



NexcomEMS Services Center

January 2021

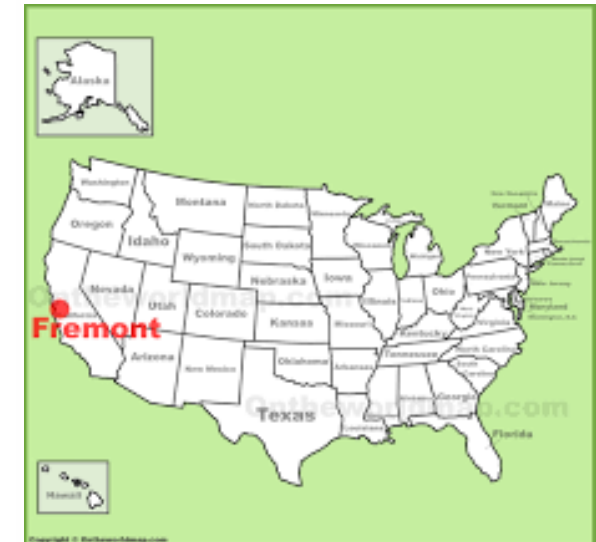
www.nexcom.com



Where we are



41300 Boyce Road, Fremont, CA 94538



Customer Focus Team



Best CFT Team for You



Your One Stop Services Partner



Manufacturing Service

- BTO / BTS /CTO Manufacturing
- Assembly Integration - Assembled in USA
- Image Loading and Activation
- Life Cycle Management
- NPI Implementation
- ODM / OEM Process
- OQC / Quality Inspection and Testing

After Sales Support Service

- Local Repair & Refurbish
- ECN / Rework / Debug
- White Glove Onsite Support
- Advance Replacement

Logistic Service

- Inventory Management
- Global Order fulfillment
- Kanban (Pooling) Logistic Process
- End to End Customer Services
- Resourcing and Kitting Services

