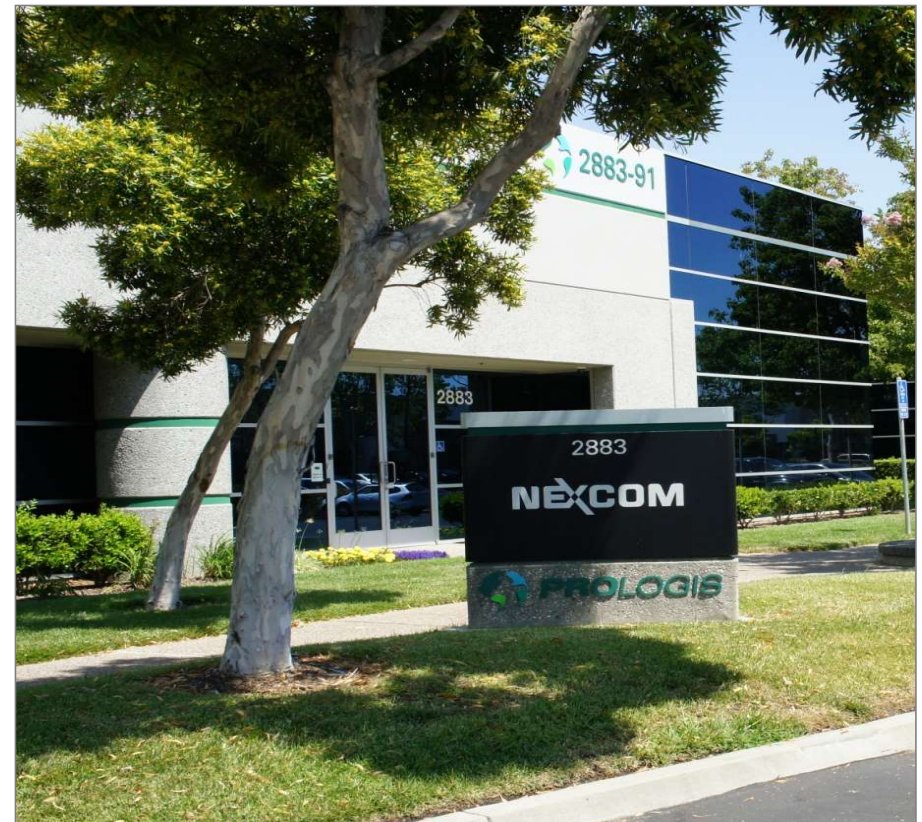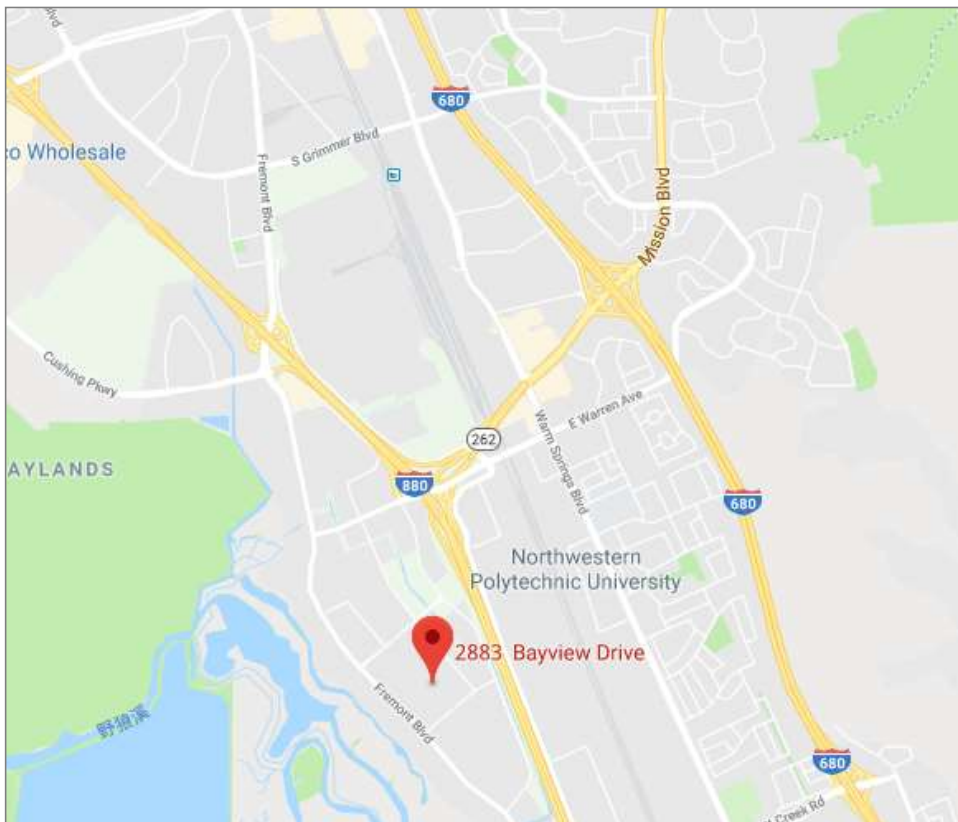# NEXCOM USA

