

# 矯正措施單 - 8D

## Corrective Action Request-8D

|                     |  |            |              |
|---------------------|--|------------|--------------|
| 品名 Part No.         | W10<br>W20   | CAR No.    | CAR202203001 |
| 批號 Lot No.          | K10-009894 ~ K10-010094<br>K11-015425 ~ K11-015725 | Date Code  | NA           |
| 數量 Quantity         | 200<br>300   | Issue date | 2022.03.09   |
| 不良數 Defect Quantity | 10   | Due date   |              |

Defect Mode :  
Miss the anti-tamper label on the USB port of W20 wallet device

### D1. Team Formation

|              |  |                    |                  |               |  |
|--------------|--|--------------------|------------------|---------------|--|
| Team Leader  | Andy Tsai / QA Management (Name/Dept.&Title) |                    |                  |               |  |
| Team Members | Eason Tai                                    | Ellen Huang        | KJ WU            | Johnny-Foundy |  |
|              | QC Engineering                               | Production control | Process Engineer | QA Management |  |

### D2. Problem Description

Brasil customer (KriptoBR) reported on Mar. 09, 2022 that 10 W20 wallet end users found no anti-tamper labels on the USB port of the devices when opened the W20 boxes.  
Based on the provided product series numbers, these reported defect W20 are from the shipment below:  
Shiiping date (from SecuX) : Nov. 18, 2021  
Shipment quantity: 300pcs  
Series Number: K11-015425 ~ K11-015725 (excluding K11-015584)

### D3. Containment Action

There is no KriptoBR version W20 in warehouse. We have sampling checked standard W20 300pcs inventory and found no missing anti-tamper label unit.

### D4. Define and Verify Root Cause

The root causes may come from below after verification.  
1. A new hired Junior operator who was in charge of the packaging step may take the W20 units unsealed with anti-tamper labels into the package  
2. This 300pcs production lot was 100% function quality inspection but only sampling inspection for appearance including sealed labels because this lot was reworked from 100% inspected inventory.

### D5. Choose and Verify Corrective Action

Based on the potential root cause verification, The permanent corrective actions are:  
1. Pre-service education with production SOP enforcement for all of the operators.  
2. 100% inspection for each critical production checkpoint.

### D6. Implemented Corrective Action

1. Pre-service education with production SOP enforcement for all of the operators.  
2. Re-arrange the QC checkpint and ensure 100% inspection rate.  
Was : device assenbly —> function test —> 100% QC inspection —> device labeling —> Final packaging --> Sampling QC inspection for rework production lot.  
Is : device assenbly —> function tes —> device labeling —> 100% QC inspection—>Final packaging —> 100% FQC inspection for new or rework production lot  
3. Control the number of labels before production, and check the consumption labels with the production number.

### D7. Prevent Recurrence

1. Irregularly check the operator's cognition of SOP  
2. Update the revised Inspection SOP to the official Production and Inspection SOP document.

### D8. Approval

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| Reported by | Eason Tai  | Approved by | Andy Tsai    |