

Drive for better vision



# Himax QA Presentation

April, 2015

Himax Technologies, Inc.  
奇景光電股份有限公司

# Content

- Quality Policy Statement
- Quality Assurance Organization
- Quality System and Core Quality
- Supplier Management Structure

# Quality Policy Statement

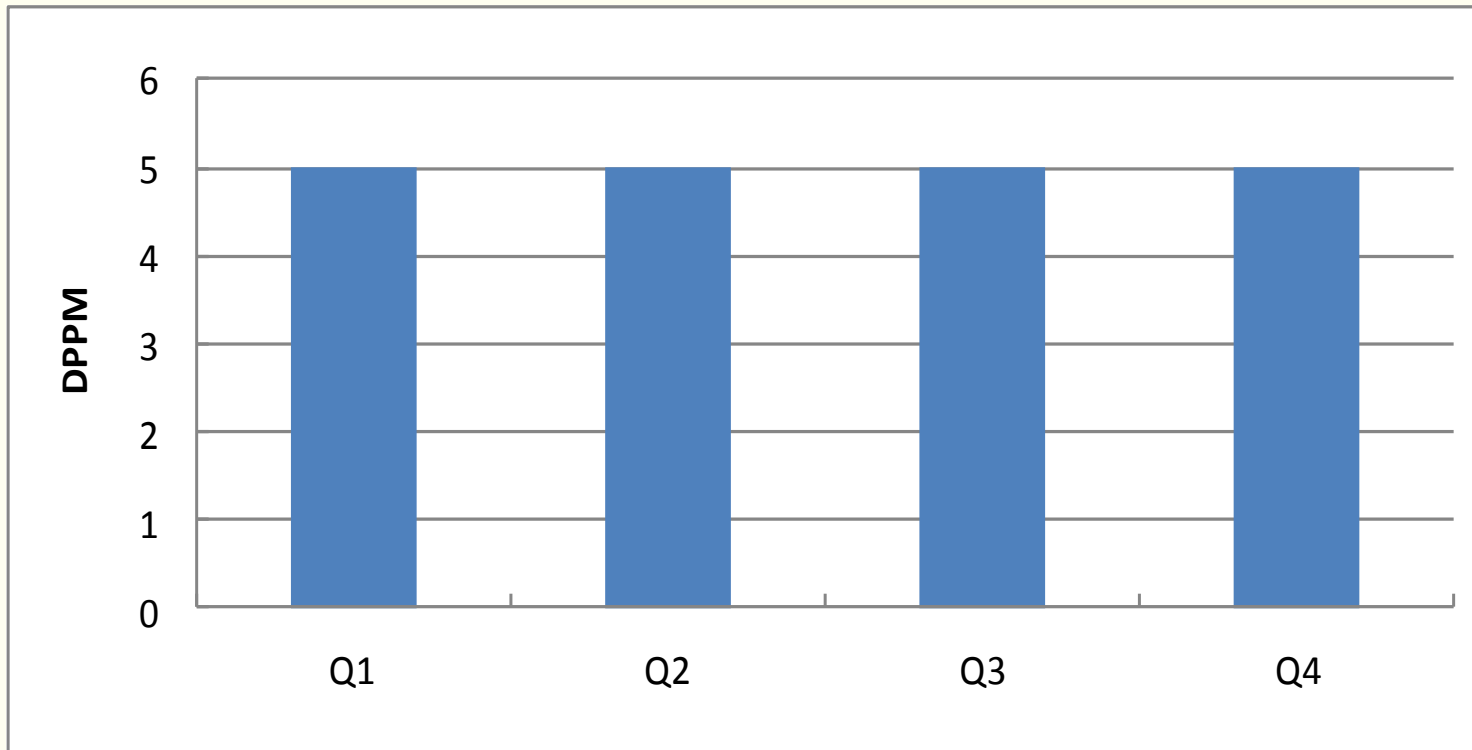
Himax is committed to achieving 100% customer satisfaction through continuous operational improvement -

## Our Quality Policy Embraces

- Achieving customers' overall satisfaction
- Continuous operational improvement
- Development of green products and prohibiting the use of hazardous substances

