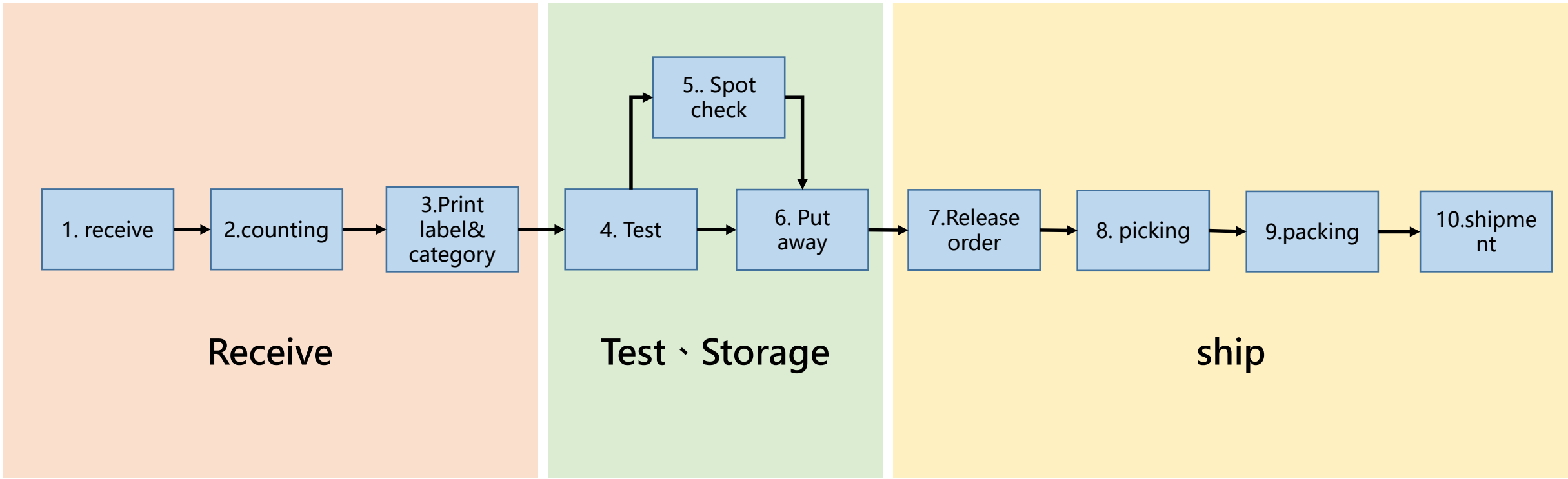
RTC SOP business process

Version1.5 201910

RTC operation process



1. 1 Receipt process standard

1.1.1 Box damage check

- **Responsible operator：** RTC receipt
- **Box damage check steps：**

Step 1： Check all sides of the box to find if there is any damage

➢ **Standard：boxes with no obvious damages and openings** **Damage： boxes with obvious defects and cracks**





1. 1 Receipt process standard

1.1.1 Box damage check

- **Responsible operator：** RTC receipt
- **Box damage check steps：**

Step 2: check seal intact

➢ **Standard：seal intact　　Damage：tape seal open**

1. 1 Receipt process standard

1.1.1 Box damage check

- **Responsible operator： RTC receipt**
- **Box damage check steps：**

Step 3： check bottom SEAL if it is intact

➢ **<u>Standard： box bottom seal intact　　Damage： box bottom seal open</u>**

2. 1 Counting standard

2.1.1 Physical item quantity consistency check, compared with quantity on return application in CSPM

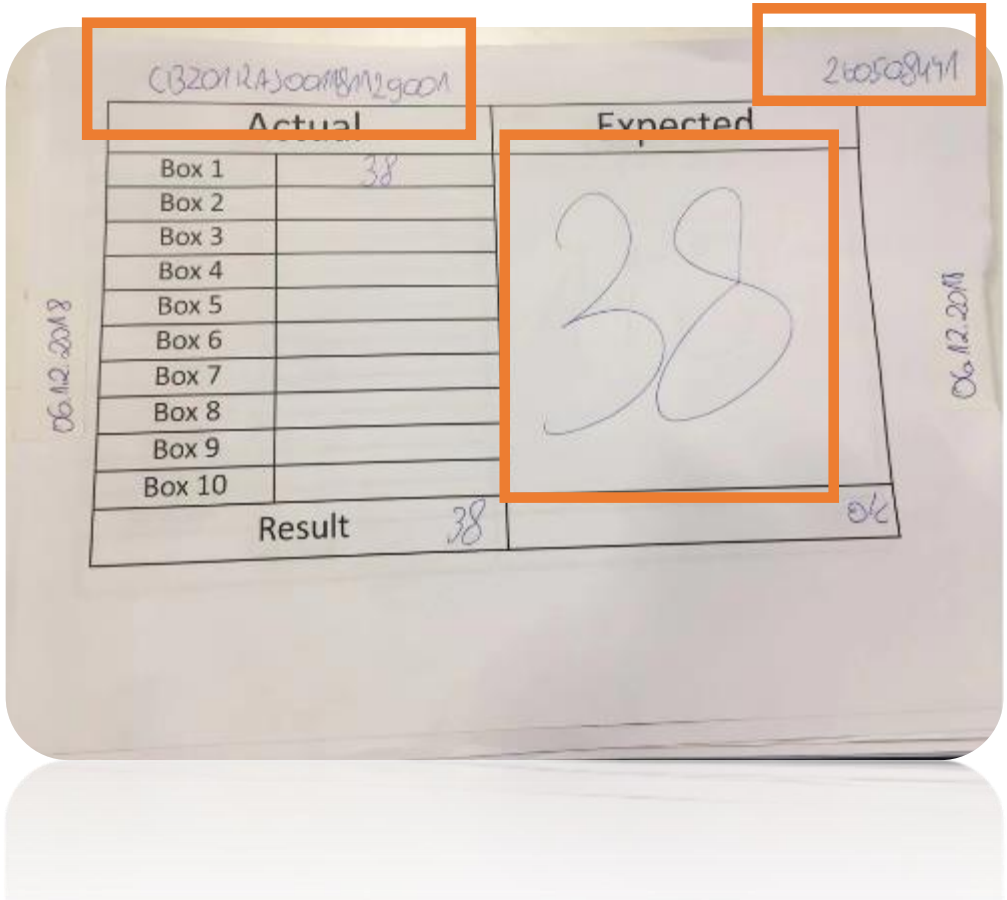
- **Responsible operator： RTC counting operator**