Services Center

Oct., 2019

Committed to Customer Success

Where we are

2883 Bayview Drive, Fremont, CA 94538

Customer Focus Team

Best CFT Team for You

Your One Stop Services Partner

NEXCOM

After Sales Service

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

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**

Logistic Service

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

Quality Assurance

Consistent Quality

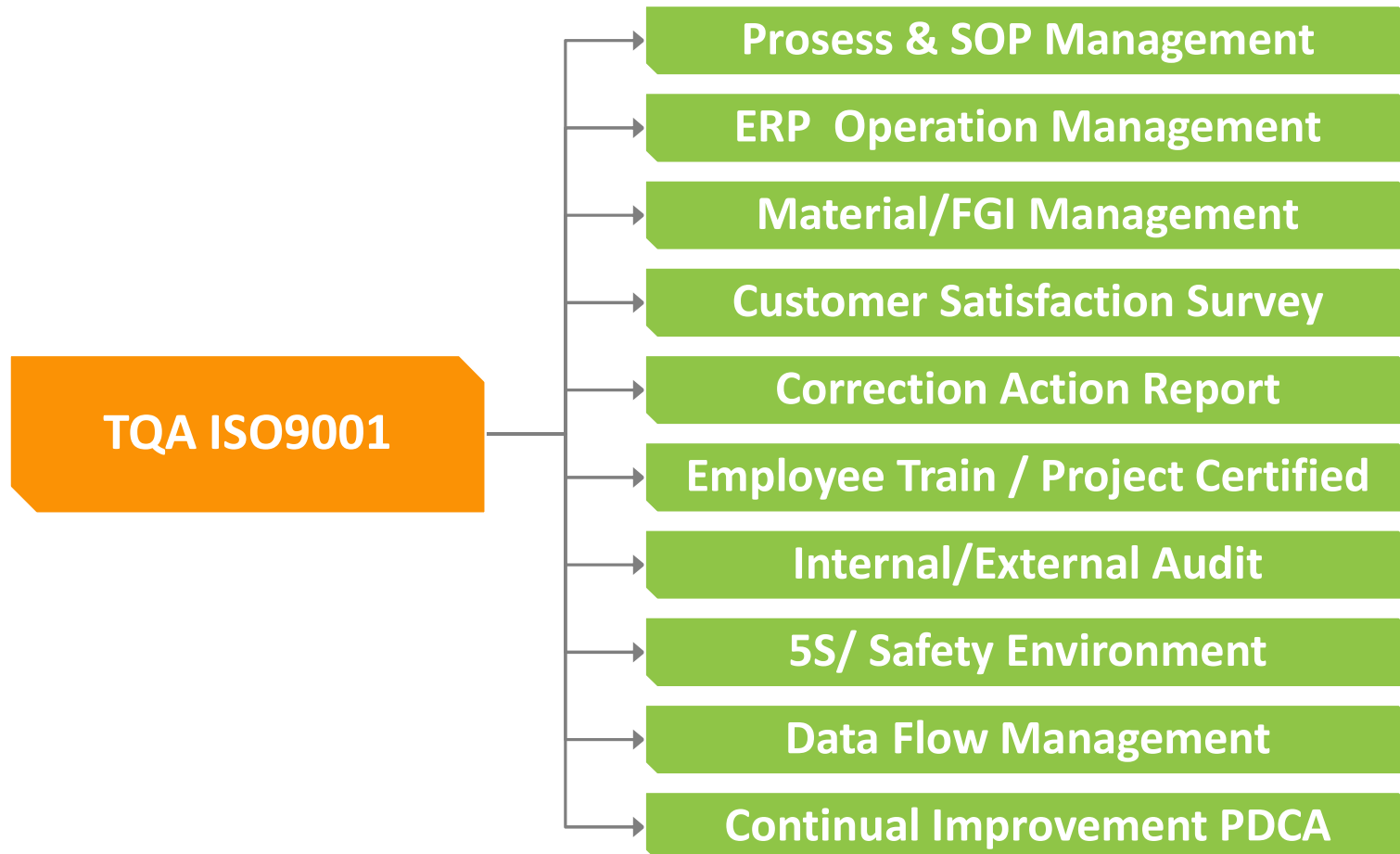- *Develop mutual understanding on quality control and strive for excellence*

