

How to Control Product Quality Products

Heju Stamping is an OEM/ODM professional manufacturer focus on high-speed precision stamping. Specialized on precision stamping parts production like terminals, shield, super-precision shrapnel ect. And also do designing and fabrication for high speed precision progressive die. Products widely used on consumer electronic industry, such as automobile, medical, computer, cellphone, intelligent appliance and clothing. TS16949, ISO9001 and ISO14001 certificated plant.

Quality Assurance

Early Quality Planning & Verification

Internal Inspection Capability Assessment, PFMEA verification and summary, Product quality control plan to review and formulate, Test equipment evaluation confirmed, New product trial production verification and evaluation, Summary trial production and mold transfer.

Process Quality Management

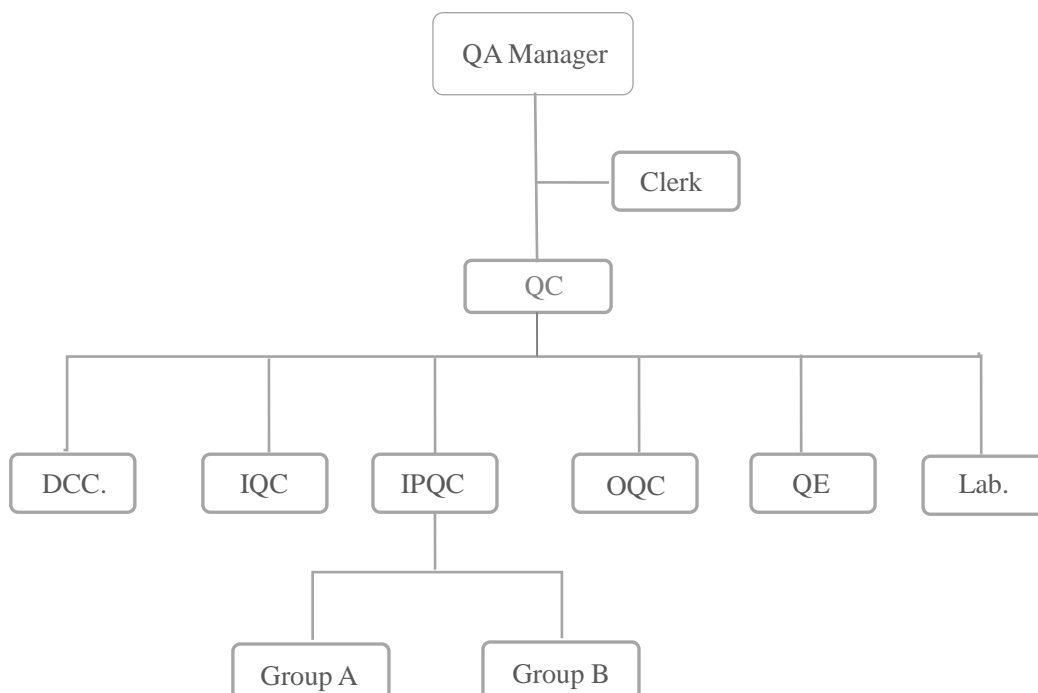
Internal legal and regulatory requirements, conversion and implementation, Transformation and implementation of industry standards & customer requirements, Supplier Quality Management and Counseling, Production quality control and supervision, Abnormal quality improvement and tracking, Equipment maintenance and maintenance.

Late Quality Service

Customer quality and environmental requirements of the renewal and transformation, Customer property management and maintenance, Exception handling and tracking client.

