	List of Customer Specific Requirements : CSR			
	Document Code : SD-QMR-002-00	Originator : Nukool T. (QMR)	Original : Aug-10	Effective Date : Aug-10

Descript of customer requirements

Process Name	Customer : A	Customer : B	Customer : C	Customer : D	Customer : E
Quality Management System	· Certified ISO9001 (min)	· Certified ISO9001 (min) · Expect to certified ISO/TS16949	·	· Qualified ISO9001 (min) · Expect to certified ISO/TS16949	·
Environment Management System	· RoHS testing and monitoring 1time per year (min)	· RoHS testing and monitoring 1time per year (min)	·	· RoHS testing and monitoring 1time per year (min) Conform to · PFOS · REACH · Kyoto protocol · Montreal protocol	·
Internal Audit	·	· 2 time per year (min) · Auditor shall be verify effectiveness of CAR-PAR until 7 day (after committed date)	·	·	·
Management Review	·	· 2 time per year (min) · Separate by priority	·	·	·
Order Receiving	· Via electronic mail · Each time information when have any change	· Via electronic mail · Each time information when have any change	· Via electronic mail · Each time information when have any change	· Via electronic mail · Each time information when have any change	· Via electronic mail

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Production Planning	· Cycle time 1 day	· Cycle time 1 day	· Cycle time 1 day	· Cycle time 1 day	·
Delivery (Receiving) To customer 's door	· 1st 08.00 am · 2nd 16.00 pm · 3rd 01.00 am	· 1st 24.00 am	· 1st 12.00 pm	·	·
Delivery (Shipment) From Lentus 's door	· 1st 06.00 am · 2nd 14.00 pm · 3rd 23.00 pm	· 1st 22.00 am	· 1st 10.00 am	·	·
Incoming Quality Control	· Acceptable for inspection by weight balance machine	·	·	·	·
Process Control (Production)	Tin half ball spec · SN 99.85% (min) · PB 500 PPM (max) · Cpk 1.67 (min)	Tin half ball spec · SN 99.90% (min) · PB 500 PPM (max) · Define and implement supplier development program (QMS) · Request substance directive test report per year (RoHS) · Certificate expiration 1 year after issued · Cpk 1.67 (min)	Tin half ball spec · SN 99.95% (min) · PB 100 PPM (max) · Cpk 1.67 (min)	Tin half ball spec · SN 99.90% (min) · PB 500 PPM (max) · Define material specification by documented · Cpk 1.67 (min) · Yield 99.98% (min) · Fe on bath < 100 PPM · RoHS test 1 time/year · Certificate expiration 1 year after issued	·

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	Baking / Annealing · 150 ± 5° C · 2 Hrs · Include ramp up time	Baking / Annealing · 150 ± 5° C · 60 min + 10, - 0 min · Exclude ramp up time · Start count when 150°	Baking / Annealing · 175 ± 5° C · 60 min + 10, - 0 min · Exclude ramp up time · Start count when 175°	Baking / Annealing · 150 ± 5° C · 60 min + 10, - 0 min · Exclude ramp up time Start count when 150°	
In-process Inspection (Thickness and composition inspection)	· 6 Reading per strip · Sampling 5 strips/shipment	· Sampling 2 strip/shift/machine	· Sampling 2 strip/shift/machine · 6 Reading per strip	· Sampling 2 strips · 5 Reading/time/shift /machine	·
Final Inspection (Visual inspection)	· 100% visual inspection	·	· Sampling 20 strips (when start run) · Under 10X-40X 3 strips/lot	· Sampling 2 strip/shift/machine	·
Laboratory and Testing (Solderability Test)	· Ref. JDEC standard · Carbon content testing · Impurity on bath testing 1 time/M, %Fe = 150 (max)	· Ref. JDEC standard version: E · Cu 0.5-1%, Ag 3-4% · Ionic contamination testing 1 time/M · Carbon content testing · Impurity on bath testing 1 time/M, %Fe = 100 (max) · Lead deposit testing 1 time/M	· Ref. JDEC standard version: E · Ionic contamination testing 1 time/M · Carbon content testing · Impurity on bath testing 1 time/M · Lead deposit testing 2 time/M	· Ref. JDEC standard version: E · Cu 0.5-1%, Ag 3-4% · Ionic contamination testing 1 time/M · Carbon content testing · Impurity on bath testing 1 time/M, %Fe = 100 (max) · Lead deposit testing 1 time/M	·

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Process Name	Customer : A	Customer : B	Customer : C	Customer : D	Customer : E
Corrective & Preventive Action Customer Complaint	· 8D report (if require) · 3D reply on 3 day · 8D reply on 6 day	· 8D report (if require) · 3D reply on 3 day · 8D reply on 6 day	· 8D report (if require)	· 8D report (if require) · 3D reply on 3 day · 8D reply on 6 day	·
Maintenance	·	·	·	· Need PM yearly plan · Needs separate plan of monthly and yearly	·
Control of measurement Calibration and verification	· Calibration laboratory shall be qualified by ISO/IEC17025 certified	·	·	· Verification for baking oven shall be 9 point and 3 replicate (min) · Define ISO/IEC17025 requirement for measurement equipment by documented · Define serial number · Define acceptance criteria for each measurement equipment	·
Training and development	·	·	·	· Define training needs · Monitoring and summarize an effectiveness of training (plan : actual)	·

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Control of document and record	· Record retention 3 year (min)	·	·	·	·
Purchase	Tin half ball spec · SN 99.85% (min) · PB 500 PPM (max)	Tin half ball spec · SN 99.90% (min) · PB 500 PPM (max) · Define and implement supplier development program (QMS) · Request substance directive test report per year (RoHS) · Certificate expire 1 year after issued	Tin half ball spec · SN 99.95% (min) · PB 100 PPM (max)	Tin half ball spec · SN 99.90% (min) · PB 500 PPM (max) · Define material specification by documented	·
APQP	· AIAG ref. manual	· AIAG ref. manual	·	·	·
PPAP	· AIAG ref. manual · Full package (exclude n/a element)	· AIAG ref. manual · Full package (exclude n/a element)	·	·	·
P-FMEA	· AIAG ref. manual · Severity (S) analysis should be conform to LO requirement	· AIAG ref. manual	·	·	·

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SPC	· AIAG ref. manual	· AIAG ref. manual	·	· Apply control chart to control chemical consumption	·
MSA	· AIAG ref. manual	· AIAG ref. manual	·	·	·
Finance and Account	· Purchase order · Tax invoice copy & bill · Bill collections	· Purchase order · Tax invoice copy & bill	· Purchase order · Tax invoice copy & bill · Bill collections · Receipt	·	·