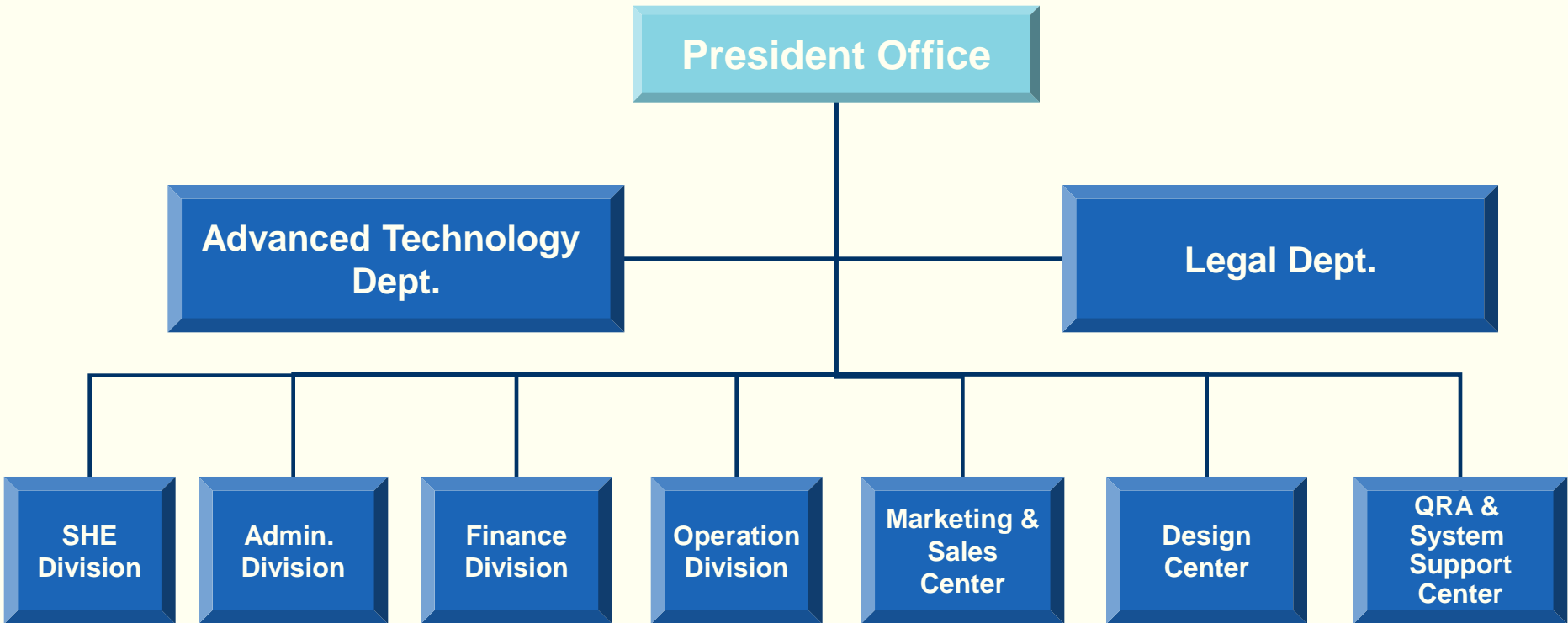
# Himax Quality Goal

- Customer Return Defect Rate < 5 DPPM



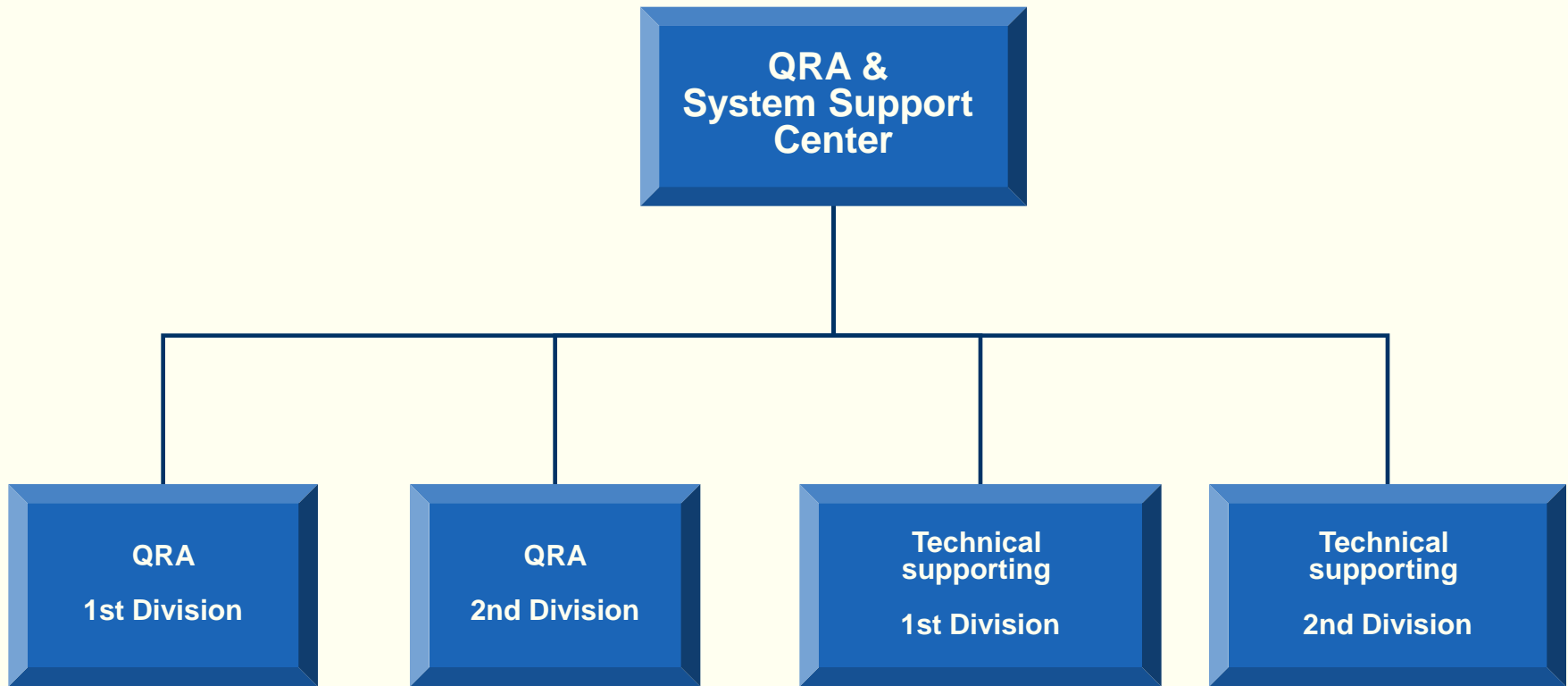
Note : IC base

# Quality Assurance Organization



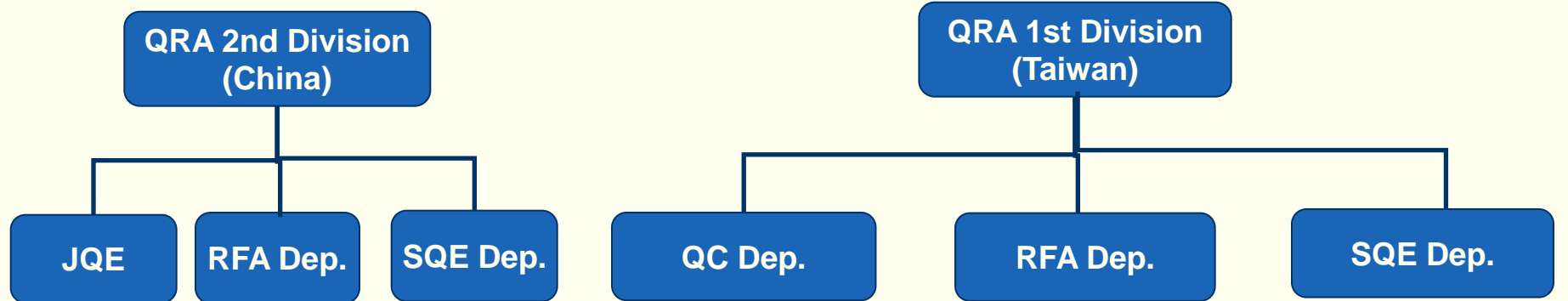
SHE: Safety, Health and Environment  
R & D: Research and Development  
QRA: Quality & Reliability Assurance

# Quality Assurance Organization



QRA: Quality & Reliability Assurance

# Quality Assurance Organization



- Customer Quality Service
- Customer audit
- Abnormal Event Handling (non-electrical function issue)
- Supplier Quality Management
- Supplier Qualification
- New Product Qualification
- ORT Handling
- Physical Failure Analysis for IC issue
- Abnormal Event Review

- Document Control Center
- Green Product Management System
- Corporate Quality System
- Calibration
- Customer Quality Service
- Customer audit
- Abnormal Event Handling (non-electrical function issue)

- New Product Qualification
- ORT Handling
- Physical Failure Analysis for IC issue
- Abnormal Event Review
- Panel Bonding Handling

- Supplier Quality Management
- Supplier Qualification
- Nonconformance Material Disposition
- Warehouse IQC/OQC