Total Quality Assurance

- *Regulate all workflow and checkpoints on industrial standards*

Continuous Improvement

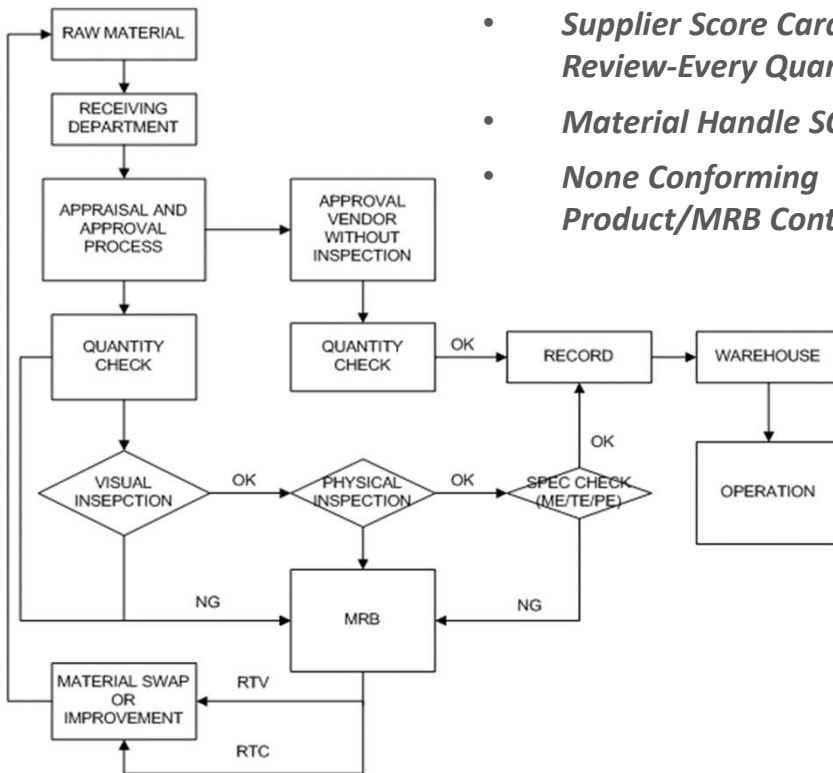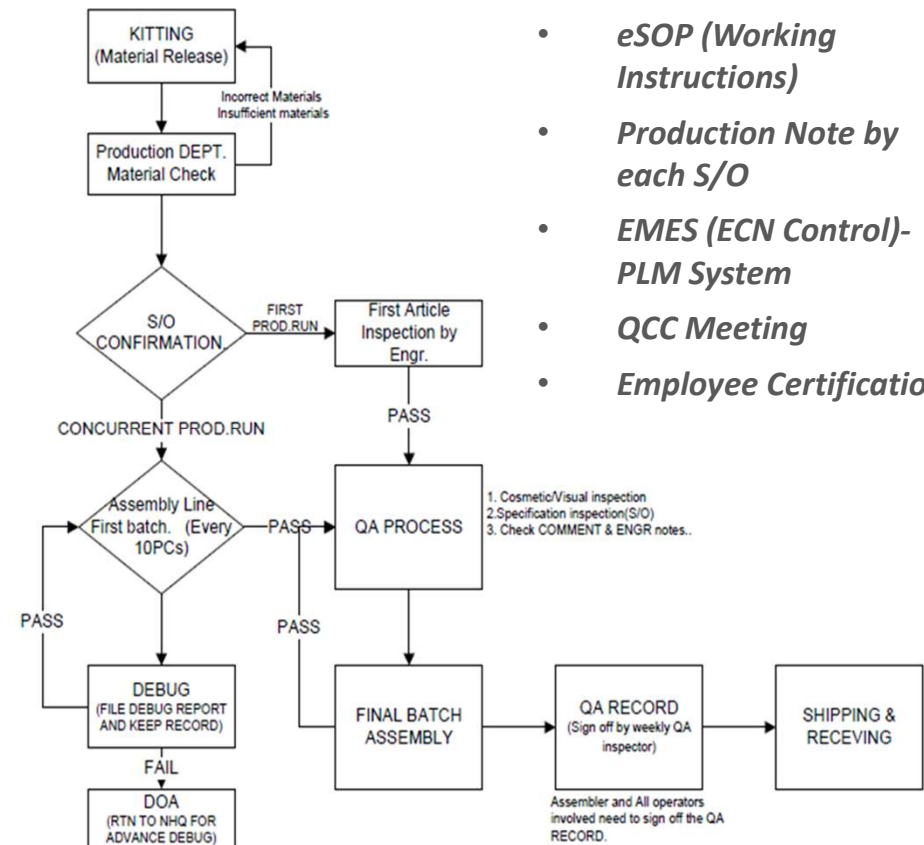- *Strive to be impeccable for total customer satisfaction*