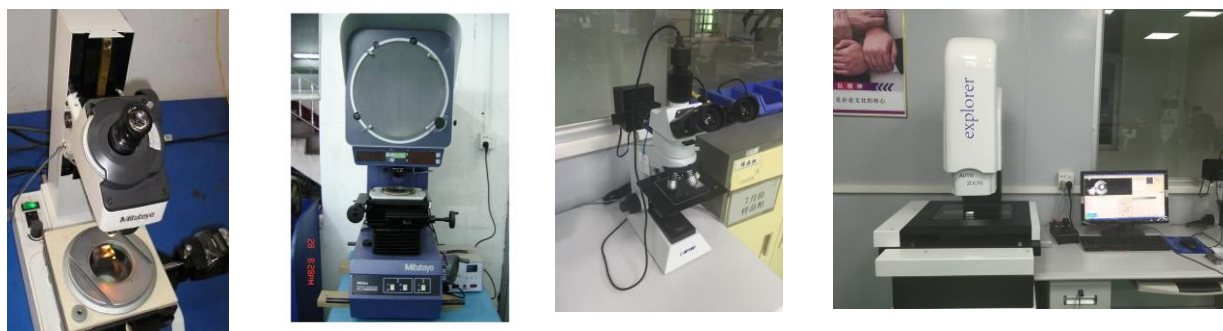
Quality Assurance Capability Assessment

Organizational Structure



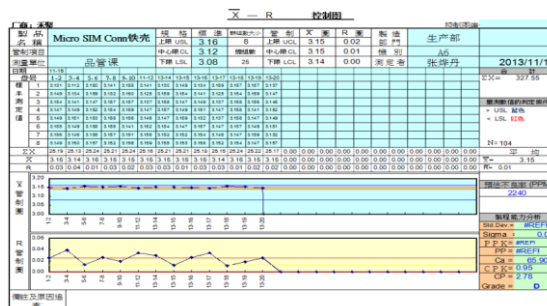
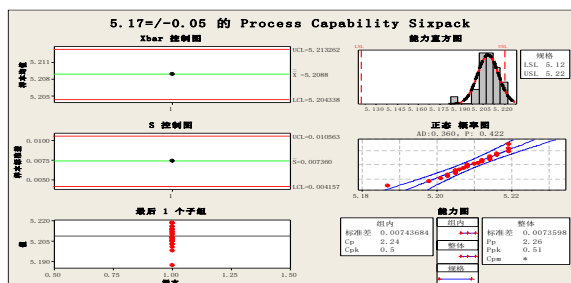
Equipment

Equipment Name	Precision	Model/Specification	Manufacturer	Quantity
2D Image Measuring Instrument	0.001mm	100-150	Rational	4sets
Profile Projector	0.001mm	100-280mm	Rational	2sets
Toolmaker Microscope	60 FPS@1/3 inch	1280*800*24Bit	Hirox	2sets
Micrometer	0.001mm	0-25mm	Mitutoyo	6sets
Hardness Testing Machine	8HV0.3-2900HV10	HV-1000Z	Lianer	1sets
vernier caliper	0.02mm	0-150mm	Mitutoyo	6sets



Statistical Techniques

Use Minitab, CPK, Xbar-R Chart And other tools for process capability analysis and continuous improvement.