- **Quantity consistency check steps：**

Step 1： write expected Qty, application number and waybil number according to application *(check picture on the right)*

Step 2： turn on camera and prepare for recording

Step 3： show application list and the prepared paper in the video and the open the box



2. 1 Counting standard

2.1.1 Physical item quantity consistency check, compared with quantity on return application in CSPM

- **Responsible operator： RTC counting operator**

- **Quantity consistency check steps：**

Step 4： counting piece by piece in the box. If physical item qty can match the qty on return application, the give to receiving desk. If physical item qty cannot match, then follow step 5 and **2.3 .2 Physical item quantity inconsistent with quantity on return application in CSPM abnormal issue handling solution** to operate further

➢**Single unit counting standard**

- 1 seperate packaging is regarded as 1 pcs

- Right pictures shows the example for

1 Single packaging ：

2. 1 Counting standard

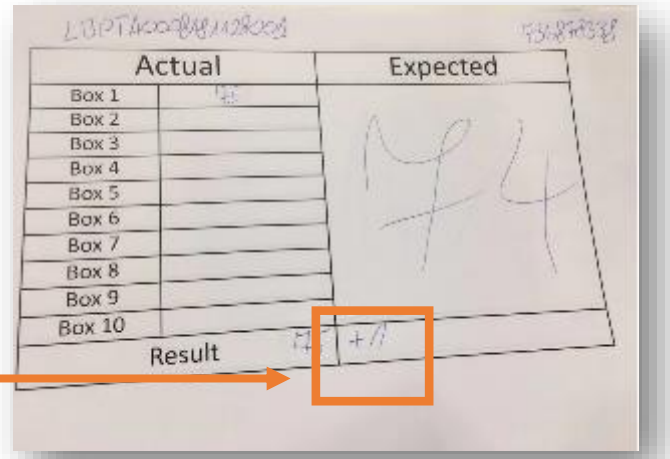
2.1.1 Physical item quantity consistency check, compared with quantity on return application in CSPM

Responsible operator： RTC counting operator

Quantity consistency check steps：

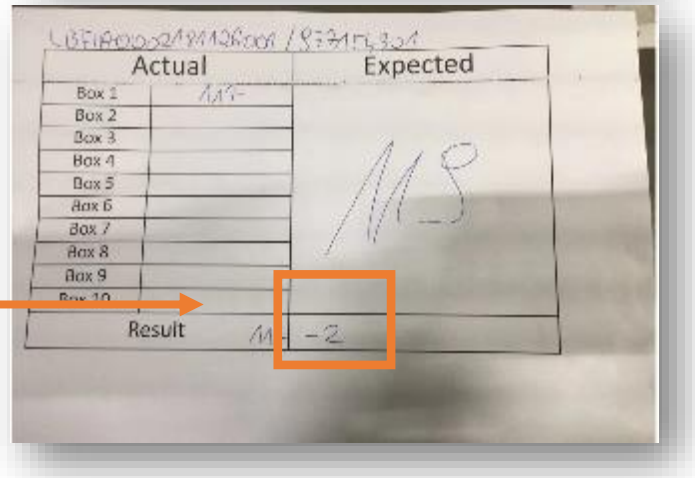
Step 5 A（Physical items qty more than qty on application）：

description： + “extra pcs”



Step 5 B:(Physical items qty less than qty on application）：

description： + “missing pcs”



3. 1 Standard of labeling and categorizing

3.1.1 Check the matching of physical material types.

- **Responsible Subject： RTC categorizing people**
- **Procedure for checking the matching of physical material types ：**

Step1： Check whether the type of the physical material matches the label. If yes, go to step 2. If not, handle the problem according to 3.3.2 the handling solution for the mismatch between the physical material type and the label.

➢ **<u>Standard： item code on the label must match with the physical material type</u>**

eg： 02351VBT is front cover, so physical material must be front cover

eg： 03032CQT is mainboard, so physical material must be mainboard

3. 1 Standard of labeling and categorizing

3.1.2 Physical label compliance check

- **Responsible Subject： RTC categorizing people**
- **Procedure for Checking the Compliance of Physical Labels ：**

Step1： Check whether the labels comply with packaging requirements. If yes, perform the check according to section 3.2.2. If not, perform operations according to the 3.3 .1 Physical Label Non-compliance Exception Handling Solution. 。

➢ **Label： Label must include below information:**

- Item code
- Item code barcode
- SN
- SN barcode

Remark： front cover not request ITEM and IMEI barcode

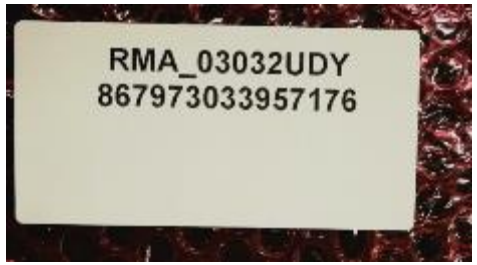
label for Handset/Host/Mainboard

Label for front cover

3. 1 Standard of labeling and categorizing

3.1.2 Physical label compliance check

Example for non standard label



Missing barcode

Missing SN and Barcode

Item code and SN Barcode can’ t split

3. 1 Standard of labeling and categorizing

3.1.3 Check the matching of physical material types.

- **Responsible Subject： RTC categorizing people**
- **Procedure for checking the matching of physical material types ：**

ITEM code is front cover，but physical material is host

Eg for item code on the label must

match with the physical material type

ITEM code is mainboard, but physical materials is host

3. 1 Standard of labeling and categorizing

3.1.3 Check the matching of physical material types.

- **Responsible Subject： RTC categorizing people**
- **Procedure for checking the matching of physical material types ：**

Step2： Print the RTC unified label. Replace the mainboard package. Keep the original package for Handset.

Step3： record item code and SN information into system.