RFA: Reliability & Failure Assurance  
 JQE: Joint Quality Engineering

# Milestone of Quality Management System

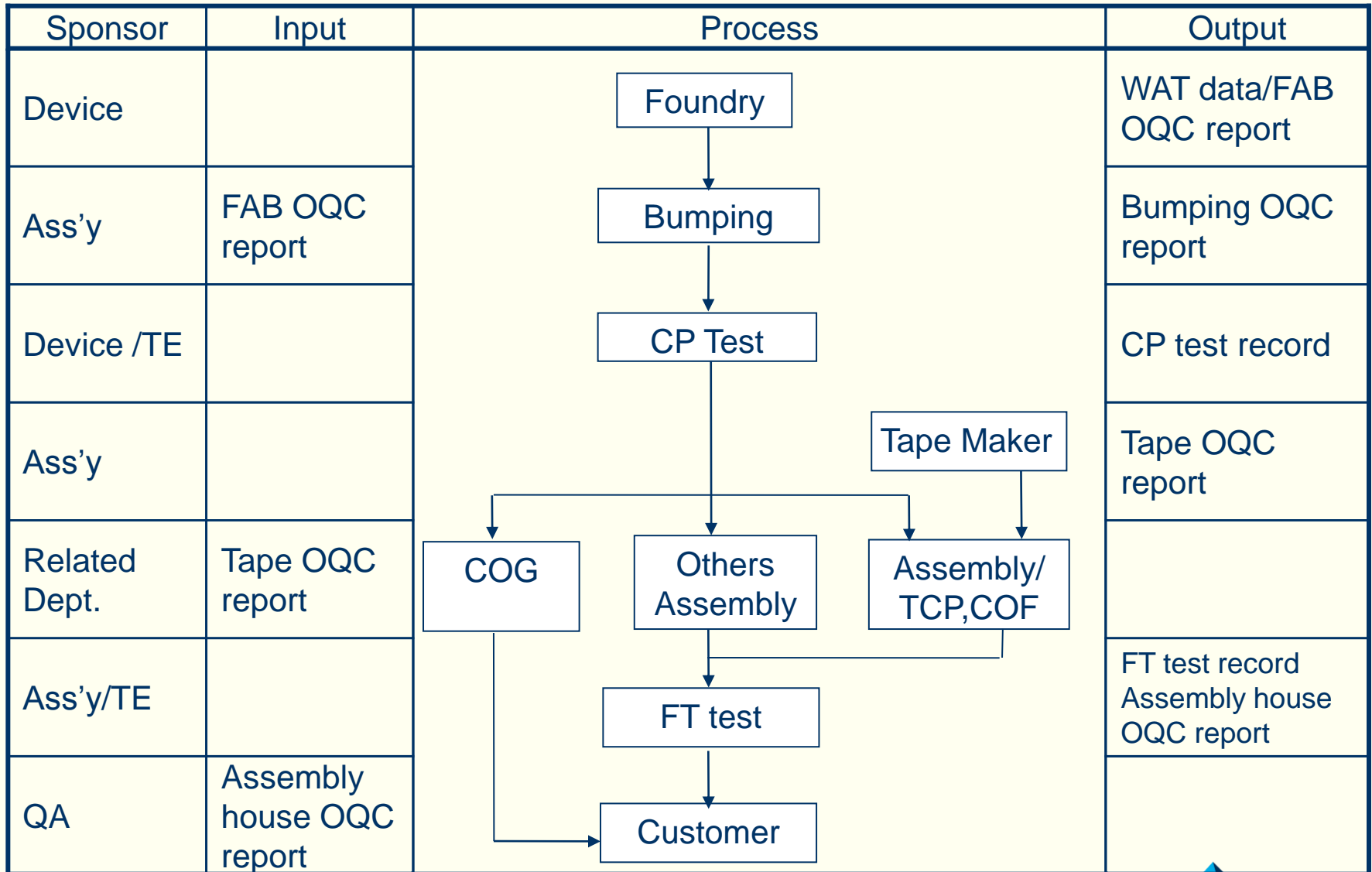
Time	Development of Quality System
Y2001	Himax was established in Jun.
Y2002	Himax had passed <b>ISO 9001:2000</b> certified by <b>EAQA</b> in Nov.
Y2004	E-countersign of documents was established in Nov.
Y2005	Himax had <b>ISO 9001:2000</b> renewed by <b>UL</b> in Jan.
	<b>GPMS</b> was introduced into Himax in Jan.
	<b>FMEA</b> was introduced into Himax in Jun.
Y2006	Himax had passed <b>ISO 14001:2004</b> certified by UL in Jan.
Y2007	Himax had passed <b>OHSAS 18001:1999</b> & <b>IECQ QC080000</b> certified by UL in Mar.
Y2008	Himax had <b>ISO 9001:2000</b> renewed by UL in Jan.
	Himax had <b>OHSAS 18001:2007</b> renewed by UL in Mar.
Y2009	Himax had <b>ISO 14001:2004</b> renewed by UL in Mar.
	Himax had passed <b>SONY GP</b> audit in April, and got certification in July.
Y2010	Himax had <b>OHSAS 18001:2007</b> & <b>IECQ QC080000</b> renewed by UL in Jan.



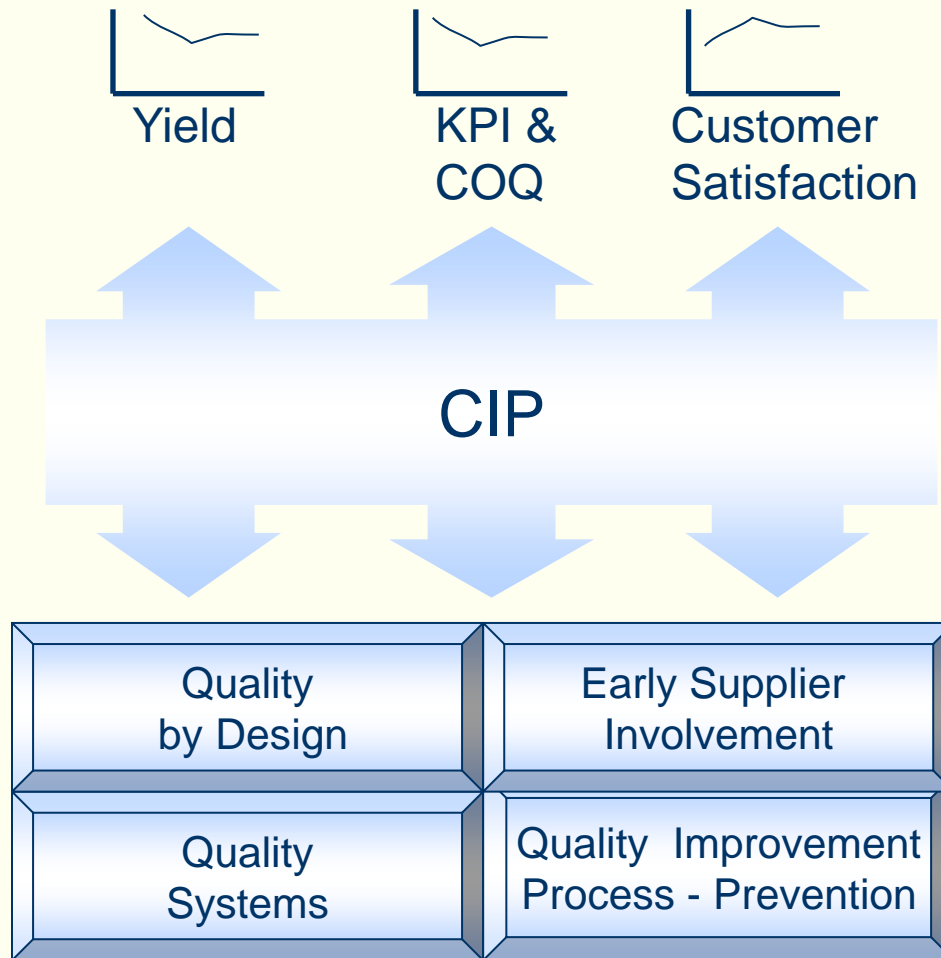
# Milestone of Quality Management System

Time	Development of Quality System
Y2011	Himax had <b>ISO 9001:2008</b> renewed by UL in Jan
	Himax had <b>SONY GP</b> renewed by <b>SONY MD</b> in May.
Y2012	Himax had <b>ISO 14001:2004</b> renewed by UL in Jan.
Y2013	Himax had OHSAS 18001:2007 & IECQ QC080000 renewed by UL in Jan.
Y2014	Himax had ISO 9001:2008 renewed by UL in Jan
Y2015	Himax had <b>ISO 14001:2004</b> renewed by UL in Jan.

