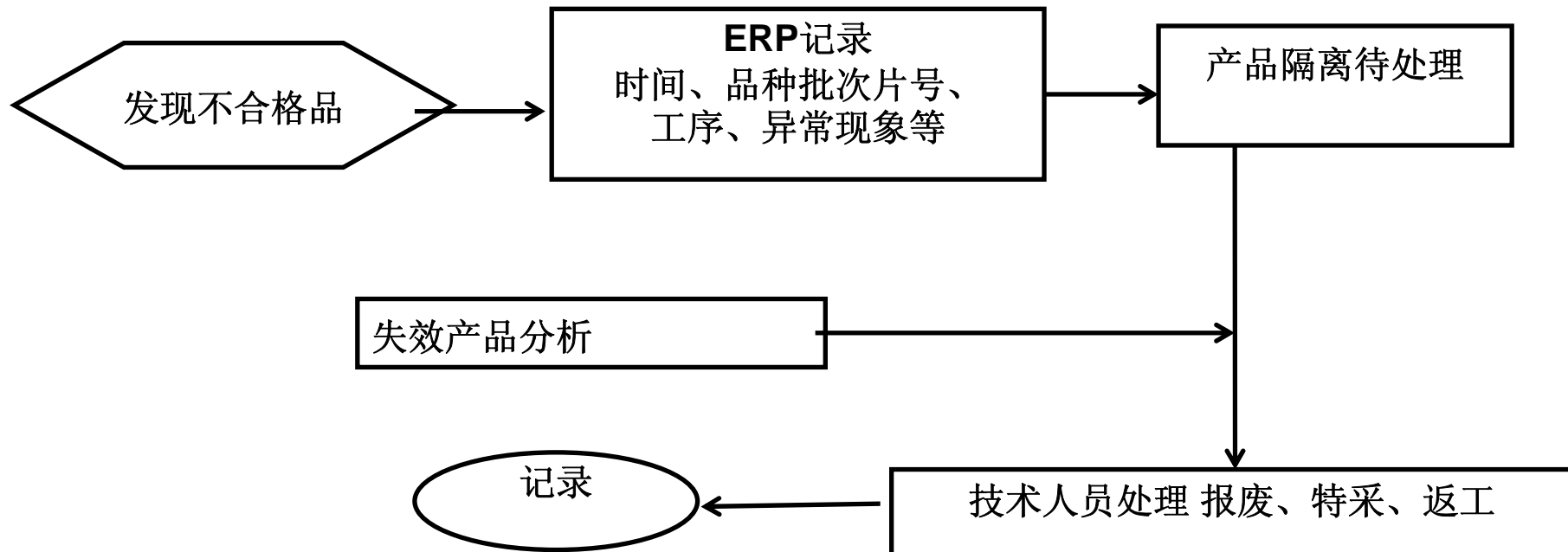


3、PCM和出厂检验 PCM and Final Inspection

- PCM和出厂检验 **PCM and Final Outgoing Inspection**
 - ★PCM标准及出厂检验标准经Samwin确认
PCM criteria and OQA are set by Samwin
 - ★PCM按照测试条件和标准自动测试和结果判定
Automated PCM testing and classification
- 不合格品处理 **Non-conformance management**
 - ★不合格产品不能出货，除非Samwin同意
No delivery of non-conformance materials unless approval from Samwin