Quality Assurance

Consistent Quality

- Develop mutual understanding on quality control and strive for excellence

Total Quality Assurance

- Regulate all workflow and checkpoints on industrial standards

Continuous Improvement

- Strive to be impeccable for total customer satisfaction



ISO9001: 2015



ISO13485: 2016



Total Quality Assurance

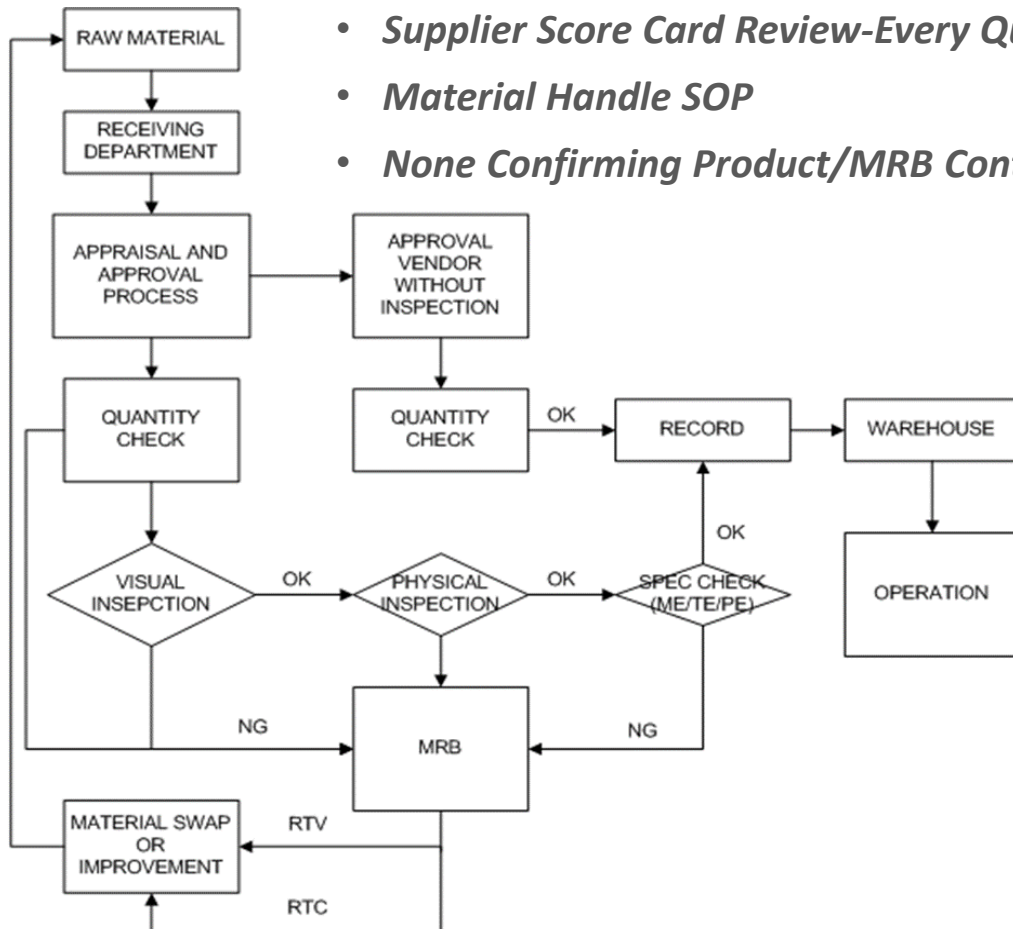


Quality Control - IQC-IPQC-FQC



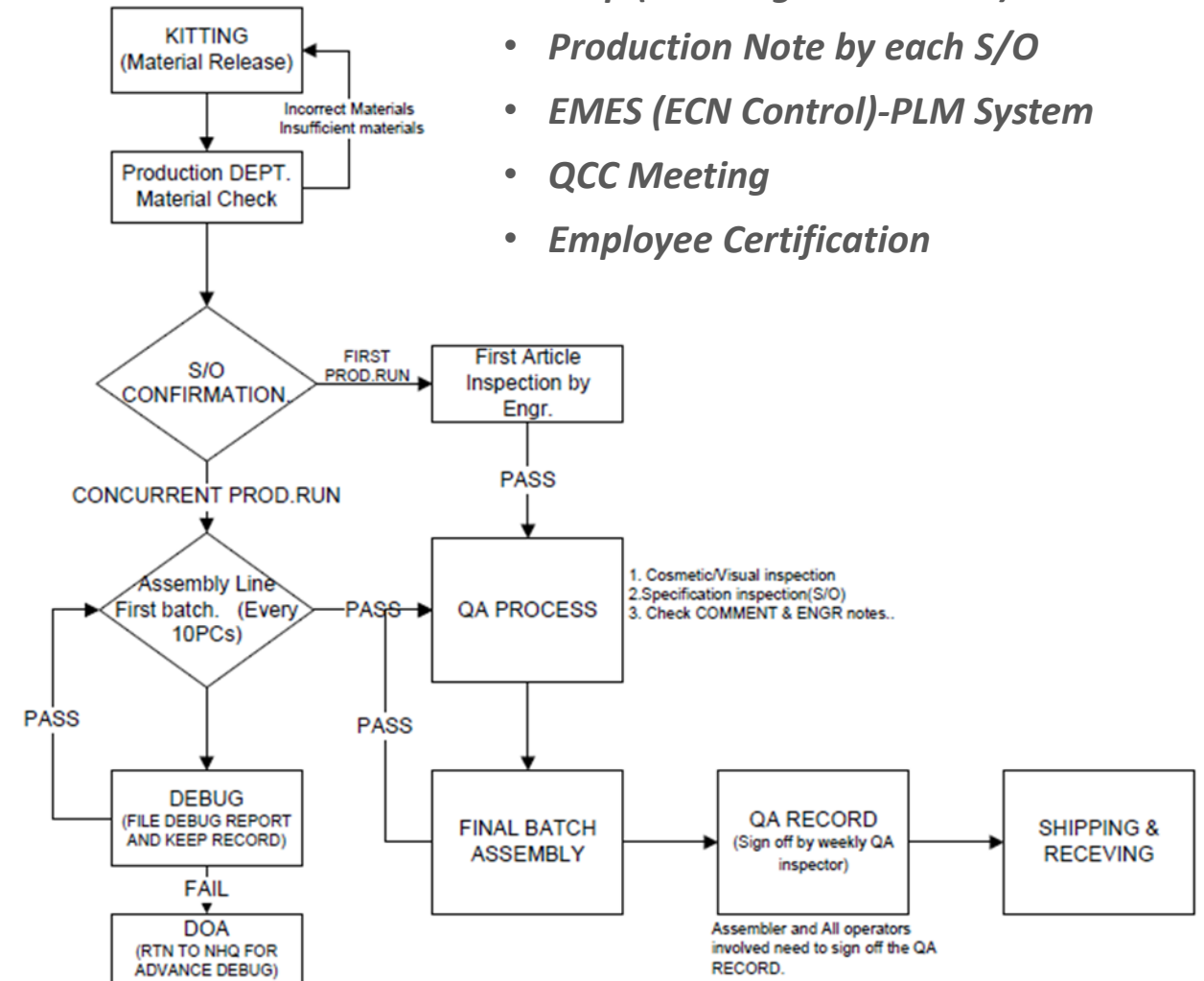
IQC-Fremont

- ERP Management (Tiptop)
- QVL refer to Taiwan's QVL list
- Supplier Score Card Review-Every Quarter
- Material Handle SOP
- None Confirming Product/MRB Control



IPQC/FQC-Fremont

- Esop (Working Instructions)
- Production Note by each S/O
- EMES (ECN Control)-PLM System
- QCC Meeting
- Employee Certification



Facility Capacity



Production Capacities	Shifts (Daily)	Hours (Daily)	PCs/Sets (month)	Facilities
Box Build Assembly / Test	1	8	1,200	3 Assembly Line
Final Configuration Activation / ECN / Refurbish	1	8	2,000	5 of Final Configuration Stations

Equipment List

Prototype / FAE Testing Lab X 1	Customable Labeling Machines X 8
Walk in Burn-In Rooms X 1	Debug / PCB Rework Station X 3
ESS Thermal Cycle Chamber X 1	Soldering Hot Pot X 1
Hi-Pot Test Station X 1	Image(SW) duplicate station X 4
Prototype Mechanic Shop X 1	Torque Calibration Station X 1
ESD Control Shopfloor (7,000 SF)	24 X 7 monitor warehouse (10,000 SF)

Hi Mix Low Volume System Integration Solution

- Assembly and Box Build with Chassis (1U to 4U) and value-added Component
- Functional Test, Simulation Test, Final Configuration Activation
- Software Installation – with different storage media/methods
- OS Installation – Windows, Linux and Android
- Burn In Test – Walk In Chamber 35-50 C up to 80 units
- Hi-Pot Test follow UL and CQC Standard
- ESS Chamber Testing with -40 to 80 C Hourly Range
- New Product Introduction (NPI) Development
- ODM / OEM Service Development



Production Operation



Schedule S/O Production

[illegible]