# Product Quality Control : Driver IC



# Continuous Improvement



## Customer Experience

*Results of Success*

## Continuous Improvement

*Action that Drives Success*

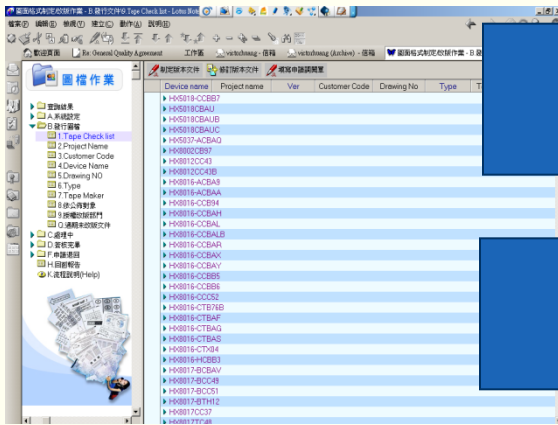
## Total Quality Process

*Foundation and Enabler to  
Success*

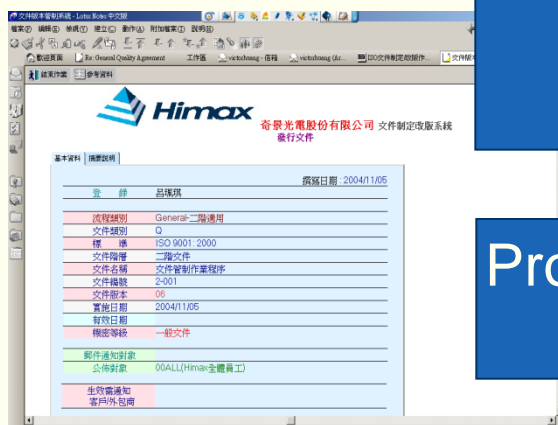
# CCN : Customer Complaint Handling Procedure

Sponsor	Input	Process	Output	
FAE / JQE	Customer inform sheet	<pre> graph TD     Start([Complaints &amp; Reject products handling]) --&gt; Verify{Verify}     Verify -- No --&gt; Start     Verify -- Yes --&gt; Check1{Check}     Check1 -- NG --&gt; Verify     Check1 -- Yes --&gt; Failure[Failure analysis]     Failure --&gt; Check2{Check}     Check2 -- NG --&gt; Failure     Check2 -- Yes --&gt; Reply([Reply to Customer])                     </pre>		
FAE				Preliminary failure analysis report from Himax FAE (D+3 days) Issue CCN to FA
FA manager				
FA Engineer				
FA manager				Final analysis report ( D+10 days)
FAE	Final analysis report			

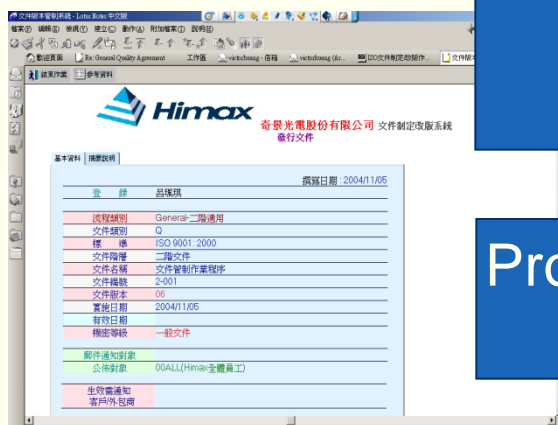
# Document Control



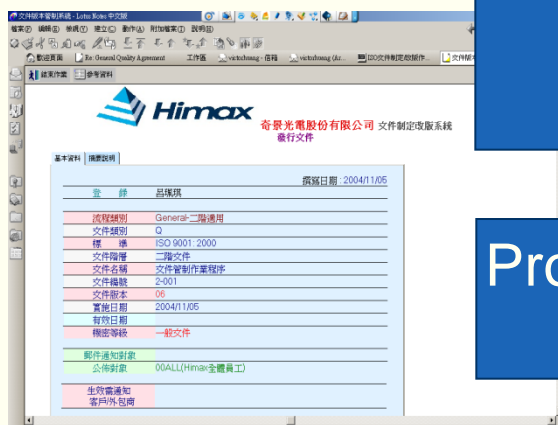
ISO Document



External Document



Drawing

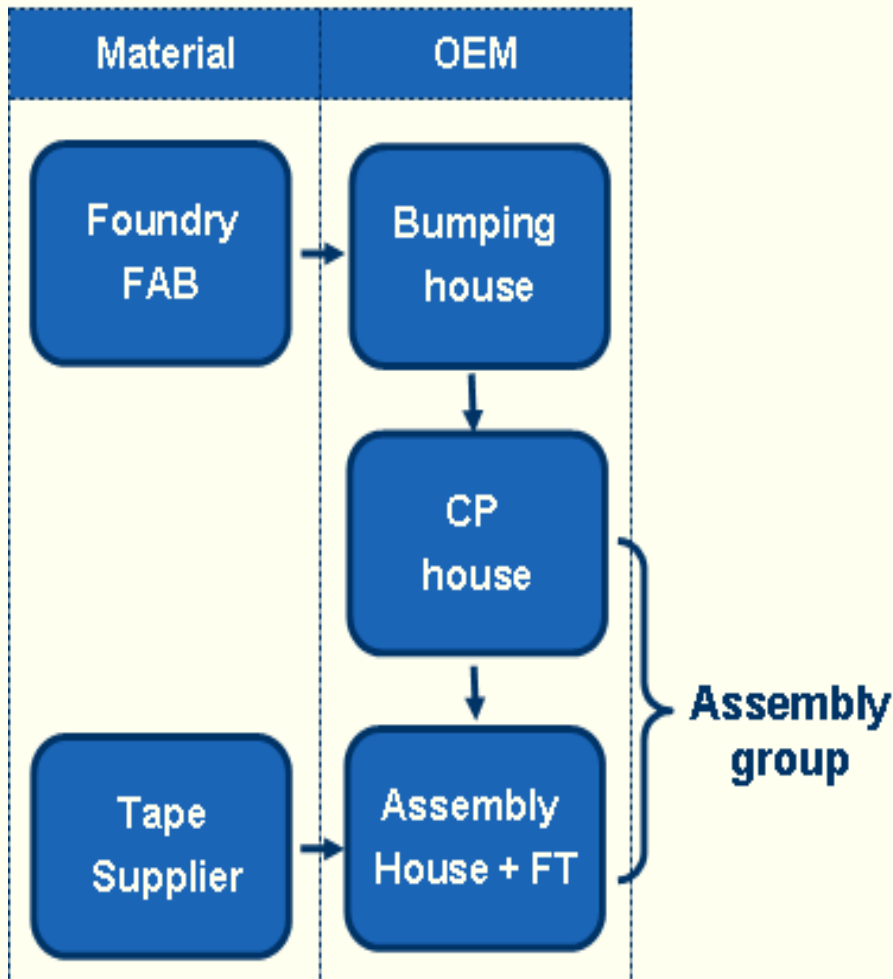


Product Related Document

- E-countersign
- Version Management
- Poka Yoke skill helps reduce mistakes
- External documents control
- Convenient inquiry process
- System link and integration
- Security Management