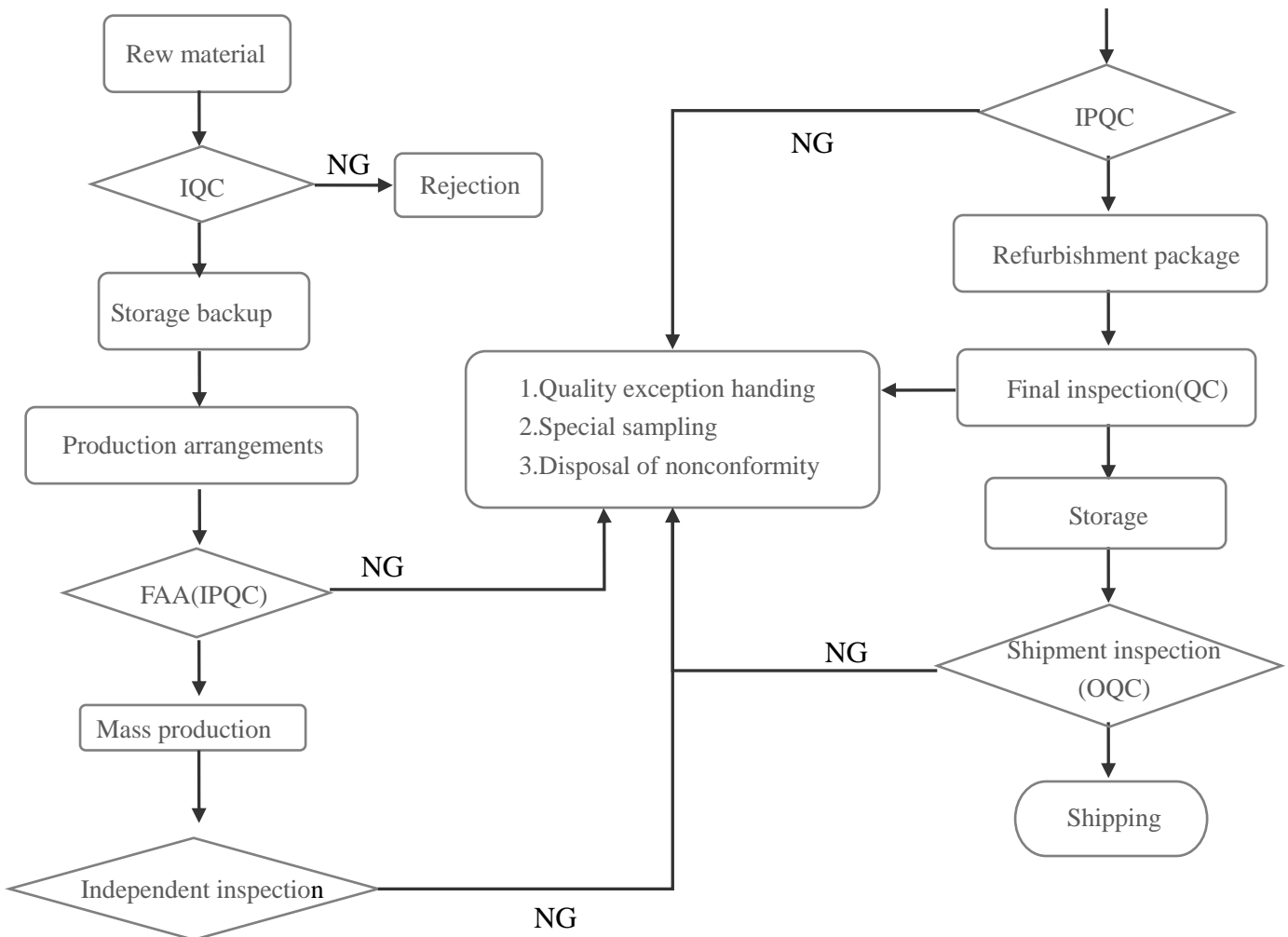
Quality Control Process

Supplier Quality Control

During our quality control process, first we gonna investigate our supplier's qualification and raw material)

- Supplying qualifications review: 《Supplier basic information questionnaire》
- Supplier quality environmental protection system review : 《Supplier evaluation table》 《Quality environmental protection agreement 》
- Supplier quality and service supervision review : 《supplier quality、 delivery time、 service month rating form》
- Incoming quality inspection: 《Incoming inspection report》