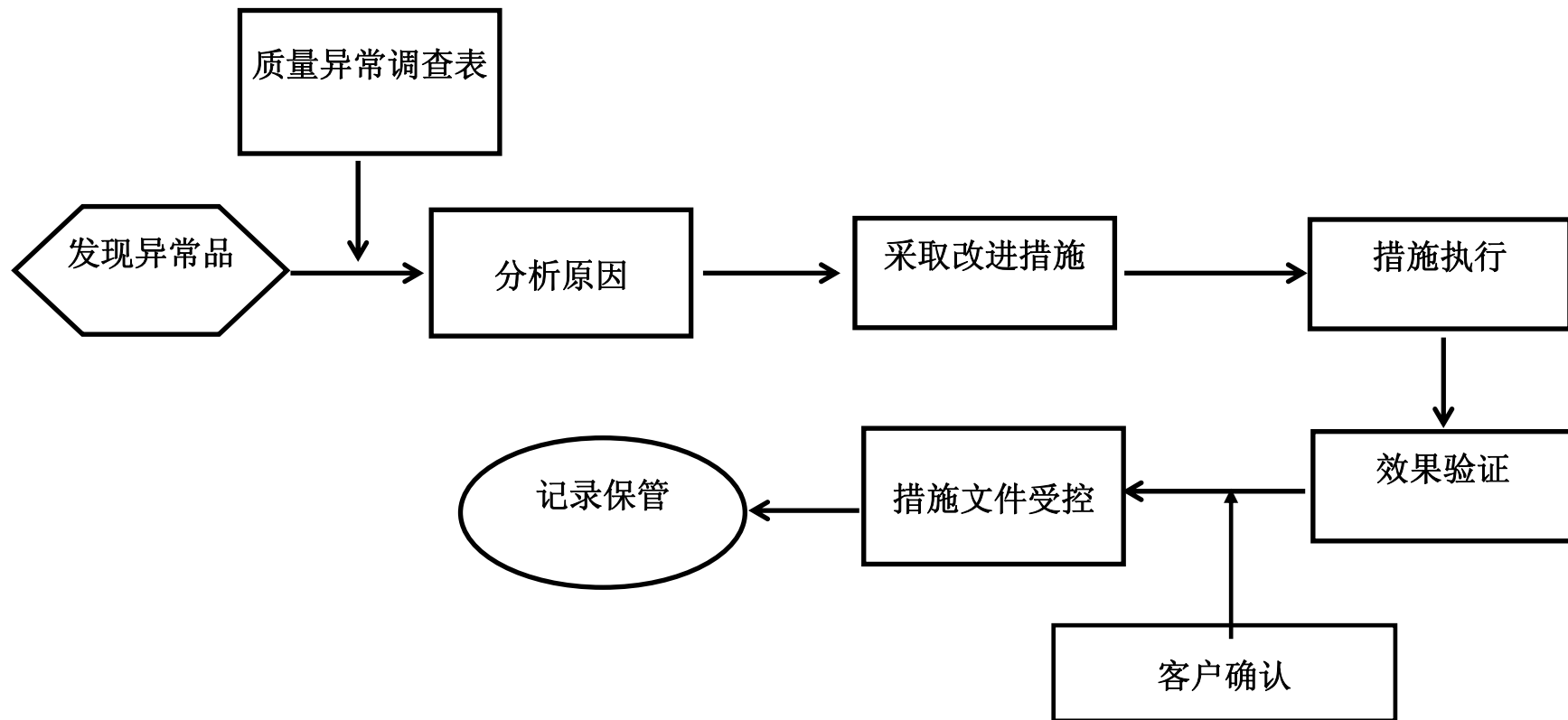
4、质量异常 Non-conformance

- 异常和产品处理、现象、时间、人员、结果都能追溯
All the abnormality and the details of non-conformance can be easy traced (including type of product, description.....).
- 异常将通过外部资源质量评审会管理
Non-conformance disposal through OSQB.



