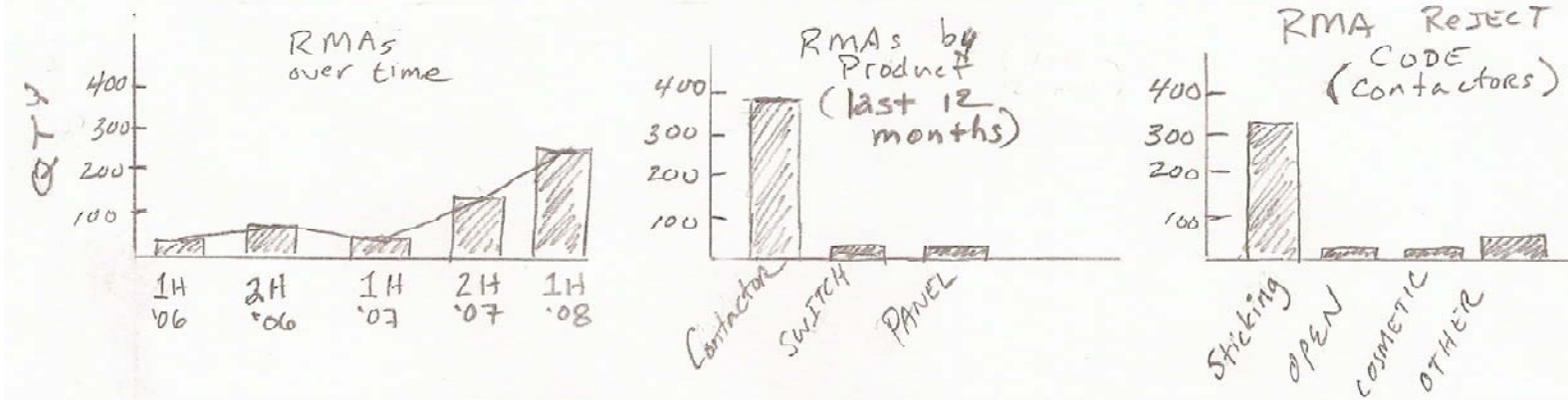


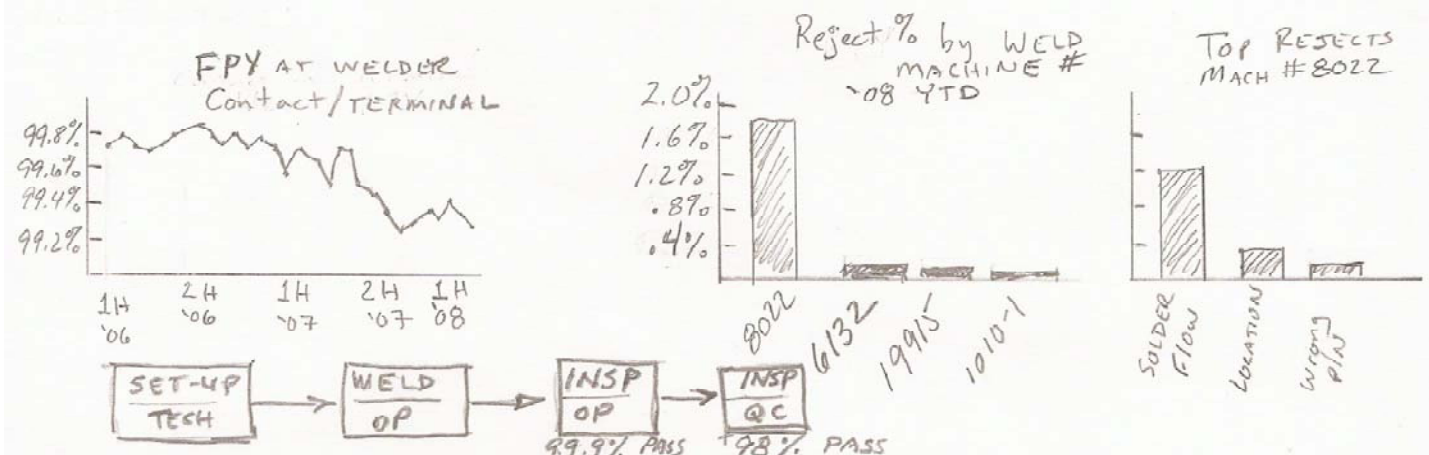
A3 Theme: No contactor failures in the field

Owner: Sean Austin

Background: Increased field failures of contactors. Excessive overtime costs for techs. Rising customer complaints and downtime.