Quality Control Flow Chart



Material and Product Quality Inspection

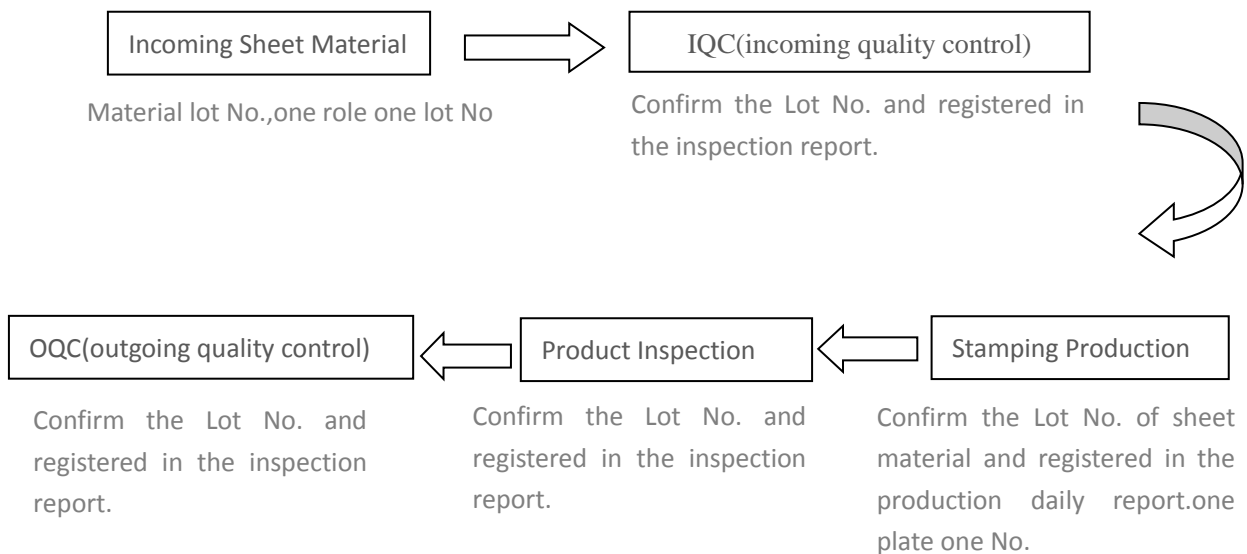
Then will do series of material inspection, like incoming inspection, process inspection, outgoing inspection, inventory retest and so on, make sure raw material is the same: meet customer's demand with high quality when enter our factory, sampling and till delivery the parts.

After Service

- Timely conversion of customers latest standards of quality and environmental.
- Customer system audit and product audit cooperate and support.
- Management and maintenance of customer property.
- Handling and tracking customer complaints.

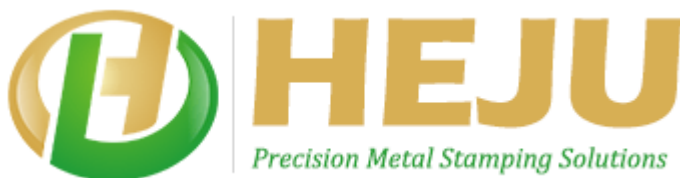
Handling customer complaints	Timeliness	Temporary disposal proposed within 4H
		Long-term countermeasures proposed urgent within 24H
		General affair within 72H
	Team	Quality, engineering, business and manufacturing (sales and production department)
	Confirm defective	Client Inventory
		WIP(work in process)
		Our inventory
		WIP and transit goods
	Improve	Duty unit given effective improvement measures according to the root cause
		QA verify countermeasure effectiveness and make prevention measures.
		Standardize relevant documents
	track	QA responsible for the measure implementation and confirm the effectiveness
		Continuous tracking customer usage till finished

Retrospect Product Process



Quality Target

1. Supplier of feed batch pass rate $\cong 99.5\%$ ----- qualified batches of feed / total feed batch $\times 100\%$.
2. Process pass rate $\cong 99.5\%$ ----- abnormal number / total number of test $\times 100\%$.
3. Product final inspection pass rate $\cong 99.8\%$ ----- bad products number / total number $\times 100\%$.
4. Customer complaint rate $\leq 1\%$ ----- customer complaints Lot / total shipment Batches $\times 100\%$.
5. Return goods rate $\leq 0.5\%$ ----- customer return goods amount / season shipment total amounts $\times 100\%$.
6. Cost of quality loss rate $\leq 0.5\%$ ----- defective products cost / season total cost $\times 100\%$.
7. Customer Satisfaction rate $\cong 95$ Customer actual score.



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