ISO9001: 2015

Certificate

Standard	ISO 9001:2008
Certificate Registr. No.	01 100 822 99240/03

The Certification Body of TÜV Rheinland Group certifies:

Certificate Holder: **NEXCOM**
NEX Computers Inc.
2883 Bayview Drive Fremont, CA 94538, USA

Scope: Manufacturing and Sales of Industrial Computer and Computer Parts; Automation System and Accessory; and Surveillance System

An audit was performed, Report No. 99240/03. Proof has been furnished that the requirements according to ISO 9001:2008 are fulfilled.
The due date for all future audits is 14-08 (dd-mm)

Validity: The certificate is valid from 2013-10-17 until 2014-09-30.
First certification 1999

Taipei, 2013-10-18, rev. 4.2

www.tuvdotcom.com
ID 0910099240

Quality Management
QC010

www.tuv.com

TÜVRheinland®
Precisely Right.

Total Quality Assurance

TQA ISO9001

- Prosess & SOP Management
- ERP Operation Management
- Material/FGI Management
- Customer Satisfaction Survey
- Correction Action Report
- Employee Train / Project Certified
- Internal/External Audit
- 5S/ Safety Environment
- Data Flow Management
- Continual Improvement PDCA

Quality Control - IQC-IPQC-FQC

NEXCOM

IQC-Fremont

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

IPQC/FQC-Fremont

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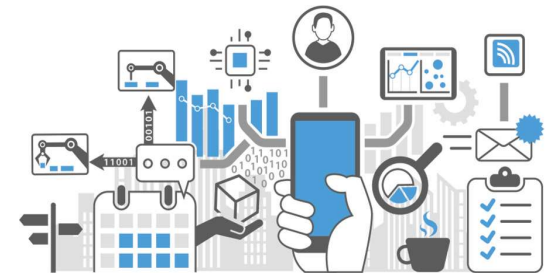- QCC Meeting
- Employee Certification