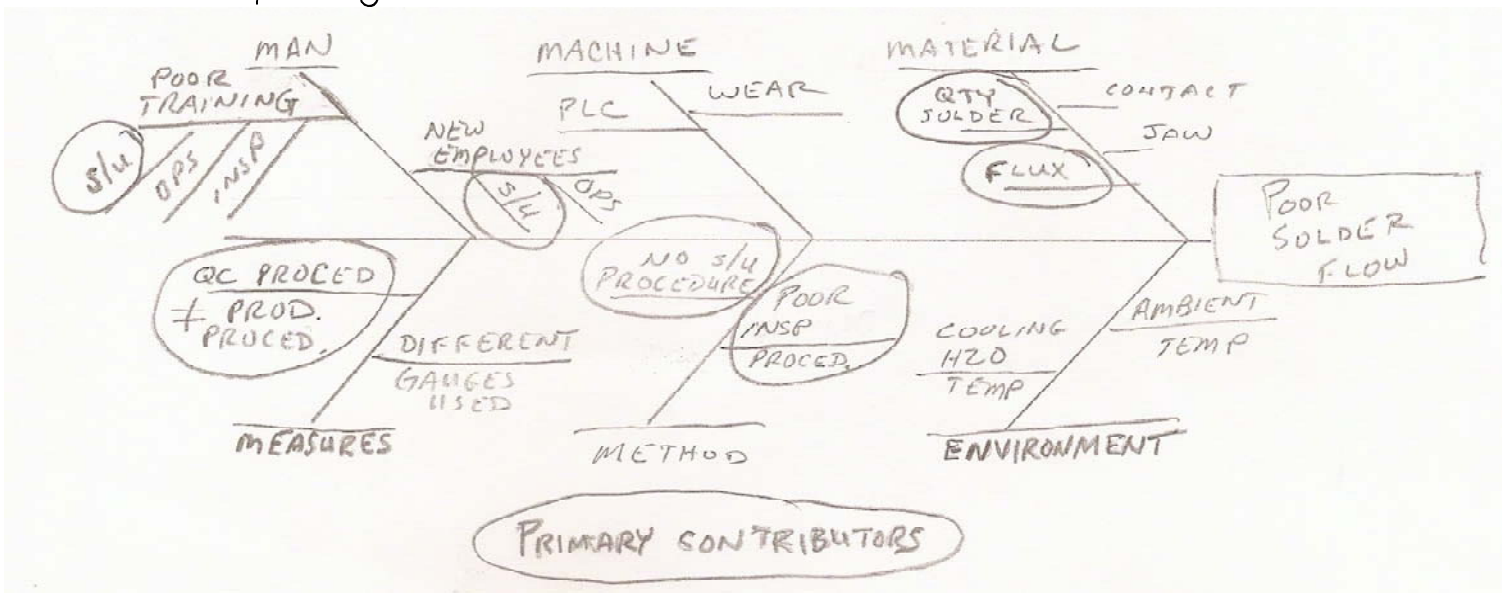
Current State:



Target Condition:

- Improve first pass yield at welders: 99.8% or better
- Consistent first pass yield among all welding machines
- Reduce RMA rate to 25% below '06 level

Root Cause / Gap Analysis:



Proposed Countermeasures:

- Optimize welder setup parameters
- Formalize training (setup and inspection)
- One inspection procedure
- Visual aids at point of use
- Poka yoke for amount of solder applied to weld joint
- Evaluate for best flux

Plan:

Action Item	Goal / Objective	Type	Owner	← Week →																
				1	2	3	4	5	6	7	8	9	10							
DOE for welder parameters	Defined setup parameters for all 4 welders	Proj	Sean																	
Create setup training program	Training program in place	Proj	Marty																	
Create welder operator training program w/ visual aids	Training program in place	Event	Dave																	
Create common inspection procedure (SU, OP & QC) w/ visual aids	Revamped inspection procedure released	JDI	Dave																	
Evaluate ways to mistake proof amount of solder used	Consistent solder flow	Proj	Dianne																	
Work with tech group @ flux manufacturer	Strongest weld	Proj	Ryan																	

Follow-up:

- Integrate FPY results in weld department's information center
- Report FPY results at monthly ops meeting (for next 6 months)
- Make sure any design / material changes compatible with OEM requirements
- See if solder and flux changes could be improvements for other weld operations (depts. 5 & 7)