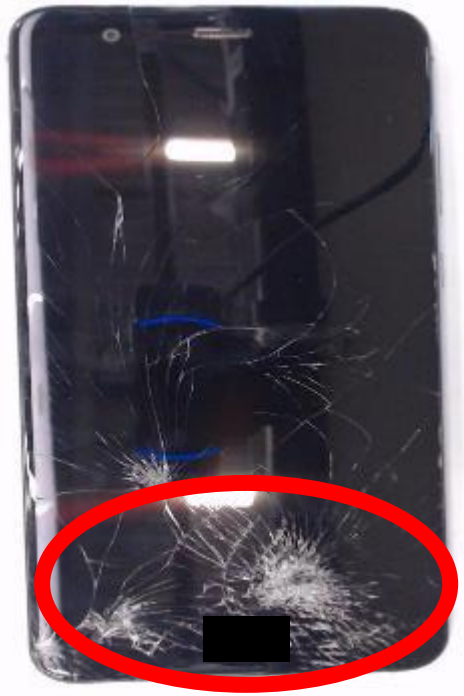
4.1 Handset testing standard

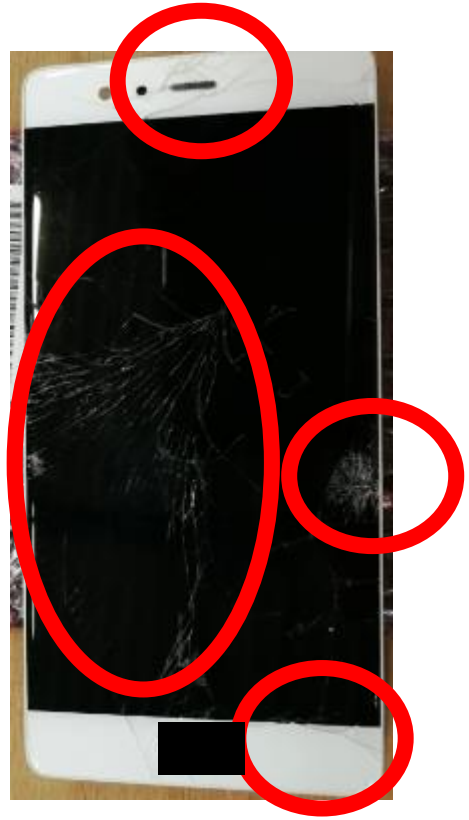
4.1.1 standard for Handset

- **Responsible Subject： RTC Handset/Host tester**
- **Procedure for host in Handset.**

check screen crack or not

➢ Eg of screen crack



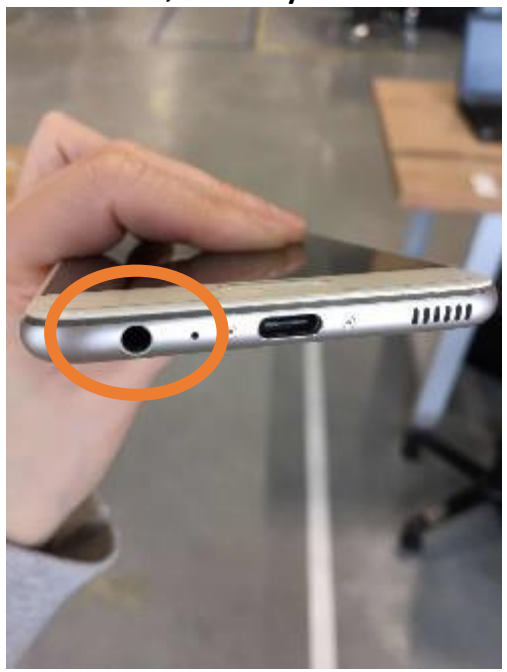


4.1 Handset testing standard

4.1.1 standard for Handset

- **Responsible Subject ： RTC Handset/Host tester**
- **Procedure for host in Handset**.

If the water protect label turns red, the phone cannot be power on, the screen is slightly damaged (no damage to the screen itself), scratches (front and back), or no fault, the system is determined as a repairable part.

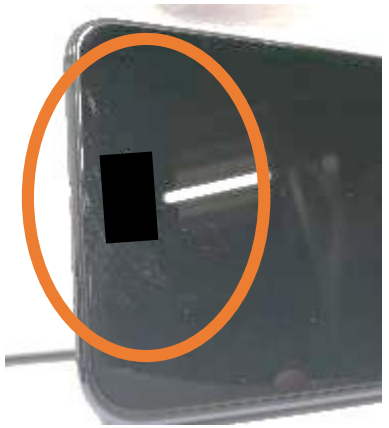


➢ water protect label

4.1 Handset testing standard

- phone cannot be power on

- screen slightly damaged



- scratches

4.2 Datawipe

4.2.1 solution for data haven’t erase.

- **Responsible Subject： RTC Handset/Host tester**
- **Procedure and solution**

Step 1: Clear the data in the device. Select Yes

Step 2A: If the data cannot be erase, check whether the ASC data is erased.

Select Yes from the ASC Data Wiped drop-down list box in the LTG system,

and paste “Date Can’t Erase” label.

➢ Data wipe failed

4.2 Datawipe

4.2.1 solution for data haven’t erase.

- **Responsible Subject： RTC Handset/Host tester**
- **Procedure and solution**

StepB： if RTC can do data wipe successful, then judge to ASC non standard， Select fail in LTG system ASC Data Wiped list, and paste “Data Erased Successfully” on back side of the device.

➢ Data wipe successful

4.3 Mainboard testing standard

4.3.1 Package testing standard (plastic box and seal label)

- **Responsible subject：RTC mainboard operator**
- **Package testing steps：**

Step 1: Check if it is packed by original package (see below on the right)

Tips：Sometime, there is a white paper box outside the plastic box (see below on the left)

➢ White paper box example

➢ Plastic box example

4.3 Mainboard testing standard

4.3.1 Package testing standard (plastic box and seal label)

- **Responsible subject ： RTC mainboard operator**
- **Package testing steps ：**

Step 2: Check if it is seal intact (see below)

