

Service : Product Support

Purpose

Product support is your first contact at Bluetest for all test issues concerning your device.

Benefits

Product support serves as important interface between customer and test , especially if the customer has no own analysis and test capabilities. The test results and test data are sometimes the only indicators about quality of products and manufacturing processes.

Bluetest Expertise

Our work is customer oriented:
Your and your product's success will be our success too.
Besides meaningful technical information we want to support you with uncomplicated communication lines and trustful cooperation.

Activities

Participants

Product Support, Test, Quality management
Product responsible

Performance

Bluetest Product Support has two major tasks:

1. Collect, condition and provide test data from electrical tests
2. Serve as contact in case of deviations and problems which occur during or after test

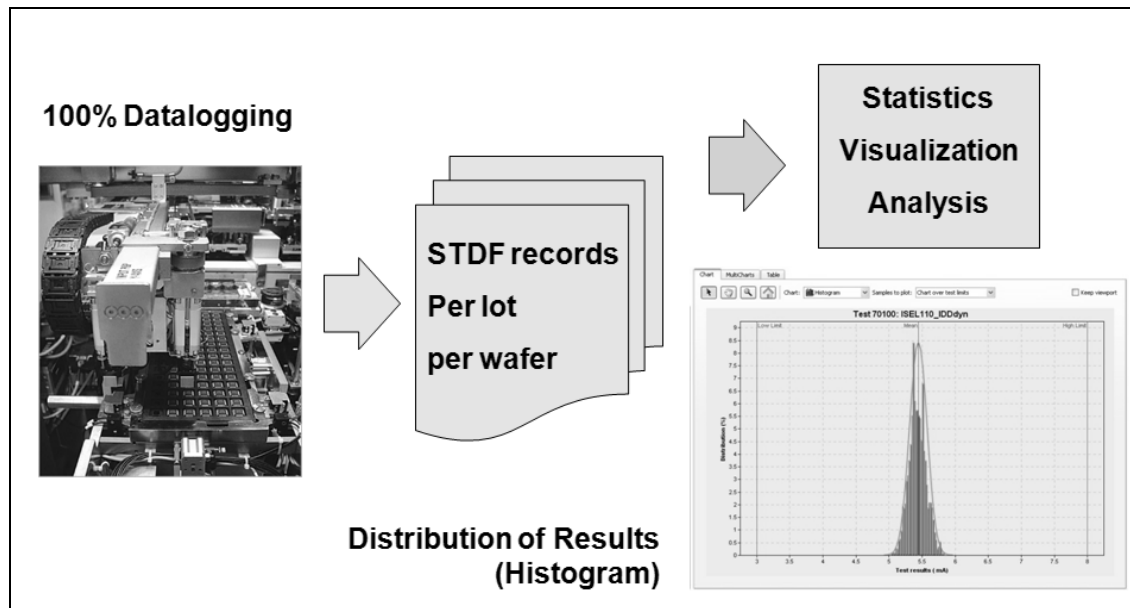
1. Test data

Providing comprehensive, complete and coherent test data is essential as they are indicators about quality of products and manufacturing processes for our customers.

If required we will also provide complex statistical analyses.

The data format is standardized (stdf). A format that can be processed by available software (we use the Galaxy Examiner).

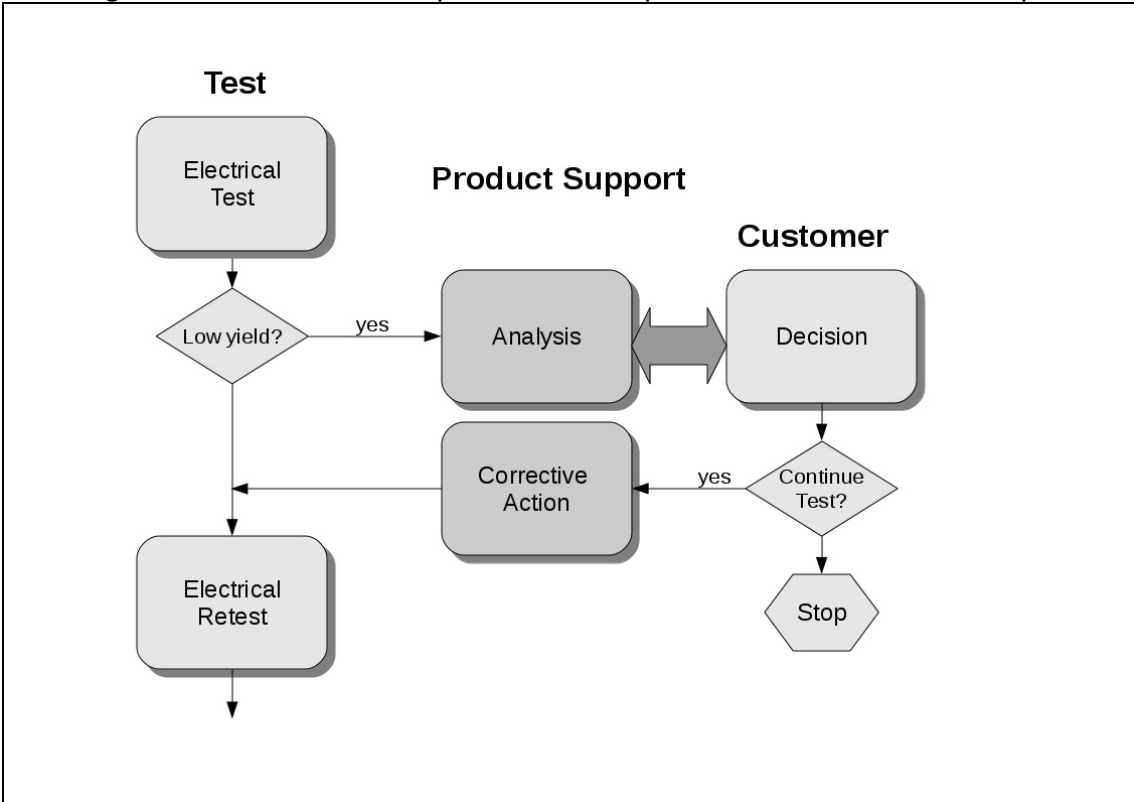
The transfer should happen immediately after test considering the data confidentiality by using password protected areas on our ftp-server.



2.1 Deviations and problems during electrical test.

In case of problems the visible result is always a low or zero yield. “Low” means that a defined stop limit is violated. Product support has to analyse if the deviation was caused by test system related reasons like defects of testhardware. If the repair needs longer time we will inform our customer about the delay. The communication will also start if the problems are device related. But in this case it includes a common discussion about analysis and remedial actions. You should agree to any decisions which change test program, test flow or test conditions. But nevertheless the main goal is a fast and uncomplicated troubleshooting.

Drawing: detail from Bluetest process description : deviations and responsibilities



2.2 Post electrical test queries and complaints

Product support is the contact point for all queries and complaints concerning test data and failing devices like field returns. In all cases traceability of the treatments at Bluetest is an important issue. For defective parts we will start an electrical failure analysis as first step of eventually required further investigations.

Drawing: detail from Bluetest process description : post test queries and responsibilities.

