

12. Quality Assurance

12.1 Quality Assurance System Flow Chart

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12.2 Quality Assurance

12.2.1 Quality Assurance of Foil

During KDK's etching and formation processes, major processing conditions like electric current, voltage and temperature are automatically controlled and simultaneously recorded by KDK's continuous recording system. The quality assurance of KDK foil is achieved by maintaining the production conditions in accordance with the specified processing conditions.

12.2.2 Performance Tests for Large Size Roll

KDK's basic production policy is to produce large size rolls of aluminum foil for all etched and formed foils. Foil test samples for Etched Foil are taken from the outer side and the core side of every large roll of raw aluminum foil and used for all performance tests. Foil test samples for Formed Foil are taken from the outer side and core side of every large roll and used for all performance test. The test results from the large rolls are the ones presented to our customers.

12.2.3 Performance Tests for Small and Medium Size Rolls

Large size rolls are divided into small or medium size rolls after the performance tests. The test results of large rolls are printed on the Inspection Certificate that is attached to small and medium size rolls.

12.3 Factory Keep Samples

Besides our quality assurance system, KDK has a Factory Keep Sample system. The factory keeps samples of all foils ordered and delivered for twelve months. This makes it possible to trace quality problems, if any, by using these Keep Samples for reference and examination.

12.4 Rejections and Claims

If you have a problem with our foil, please send us the following information and materials that are essential to handling the case properly and promptly.

1. Customer's Foil Receiving Date
2. Customer's Acceptance Test Date
3. Foil Part Number, such as U915
4. Foil Number, such as "xxxxxx – xxxx" which appears on our Inspection Certificate (Data Sheet)
5. Rejected Quantity
6. Customer's Purchase Order Number
7. Foil Sample for Analysis (submit minimum size of product wide by 300 mm long, one piece)
8. Reason(s) for Rejection and/or Claim, and briefly describe how the defect was found.

KDK will analyze the rejection and/or claim based on the information above, check our production records and Keep Sample, if necessary, and advise the customer of our findings.

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