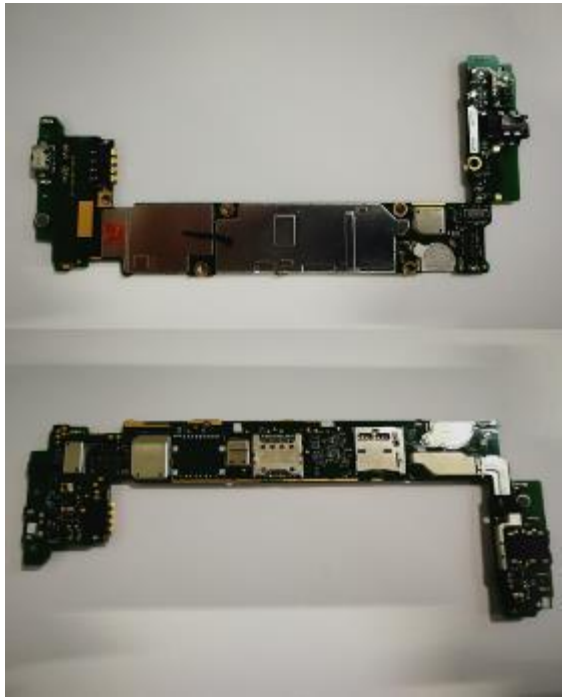
➢ Seal label example

4.3 Mainboard testing standard

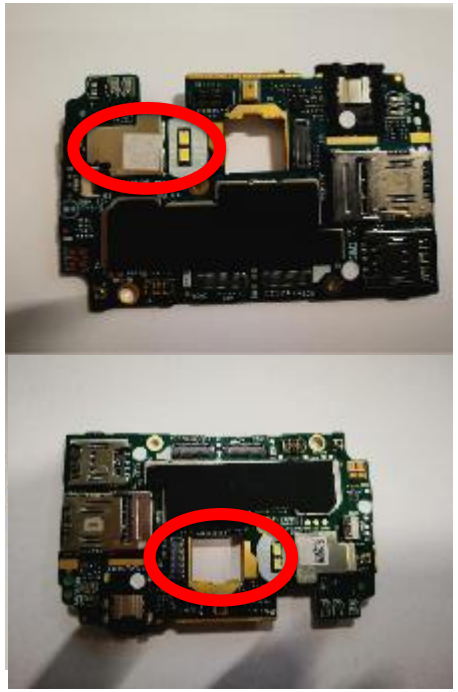
4.3.2 Barcode testing standard

- **Responsible subject ： RTC mainboard operator**
- **Barcode testing steps ：**

Step 2:If the PCBA barcode is complete, enter into **4.2.2.3 input product barcode and item code**; but if there is no PCBA barcode or the barcode is imcomplete, enter into **4.2.3.1 no barcode abnormal solution**.



➢ No PCBA barcode example



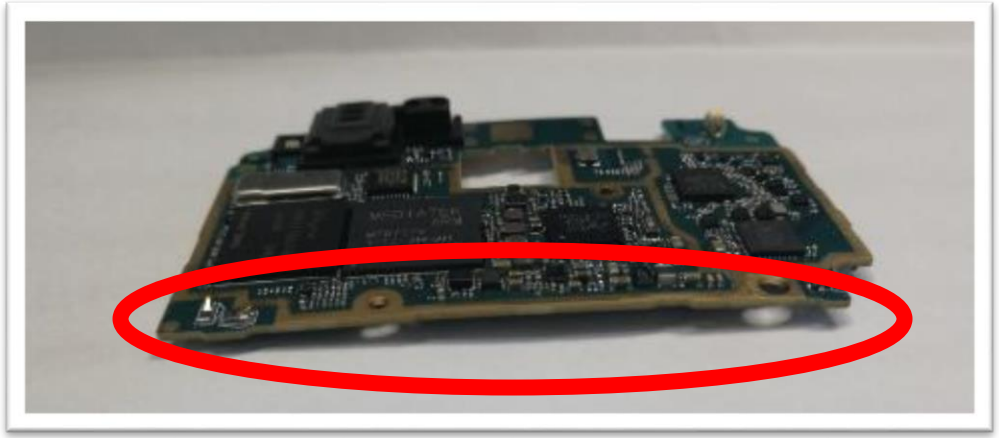
➢ PCBA barcode incomplete example

4.3 Mainboard testing standard

4.3.3 Mainboard condition testing standard

- **Responsible subject：RTC mainboard operator**
- **Mainboard condition testing steps:**

Step 1: Check if the mainboard is bend; if it is so, define the mainboard as artificial damage; but if it is not, enter into step 2



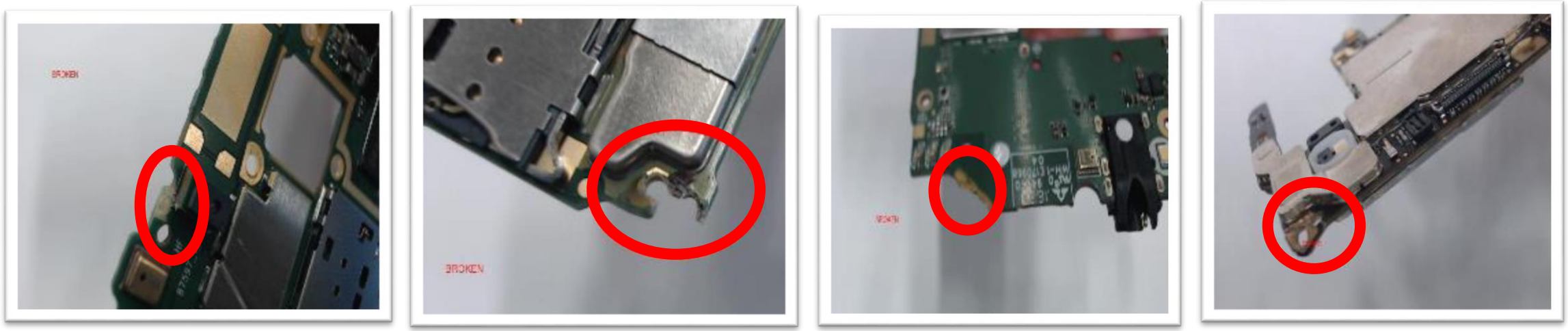
➢ Bend example

4.3 Mainboard testing standard

4.3.3 Mainboard condition testing standard

- **Responsible subject ： RTC mainboard operator**
- **Mainboard condition testing steps:**

Step 2: Check the border of the mainboard to find if there is any broken. If there is, define the mainboard as artificial damage; if there is no broken, enter into step 3