Capacity

Facility Capacity

Production Capacities	Shifts (Daily)	Hours (Daily)	PCs/Sets (Month)	Facilities
Box Build Assembly / Test	1	8	1,800	4 Assembly Lines
Final Configuration Activation / ECN / Refurbishment	1	8	3,000	10 of Final Configuration Stations

Equipment List

Prototype / FAE Testing Lab X 1	Customizable Labeling Machines X 8
Walk in Burn-In Rooms X 2	Debug / PCB Rework Station X 5
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 Controlled Shopfloor (10,000 SF)	24 X 7 monitored warehouse (21,000 SF)

Manufacturing Services

High 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 100 units*
- *Hi-Pot Test follow UL and CQC Standard*
- *ESS Chamber Testing with -40 to 85 C Hourly Range*
- *New Product Introduction (NPI) Development*
- *ODM/OEM Service Development*

Production Operation
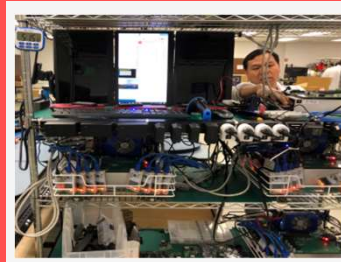

Schedule S/O Production → **Material Kit Release** → **Box Build/Assembly**
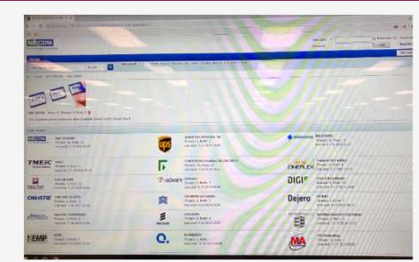
SW Installation → **Final Testing** → **Label & Packout** → **QA with Shop Floor Data**

Assembly Lines

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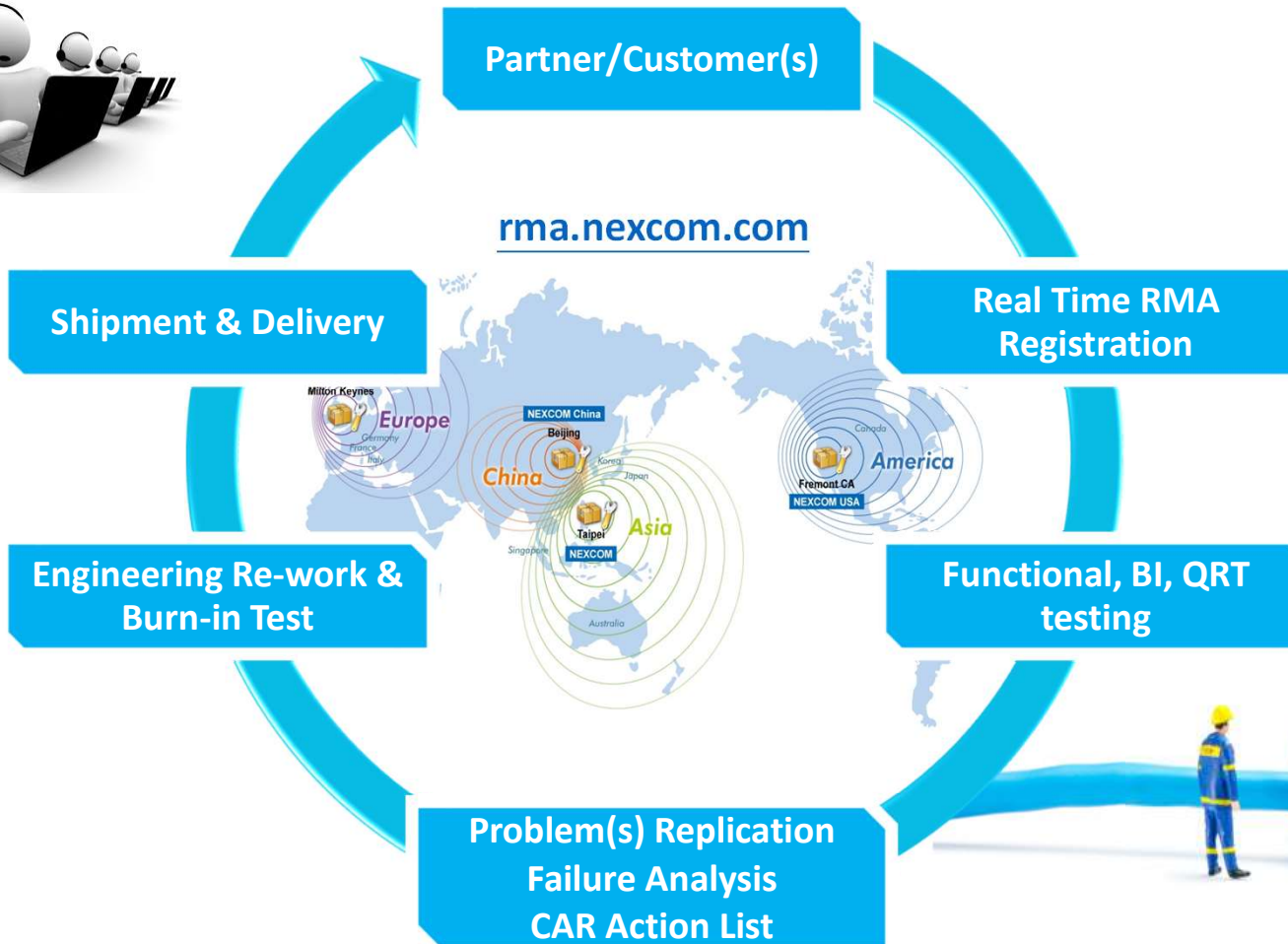- Drop Rate: 2- 10C/Min