# Supplier management scope

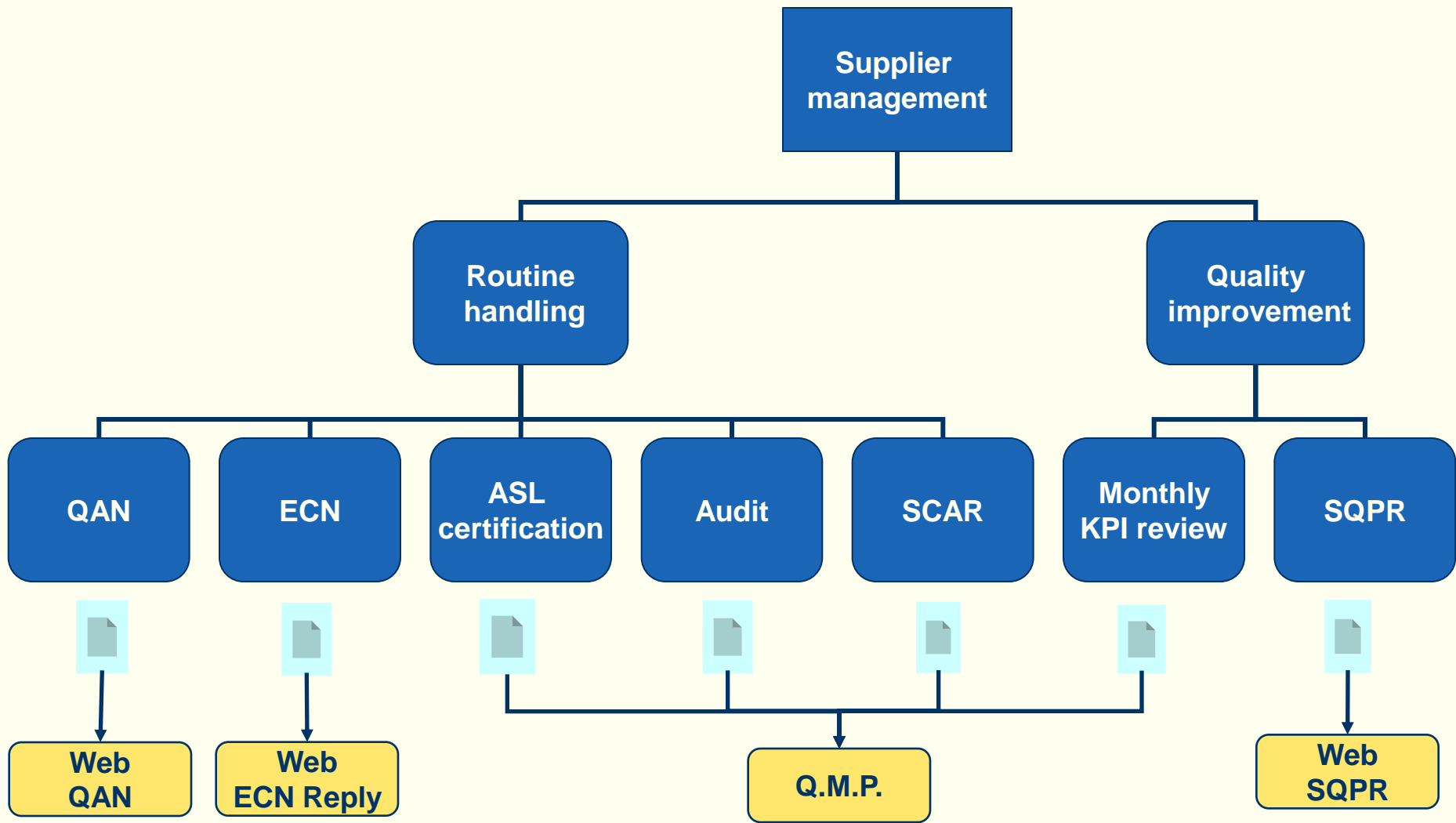
## ● Supplier Chain

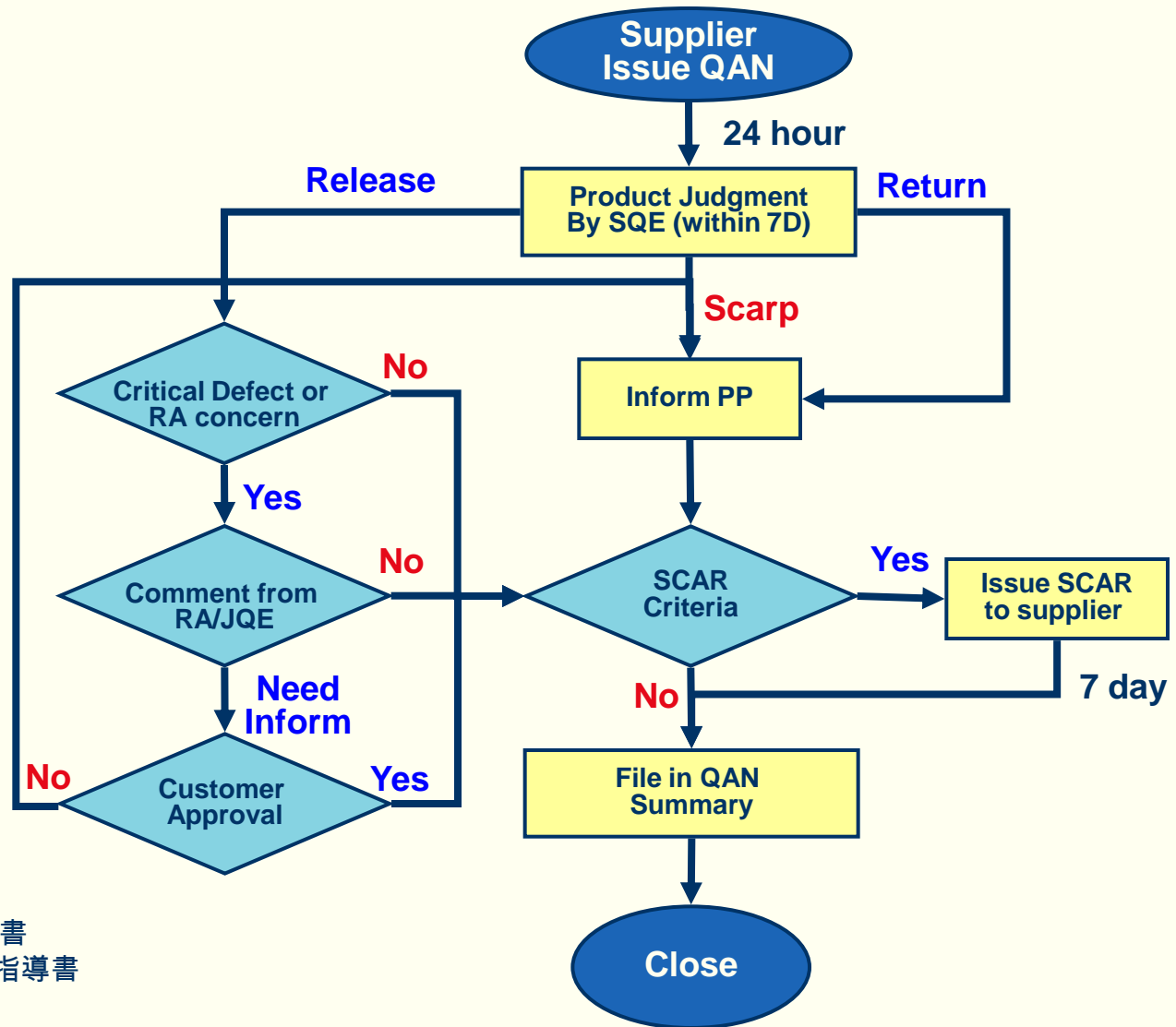


## ● Supplier Management scope

- ❖ Customer quality target commitment
  - RMA
  - CCN
- ❖ MP performance monitor and improve