➢ Broken example

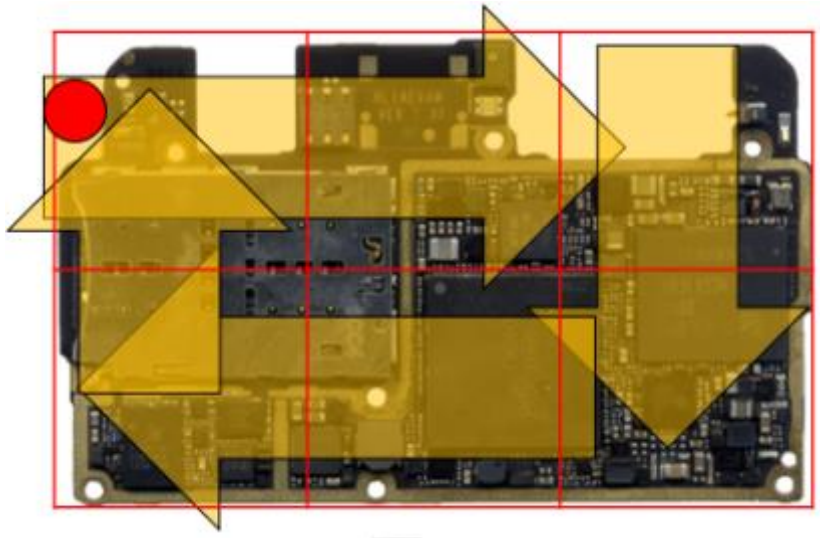
4.3 Mainboard testing standard

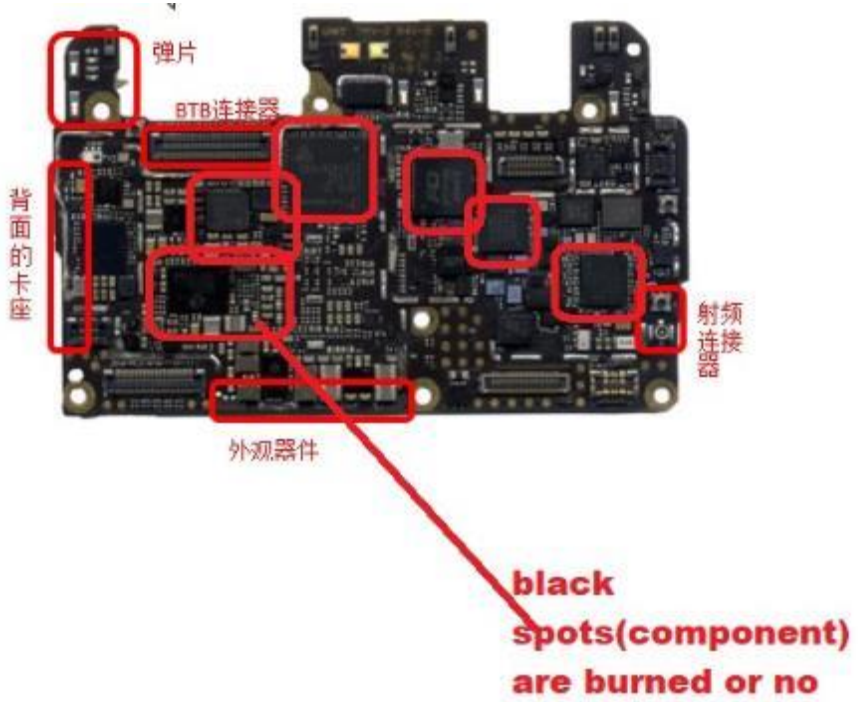
4.3.3 Mainboard condition testing standard

- **Responsible subject ： RTC mainboard operator**
- **Mainboard condition testing steps:**

Step 3: Check the inner detail of the mainboard. There are two different testing orders according to different mainboard shape.

Order 1 ： square mainboard



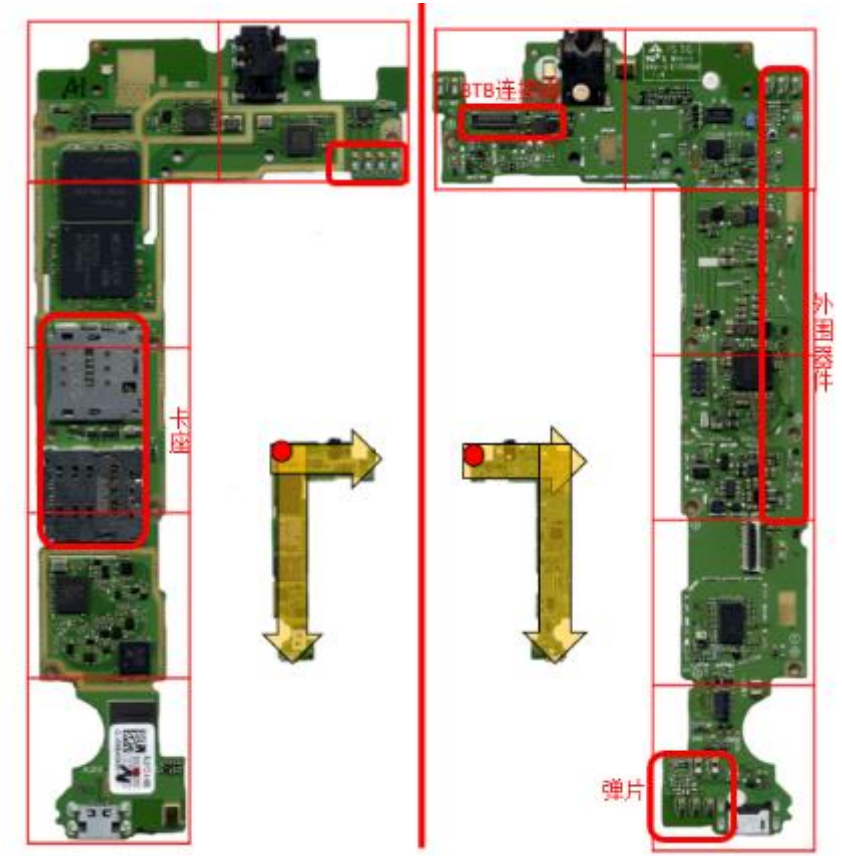


4.3 Mainboard testing standard

4.3.3 Mainboard condition testing standard

- **Responsible subject ： RTC mainboard operator**
- **Mainboard condition testing steps:**