Burn In Chamber

- Temperature rang: 35 ℃- 55 ℃
- Two Rooms for total 100 units/Cycle

After Sales Service

NEXCOM

High Mix Low Volume System Integration Solution

- *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 Refurbishment - 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

Pre-sale and After Sale

- *Verification and Issue-solving*
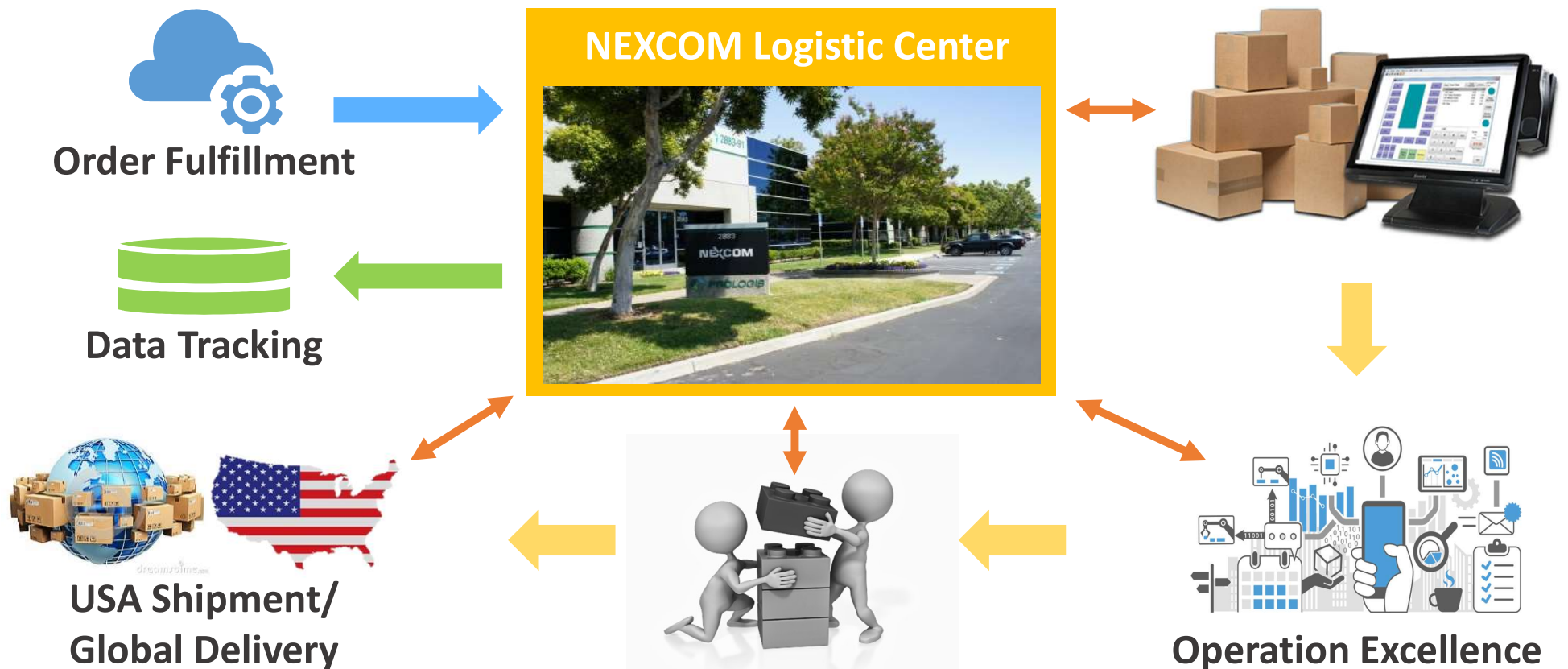
Logistic Service