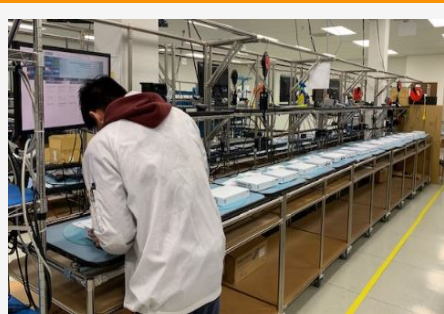
Material Kit Release



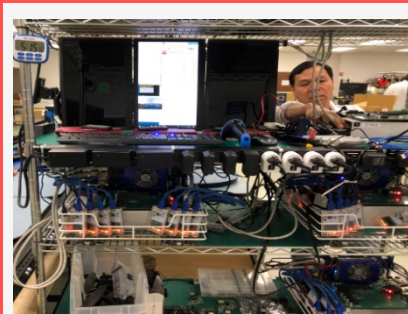
Box Build/Assembly



SW Installation



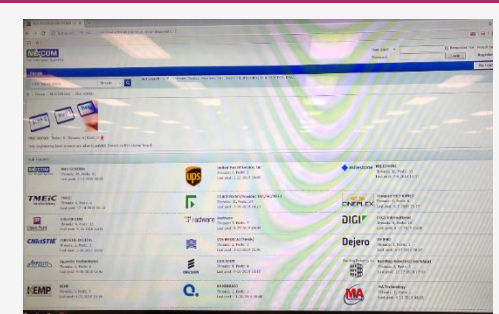
Final Testing



Label & Packout



QA with Shop Floor Data



Production Floor



Assembly Line



Daily QCC meeting

- Effective Training
- Employee awareness



Production Floor



Workmanship Standard

- SOP with Working Discipline
- Regulate all Workflow and Checkpoints on Professional Standard



Burn In Room and ESS Chamber



ESS Thermal Cycle Chamber

- Temperature: - 40C – 85C
- Drop Rate: 2- 10C/Min



Burn In Chamber

- Temperature rang: 35 - 55
- Max Capacity 80 units /Cycle/1U Size



After Sales Support Service



- **RMA Turn Around Time** – in 10 Working days
- **Failure Analysis and Correction** – Closing and FAE Report by FAE / QA
- **Shipping / Receiving Record** – Tracking Number and Follow up
- **Management Report** – Weekly and Monthly Review
- **FQA process** – Functional / Simulation Test with Final Burn In Test
- **Quality Reliability Testing (ORT)** – Remote with Customer Site
- **DOA process** – 3 Working days Action
- **Repairing and Refurbish** – Workmanship IPC 610 and Rework/ECN SOP
- **Onsite Field Services** – Advance Replacement, White Glove, ARMS Portal, North America Coverage

RMA real time on line tracking system



Partner/Customer(s)