  - Yield
  - SCAR & QAN
  - SPC
  - WAR / WRR / LRR
  - KPI
- ❖ Shipping quality control
  - MRB
  - Supplier quality goal review

# Supplier management structure



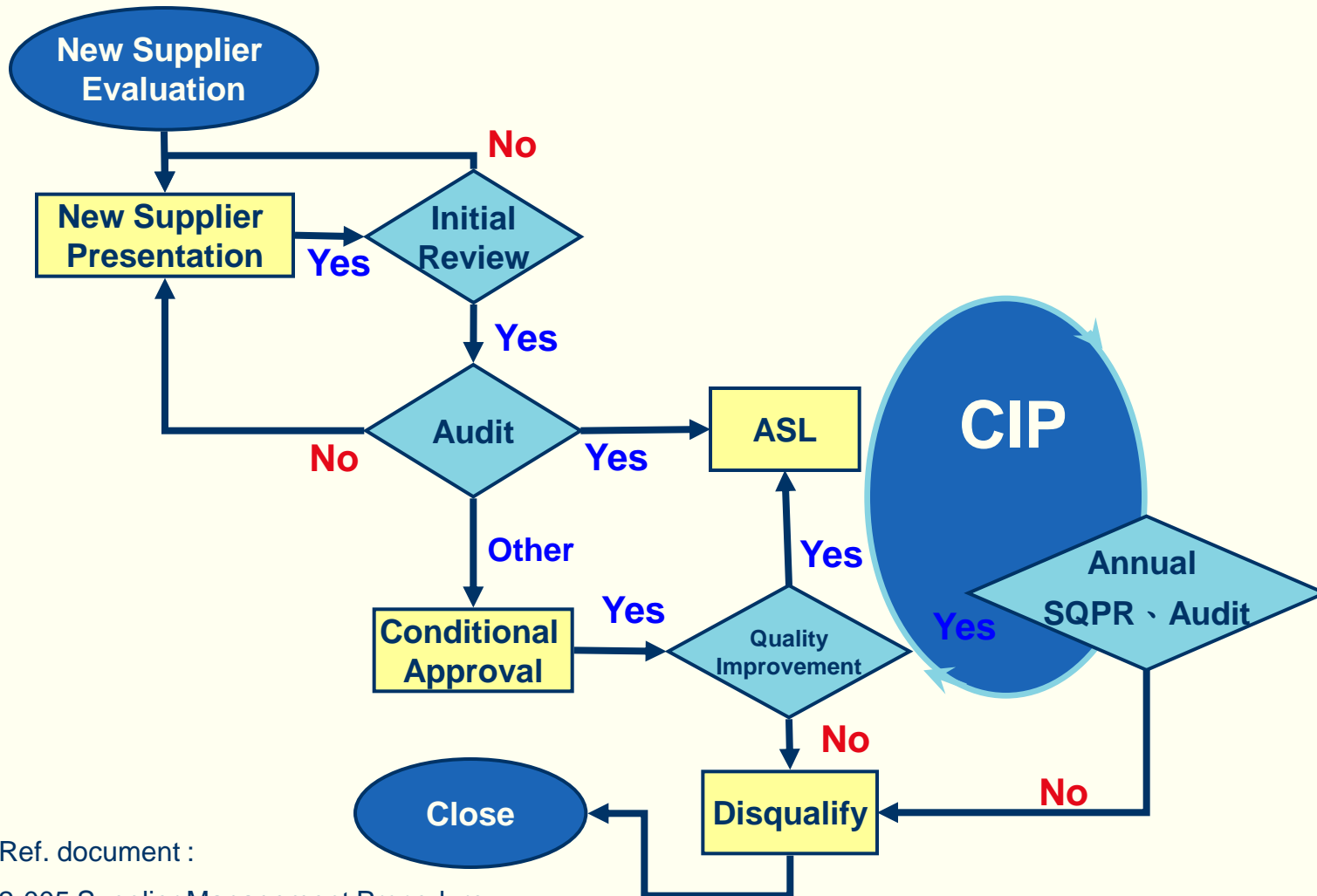


Ref. Document :