5、纠正预防措施 Corrective and Preventive Action

- 发现异常后，通过组建8D小组来分析处理 8D Problem solving process

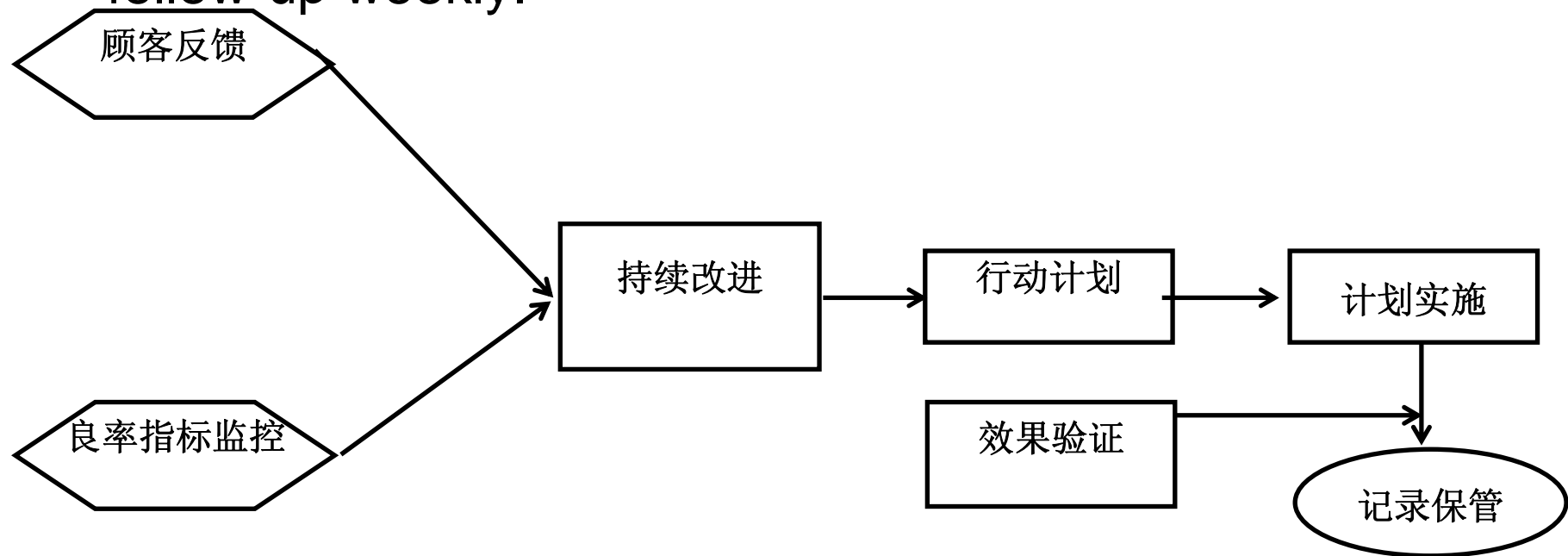


6、持续改进 Continue Improvement

- 每月进行质量数据分析，并给出持续改进项目，并定期跟踪进展。

CI projects defined based on monthly data analysis. QA to

follow-up weekly.



●QA过程监控项目包括：洁净度、温湿度、检测仪器、SPC、文件执行、员工规范操作等

QA to conduct line audit, including cleanness, Temperature & Humidity, measuring machine, SPC, procedure compliance, etc.