Order 2: strip mainboard

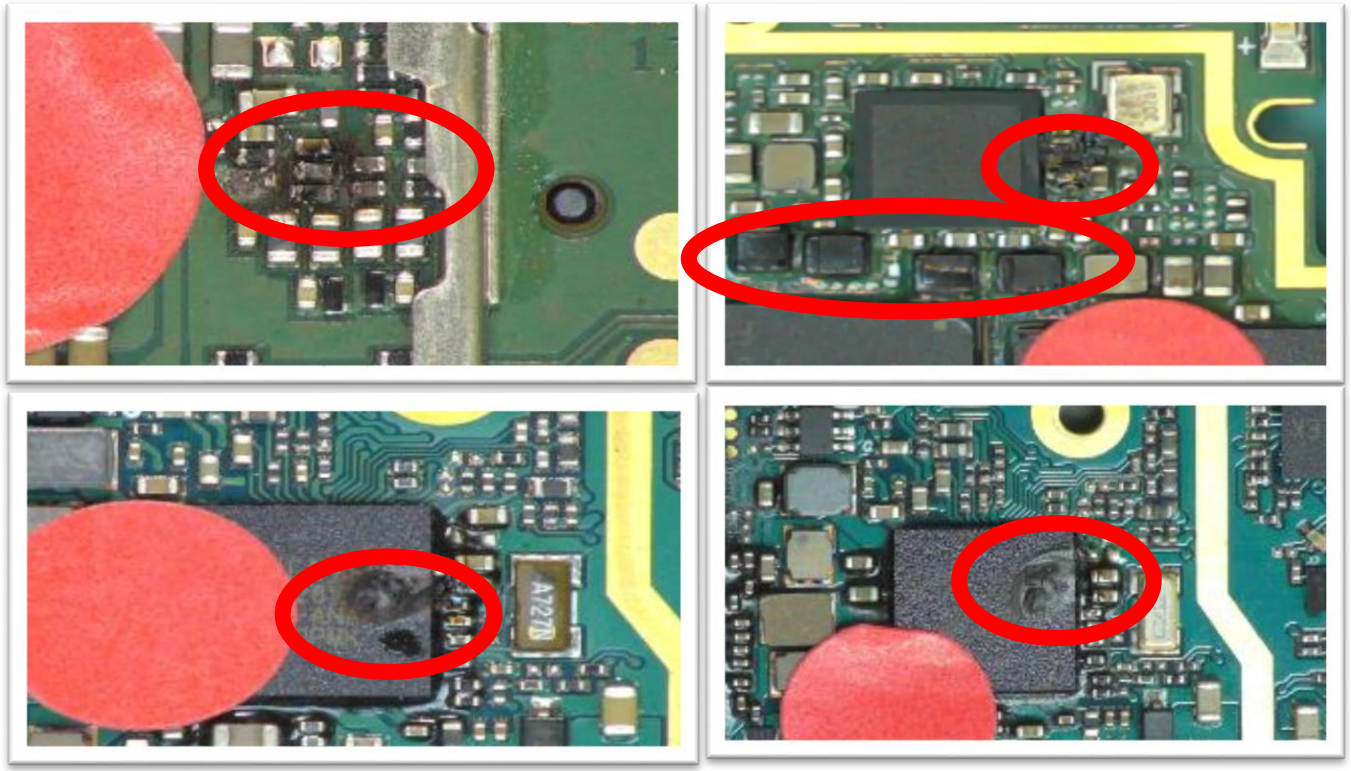


4.3 Mainboard testing standard

4.3.3 Mainboard condition testing standard

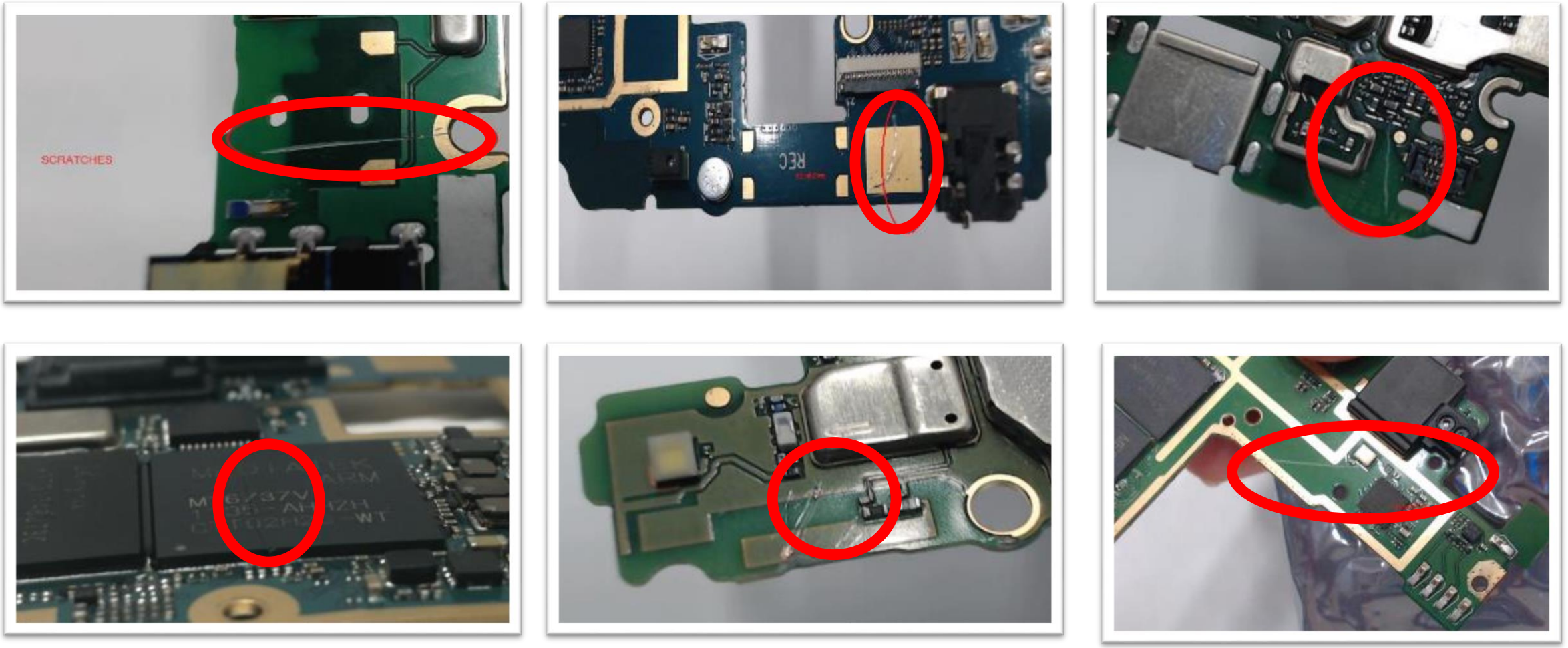
- **Responsible subject ： RTC mainboard operator**
- **Mainboard condition testing steps:**

Step 4A: If burn, scratches, manual repairing marks (missing pads or solder trace) or liquid damage is found during step 3, define the mainboard as artificial damage.



