Total Quality Assurance

NPDP	Marketing Proposal Phase	P2	R&D Design Phase	P3	Design Verification Test	P4	Manufacture Verification Test	P5	Quality Verification Test
C1	Marketing function	C2	•Test Plan •Design Review •PCB Layout	C3	•Compatibility Test •Stability Test •Margin Test	C4	•MTBF •EMC Test •Safety Test •Environmental Test	C5	•Trouble Shooting Analysis Report •Burn-in Analysis Report

1 Customer Requirements

✳ **Procedure:**
1. Product Planning
2. Product Development
3. Quality Control

✳ **Test:**
1. EMC/Safety Test
2. Compatibility Test
3. Reliability Test
4. Environmental Test
5. Transportation Test

2 New Product Development Procedure (NPDP)

3 Incoming Quality Control

✳ **Procedure:**
Material Inspection

✳ **Procedure:**
1. SMT
2. DIP
3. Booting Test
4. 60°C Dynamic Burn-in
5. Function Test
6. Packing

4 In-process Quality Control

5 Final Quality Control

1. FQC
2. Stocking

6 Service & Support

1. 24-hour response policy for all customer inquiries
2. Two-Year product warranty
3. Customer complaint handling
4. Stock spare parts for both existing and discontinued products
5. Online customer support services
   - Technical manuals
   - Technical notes
   - FAQ
   - LCD mapping list
   - LCD support list