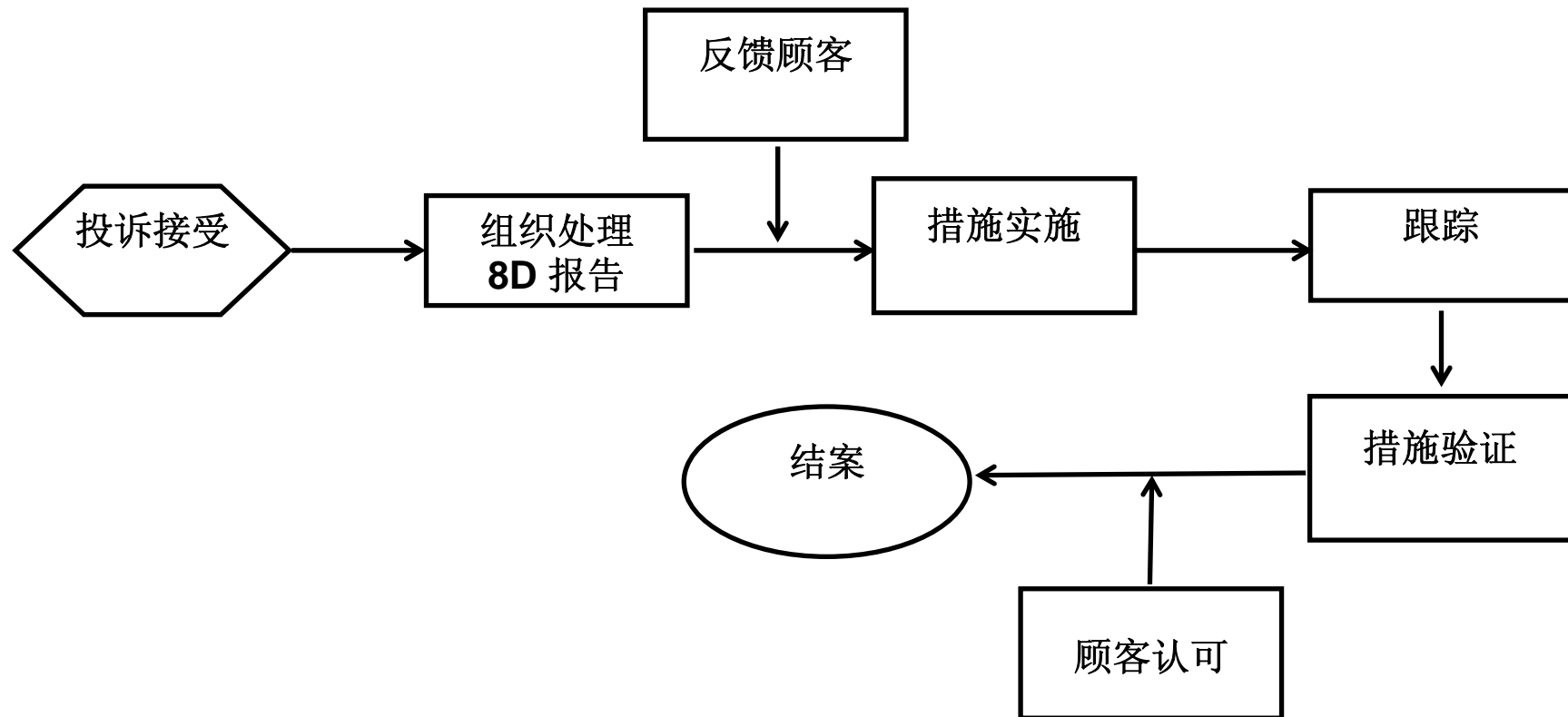
★发现异常发出不合格项报告，严重的可以停产

Non-conformance sheet to be issued when any abnormality detected. And the production will be stopped for serious case.

★各生产阶段的QC工程图需严格执行

QC Engineering Figure should be implemented rigidly in every manufacture process.

8、顾客投诉处理 Customer Complaints



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● 质量控制部门负责组织顾客投诉的处理

QA is responsible of all customer complaints

★ 所有的投诉在**3**个工作日内初步答复，包括原因分析和制定的措施，或者下一步的计划

The initial report to be submitted within 3 working days, which should include: root cause analysis and actions taken, and/or the schedule for cases with unknown root causes.