➢ Burn example

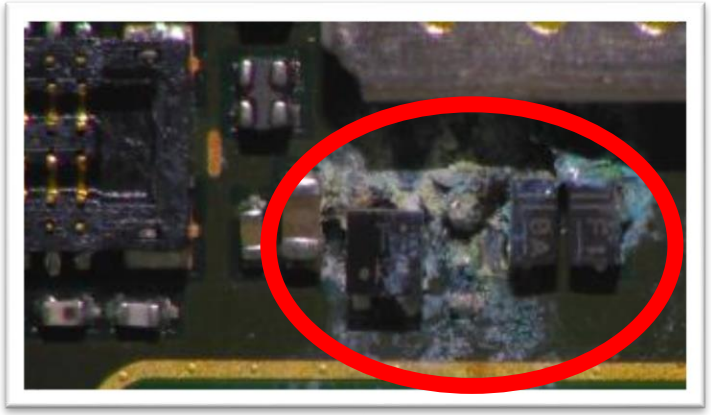
4.3 Mainboard testing standard

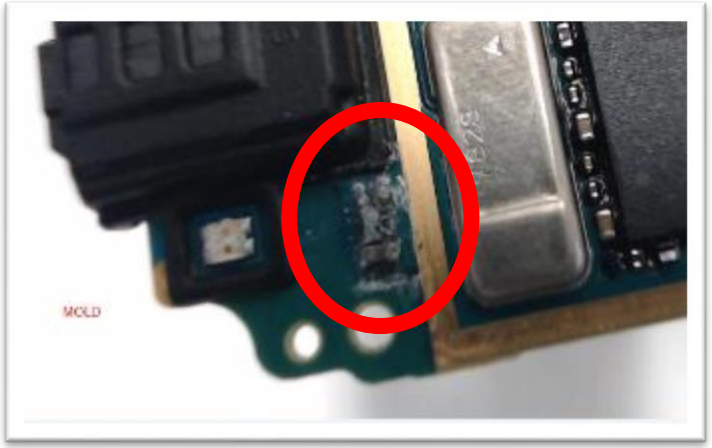


➢ Scratches example

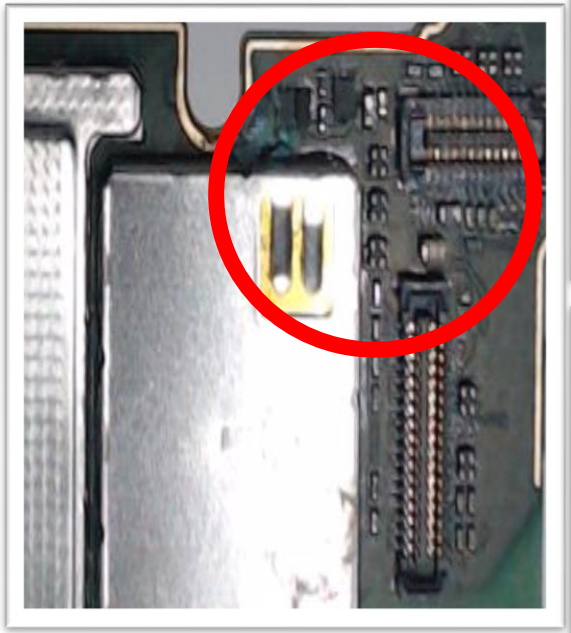
* 3 main standards of scratches: scratches on PCB surface, copper leakage and scratches longer than 10mm

4.3 Mainboard testing standard



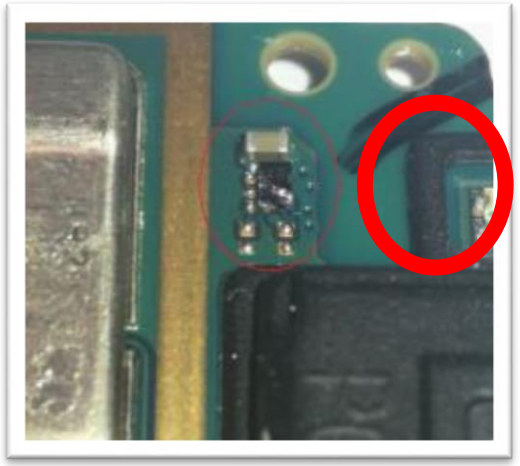


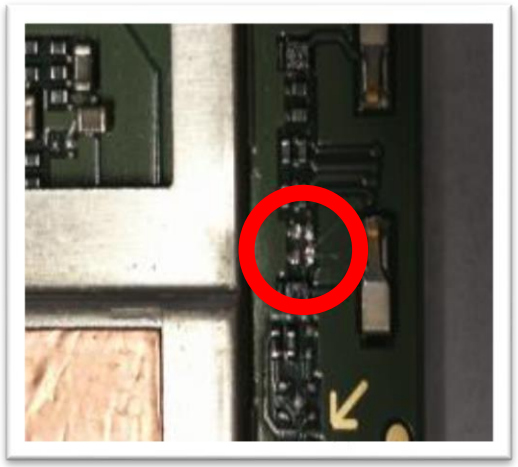
➢ Mold example

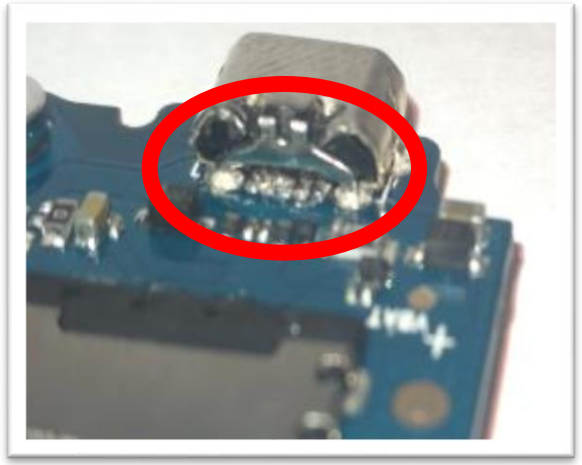


➢ Liquid damage example

4.3 Mainboard testing standard







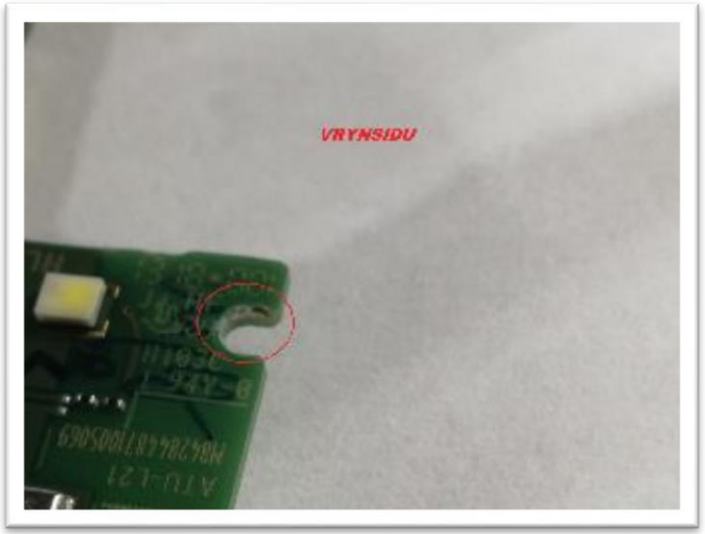
- manual repairing marks (missing pads or solder trace) example