- 2-023 不合格品通知程序
- 3-158 不合格品通知標準作業指導書
- 3-232-晶圓代工廠QAN 處理作業指導書



# ASL Audit & Certification



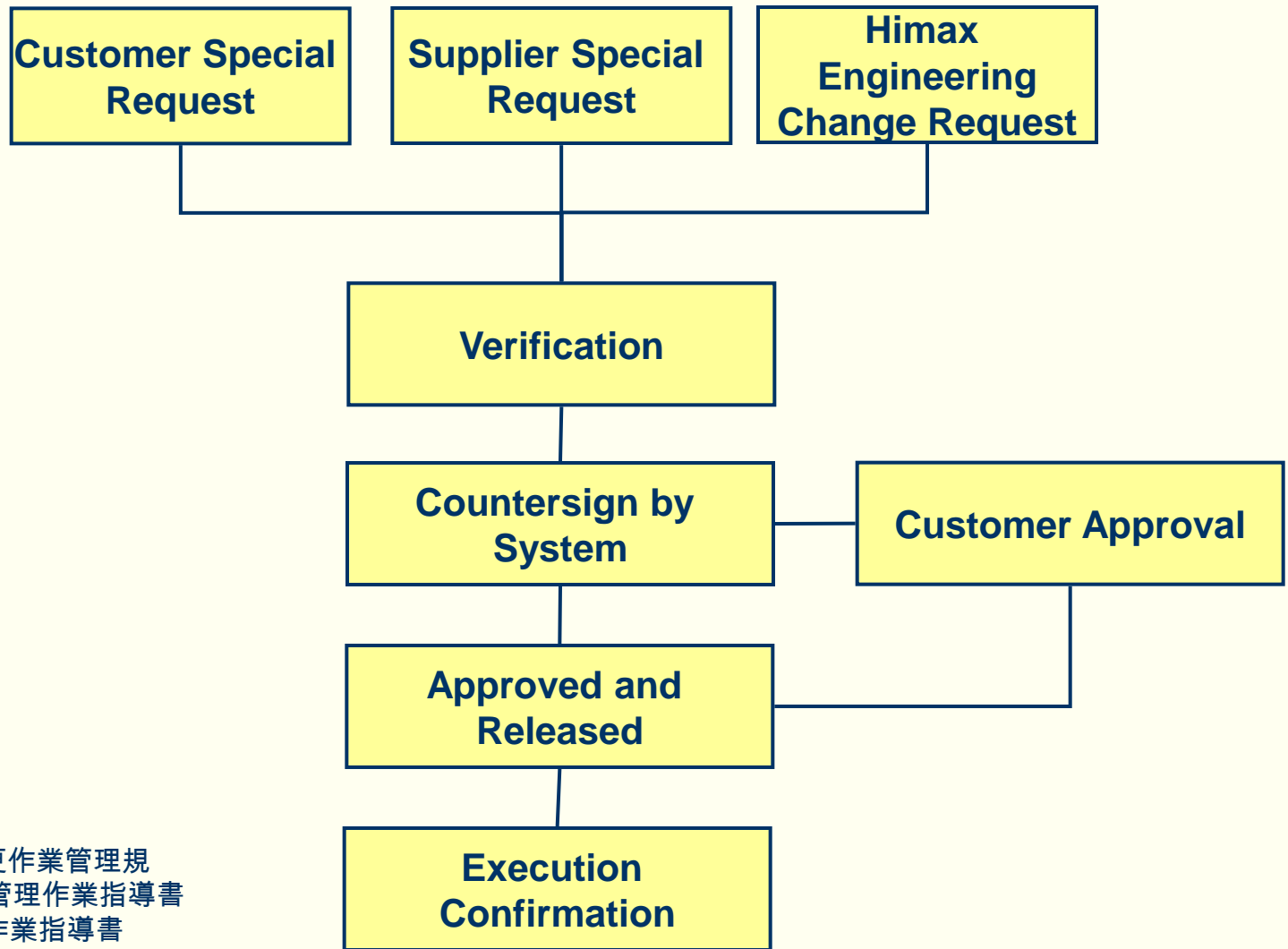
Ref. document :

2-005 Supplier Management Procedure

3-024 供應商品質績效評鑑作業指導書

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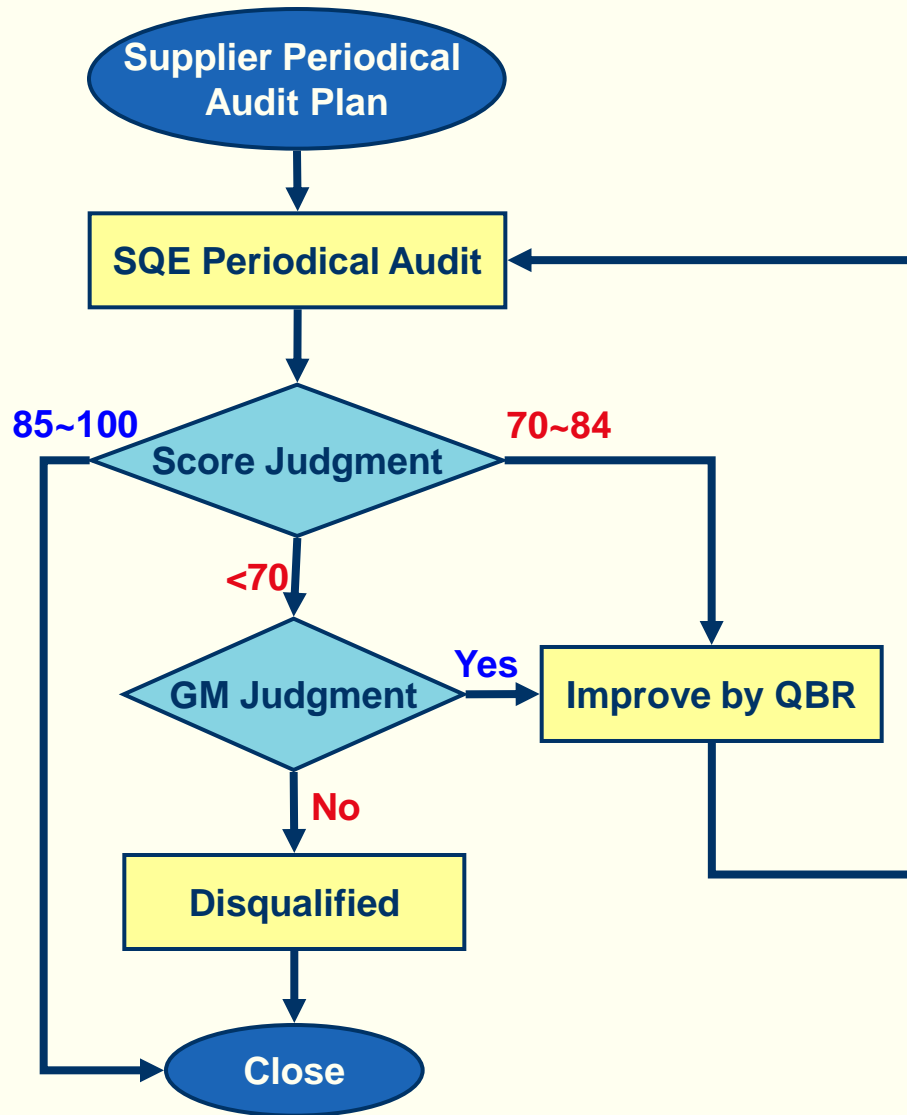
# Supplier Management - ECN



Ref. Document :