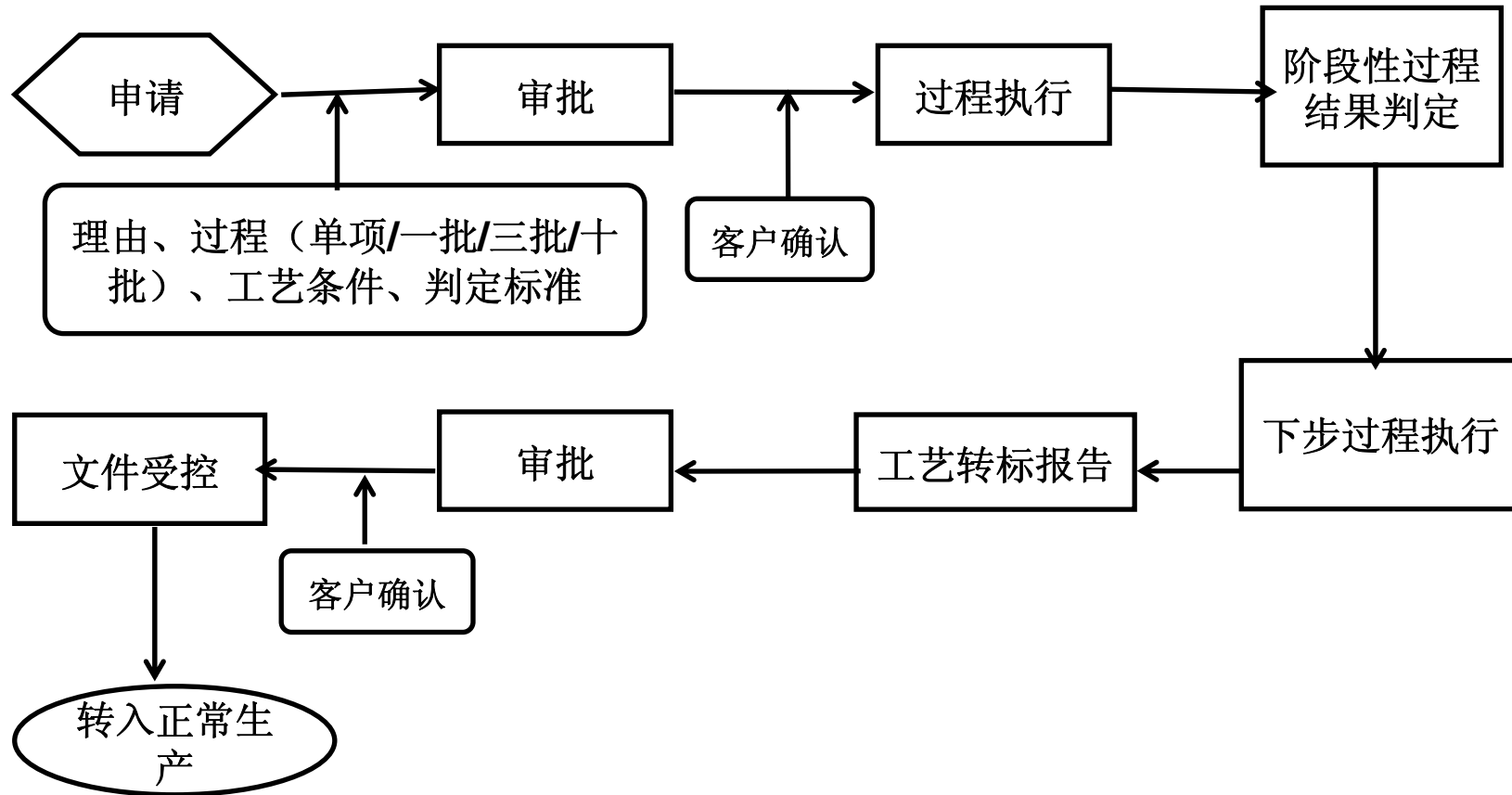
★ 投诉的处理采用**8D**形式，并定期进展报告直至结案，两个工作周内完成

8D report to be updated on weekly for any open issue and completed in 2 working week.

★ **8D**报告和**8D**的结案需要顾客的认可

8D report and its closure should be approved by our customer.

9、工艺更改控制 Process Change Control



10、SPC控制 SPC System

所有的外协加工厂必须使用相应的**SPC**控制系统，这是作为**Samwin**合格供应商的必要条件。

All suppliers of Samwin should implement SPC System, which is a basic condition as a certificated supplier of Samwin.

- 产品/样品控制图 **In-line/off-line chart**

- 1) 在线控制图：监控产品的品质

- In-line (production wafers) charts: to monitor products performance**

- 出现问题时，相应的批次暂停或报废

- **Lots on hold or scrap**

- 2) 样片监控图：用来监控设备的状态

- Off-line (monitor wafers) Charts: to monitor equipment performance**

- 出现问题时，设备停止生产加工

- **Equipment lock down**

- 关键参数的控制图，关键参数由**Samwin**参与设置

- Key node charts: charts for critical processes defined with Samwin**

携手共进，共创未来
**Cooperation for a
Brighter Future**

谢谢
Thank you