- **Global Delivery Through FedEx/UPS/DHL, Forwarders**
- **Stock Rotation Logistics Services**
- **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**
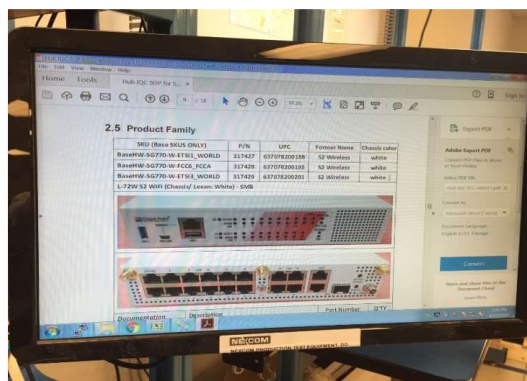- **White Glove Level Service**

Logistic Services Flow

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Inventory Management Process

Order Fulfillment

Data Tracking

NEXCOM Logistic Center

**USA Shipment/
Global Delivery**

Operation Excellence

Global Fulfillment Services

NEXCOM

ISO 9001
UL Certified
Assembly Line
RMA/DOA
Logistic

China

UK

ISO 9001
Assembly Line
RMA/DOA
Logistic

USA

ISO 9001
Assembly Line
RMA/DOA
Logistic

Europe

China

Japan

N. America

Taiwan

ISO 9000, ISO 14000, ISO 28000, OHSAS 18001
UL Certified
Assembly Line
RMA/DOA
Logistic

Taiwan

1 NEXCOM H.Q. EMBUX/GreenBase/ NexAIoT/NexCOBOT Taipei, Taiwan	**2** NexAIoT Central Taiwan Office Taichung	**3** NEXCOM UK Milton Keynes	**4** NEXCOM USA NexCOBOT USA Fremont, CA	**5** NEXCOM China NEXSEC Incorporated Beijing	**6** NEXCOM China Shanghai/ United System Service Shanghai
7 NEXCOM China Surveillance Technology Shenzhen	**8** NexCOBOT China Guangzhou	**9** NEXCOM China NEXGOL China Chongqing	**10** NEXCOM China NEXGemo Technology Beijing	**11** NEXCOM Japan Tokyo	

Logistic Hub

Order Processing

Project Certification

Customer Audit

NEXCOM

Thank You

Committed to Customer Success