

JEDEC STANDARD

Device Quality Problem Analysis and Corrective Action Resolution Methodology

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DEVICE QUALITY PROBLEM ANALYSIS AND CORRECTIVE ACTION RESOLUTION METHODOLOGY

Introduction

Suppliers and Authorized Distributors of electronic devices strive to ship devices with zero defects. Despite their best efforts, problems may occur from time to time. When that happens, timely and accurate root cause failure analysis and the establishment and maintenance of an effective corrective action system are of critical importance to an electronic device supplier's ability to successfully resolve such customer-reported failures. The initial response, failure analysis, and corrective action turnaround time requirements for customer-initiated problem analysis or corrective action requests, vary widely. This document is a compilation of the most common requirements involving problem analysis and corrective action associated with customer-reported problems and provides guidelines for the establishment of common expectations for both the Supplier and the Customer.

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(From JEDEC Board Ballot JCB-18-28, formulated under the cognizance of the JC-14.4 Subcommittee on Quality Processes and Methods.)

1 Scope

The scope of this standard includes any Customer-initiated device problem analysis/corrective action request and Supplier/Authorized Distributor-identified device nonconformance to specification which may impact the Customer.

This standard establishes a common set of Customer, Authorized Distributor and Supplier expectations and requirements that will help to facilitate successful problem analysis and corrective action of device problems, including administrative quality problems, which may affect the Customer.

2 Applicable documents

ANS ISO9001:2000, *Quality Management System* (Quality systems for organization which design, develop, manufacture, install and/or service any product or provide any service.)

EIA-599, *National Electronic Process Certification Standard*

JESD625, *Requirements for Handling Electrostatic-Discharge Sensitive (ESDS) Devices*

JESD22 – B101, External Visual

3 Terms and definitions

authorized distributor: A distributor with a written contract with a manufacturer that authorizes the distributor to stock, resell, and provide warranty support for specified device lines.

NOTE This standard gives instructions, guidance, and procedures and assigns responsibilities for Authorized Distributors only as unauthorized distributors or independent distributors may not be capable of providing manufacturer failure analysis support. When it was felt no confusion is likely, the term is frequently abbreviated to simply “Distributor”.

device problem: Any problem related to the Supplier's device that causes failure during, or interruption to, the Customer's production flow or failures of their devices in the final application.

- a) administrative problems (wrong device, wrong quantity, packing/materials, orientation, date code, paperwork, shipping damage, shipping error, labeling, etc.),
- b) electrical problems (functional, parametric, timing, continuity, programming, etc.), and
- c) visual/mechanical problems (marking, leads, package body, solderability, contamination, etc.).