

Advanced Packaging Center; Testimonial

The Advanced Packaging Center (APC) is focused on the development of packages for IC's (chips) for special applications such as sensors or MEMS (Micro-Electro-Mechanical Systems). The Film Assist Molding (FAM) technique, developed by APC, offers a large variety of design options specific for these special applications and is used in, among others, consumer electronics, medical devices and the automotive industry.

Using its proprietary techniques APC designs and develops special packaging solutions for its customers, including prototyping, qualification and mass-production preparation. Apart from development, customers often request APC to start production of the new design, whereby evidence is required that all quality requirements have been met. To meet these requests an extension of the quality system was needed, for which support by Baelde Consulting was invoked.

Within two months time Willem Baelde has made an analysis of the already existing quality system and the extension required to support production. During this analysis special attention was paid to required capabilities for meeting customer demands in the areas of supply reliability and product quality. These requirements clearly impact not only the internal controls and inspections but also supplier relations.

Based on this analysis architecture for the new quality system was created, to such level that APC's own organization can further design and implement the underlying processes. Supplying a complete and consistent overview of all relevant relations between customers, suppliers and the various internal departments made this possible. Such overview creates insight into what people need to do their work properly, where it has to come from and who has to assume final accountability. Further such overview helps to identify and achieve ongoing improvements.

The outcome of the project is a clear 'blueprint' of the new quality system that enables APC to not only react effectively to requests by its customers but also to continuously improve its operation.

John Peters,
Chief Technology Officer APC