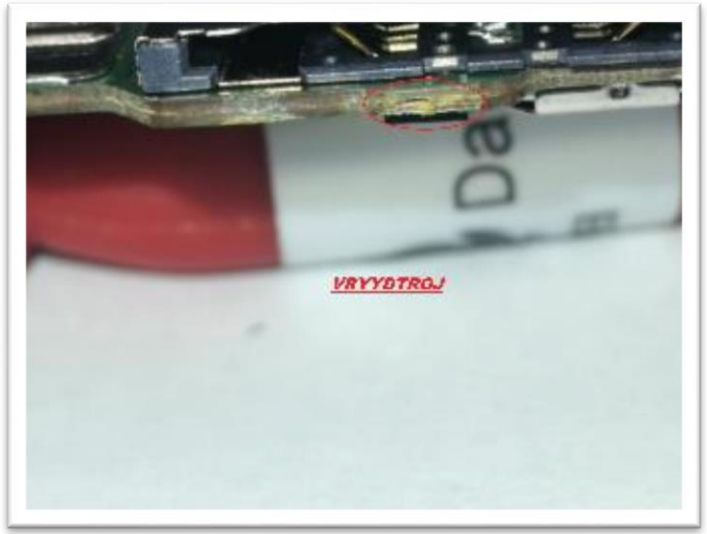
4.3 Mainboard testing standard

4.3.3 Mainboard condition testing standard

- **Responsible subject ： RTC mainboard operator**
- **Mainboard condition testing steps:**

Step 4B: If delamination is found during step 3, define the mainboard as non-repairable.





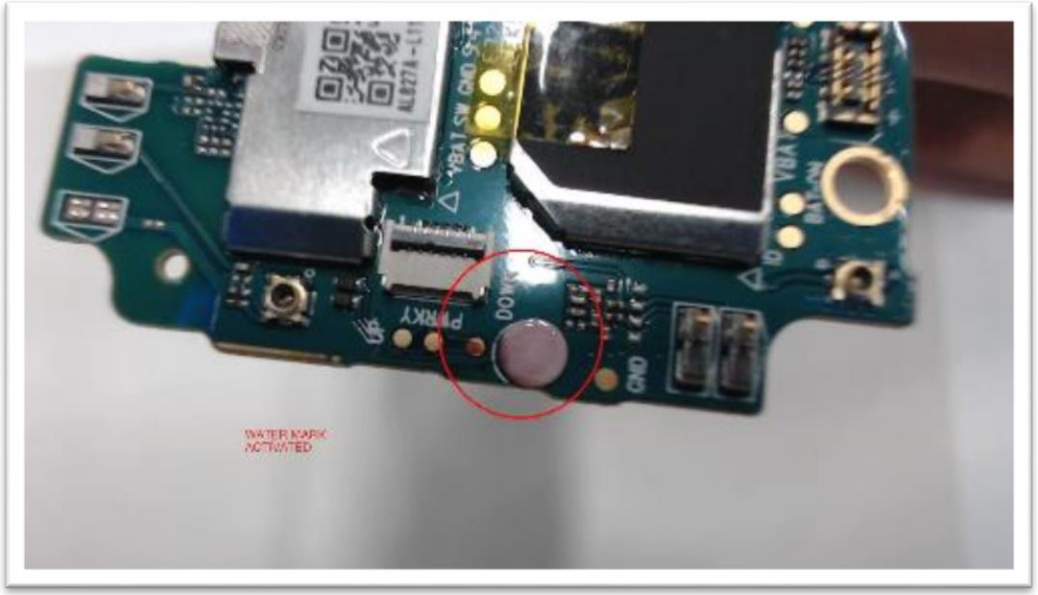
➢ Delamination example

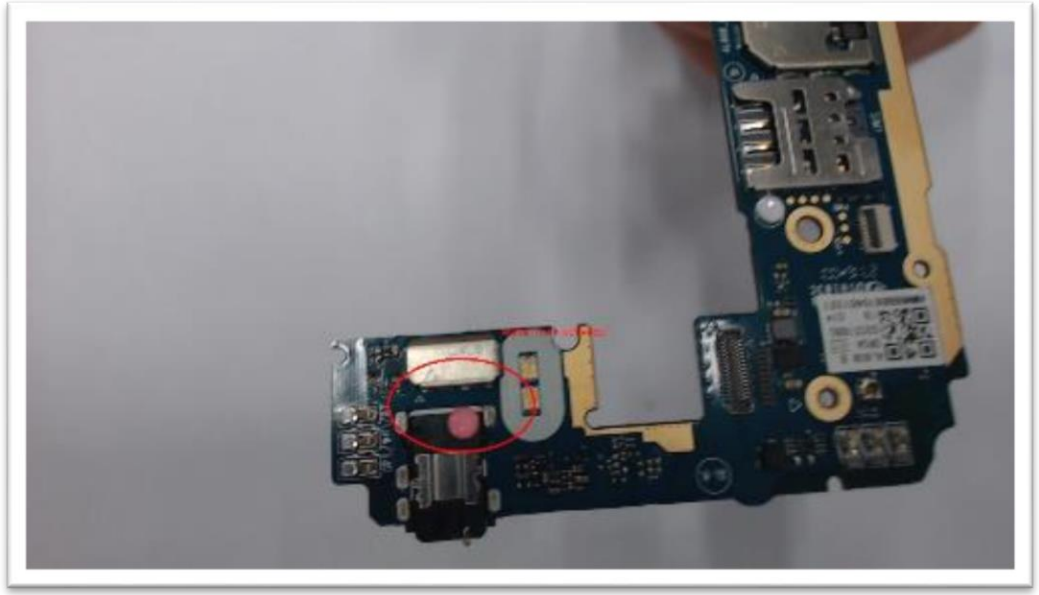
4.3 Mainboard testing standard

4.3.3 Mainboard condition testing standard

- **Responsible subject ： RTC mainboard operator**
- **Mainboard condition testing steps:**

Step 4C: If water proof activated or no fault is found during step 3, define the mainboard as repairable.





➢ Water proof actived

Thanks!