rma.nexcom.com

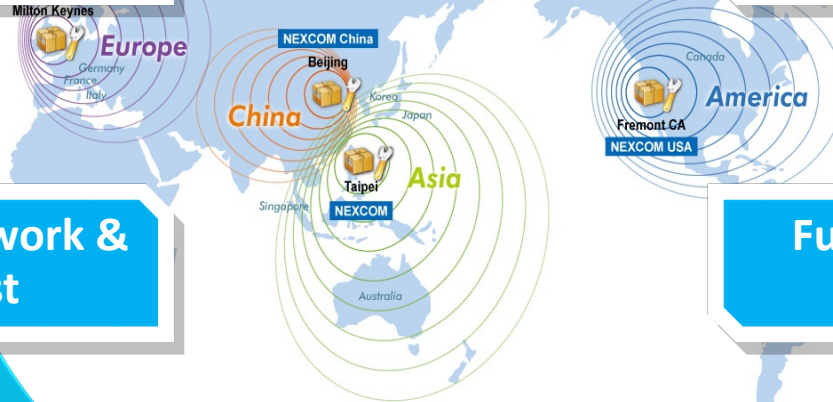
Shipment & Delivery

Real Time RMA
Registration

Engineering Re-work &
Burn-in Test

Functional, BI, QRT
testing

Problem(s) Replication
Failure Analysis
CAR Action List



Home > Support > RMA/DOA Online Services

Support

Downloads

Technical Supports

RMA/DOA Online Services

EXCOM Express

Online Catalog

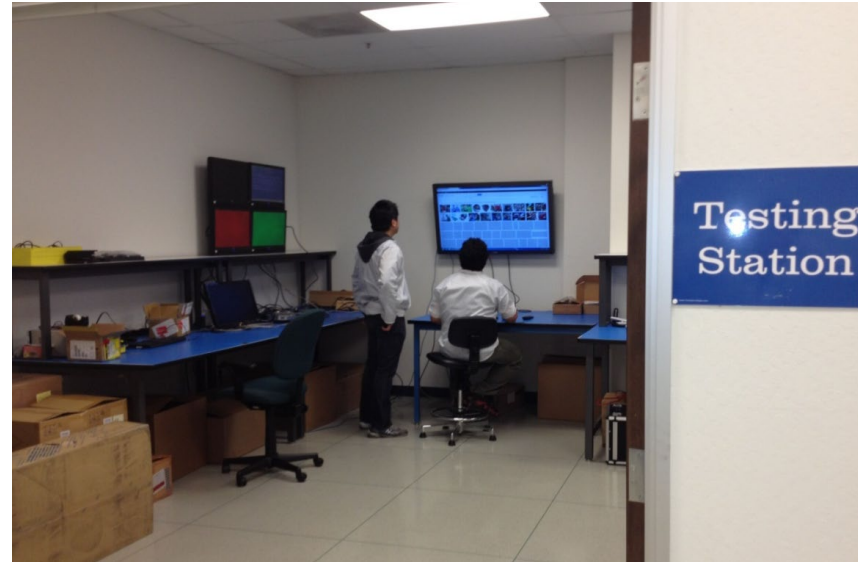
Login

Account :

Password :



F&E Testing Lab



Pre-sale and After Sale

- Verification and Issue Solved

ECN / Refurbish Service



Our value-add process

- we manufactured for you will eventually require some form of repair, refurbishment, modifications or upgrading. As your strategic end-to-end electronic manufacturing partner.
- You have exceptional customer service and products; you see value in offering your customers aftermarket support to maintain your reputation and keep your products in-service.
- Working closely with you, we develop.



Logistic Service



- Global Delivery Through FedEx/UPS/DHL, Forward
- Stock Rotation Logistics Service
- Reverse logistics --- ECO, Upgrade, RMA
- 24x7 Security Guard & Surveillance System
- B2B / EDI Global Logistic Service
- ERP Data Management
- On-line Transactional Capability
- Kanban Kitting Services
- Resourcing Services
- Advance Replacement Service
- White Glove Level Service



Logistic Services Flow



NEX Logistic Center



Order Fulfillment



Data Tracking



Inventory Management Process



Operation Excellence



QA inspection Safety Pack



Global Delivery
USA Shipment



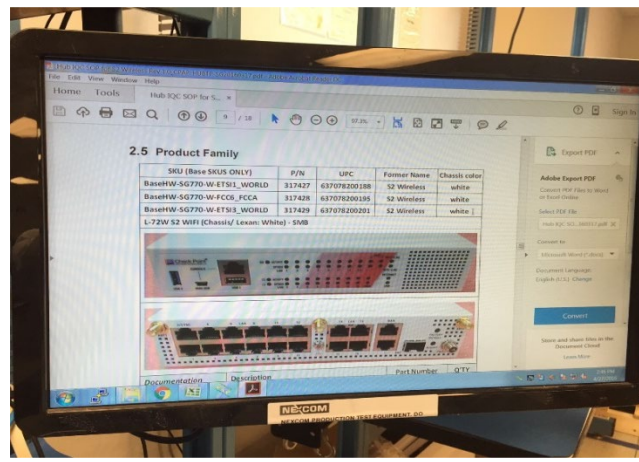
Global Fulfillment Services



Logistic Hub



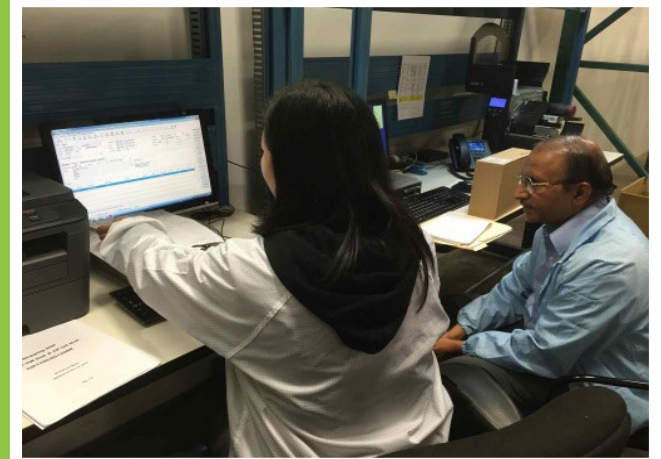
Order Processing



Project Certification



Customer Audit



Thank
You