- 3-241-晶圓代工廠工程變更作業管理規
- 3-249 Assembly工程變更管理作業指導書
- 3-239 Tape工程變更管理作業指導書

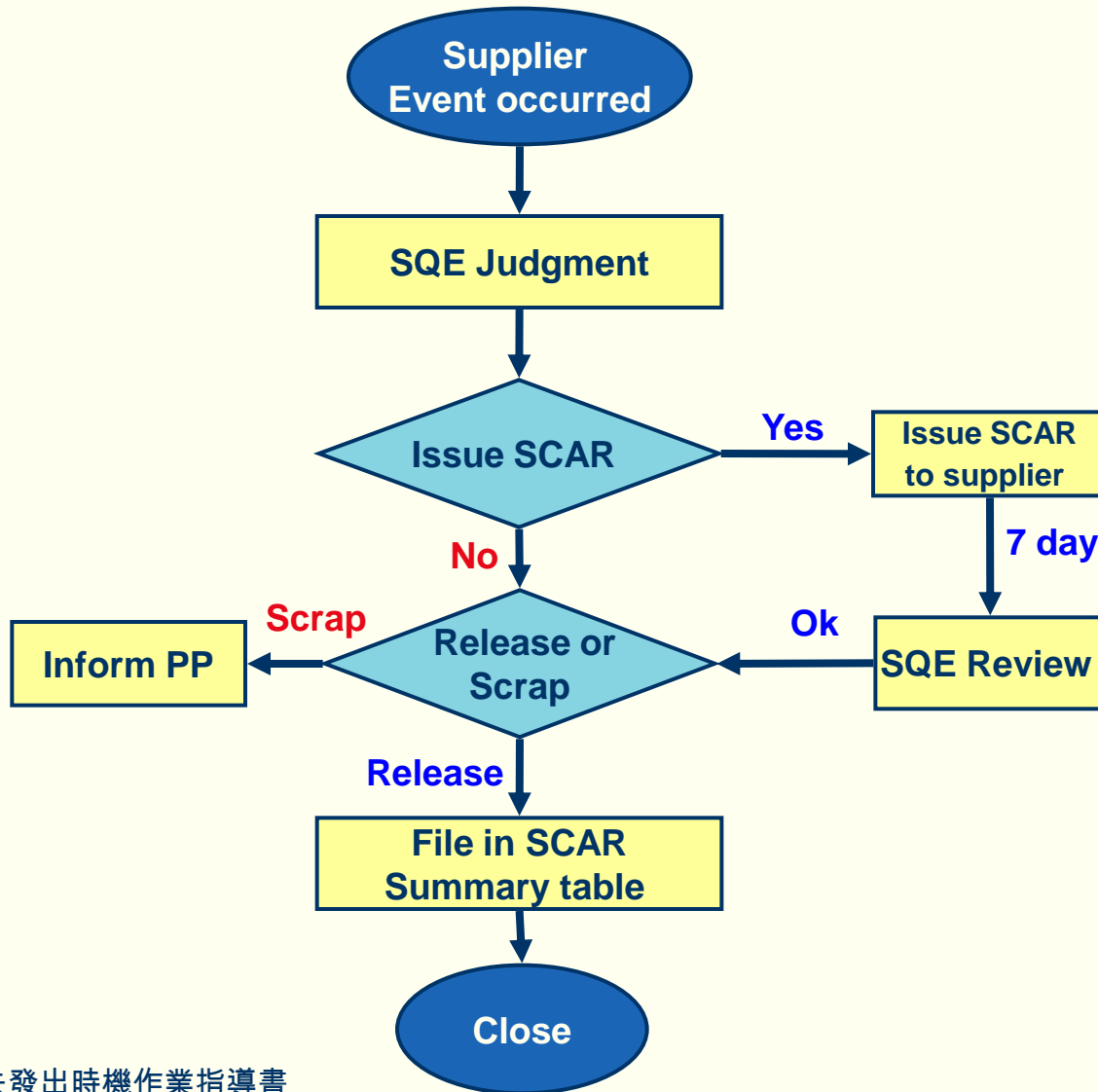
# Supplier Management Audit Categories



Ref. document:

3-172 供應商定期稽核作業指導書

# Supplier Management -SCAR



Ref. document:

3-262 供應商矯正措失發出時機作業指導書

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# Supplier Management - Monthly Review



## Monthly Quality Meeting

Himax's 100%  
quality commitment  
to our customers

Suppliers' 100%  
quality commitment  
to Himax



100% quality commitment  
to Himax's customers

## Review Items

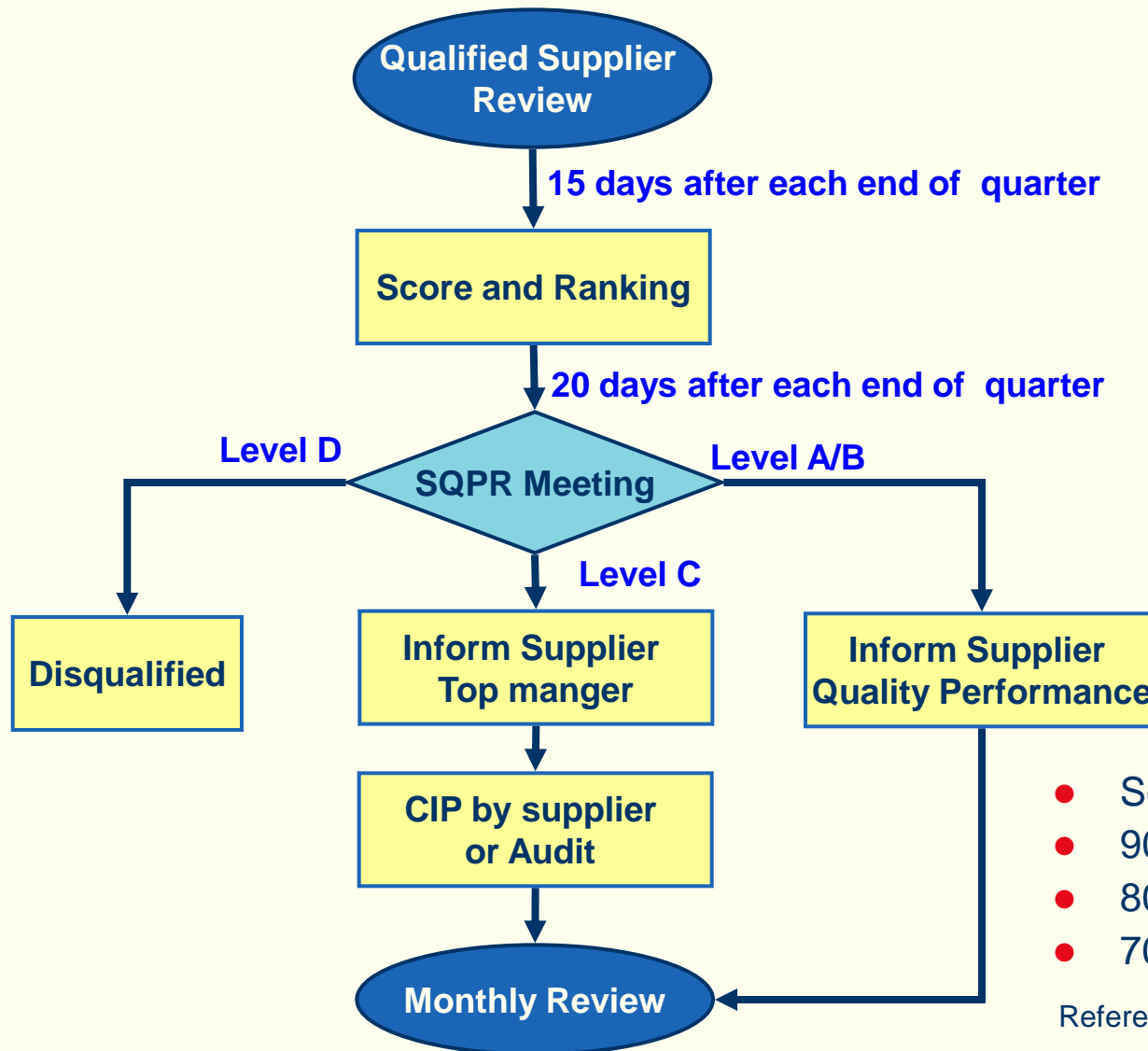
- KPI

- ❖ WAR & WRR
- ❖ SCAR & QAN
- ❖ SPC
- ❖ Service

- Monthly report

- ❖ Yield
- ❖ Production abnormal case
- ❖ SPC
- ❖ CCN
- ❖ ECN
- ❖ OQC

# Supplier Management - SQPR



- Scores  $\geq 90$  – Grade A
- $90 > \text{Scores} \geq 80$  – Grade B
- $80 > \text{Scores} \geq 70$  – Grade C
- $70 > \text{Scores}$  – Grade D

Reference:

3-024 供應商品質績效評鑑指導書





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