

FLIPCHIP INTERNATIONAL: IMPLEMENTING TO SUPPORT GROWTH, OBTAIN REAL TIME COMMUNICATION AND RAPID PROBLEM SOLVING

An AssurX interview with Sheila Mosher, VP of Information Technology

Introduction

FlipChip International is the leading provider of merchant Wafer Level Packaging (WLP) and flip chip bumping to the semiconductor market through its Phoenix Arizona facility and five global licensees. Services provided include: Standard Flip Chip (SFC, formally known as Flexon-Cap™), Redistributed SFC, Wafer UltraCSP™, Spheron™ (High Frequency RF Packaging), EliteCSP™ (a low cost E-less Nickel bumping WLCSP), and Polymer Collar™. FlipChip provides turn-key wafer bumping services from engineering prototypes to high volume manufacturing.

FlipChip selected CATSWeb to automate their quality management system to track manufacturing issues, document product disposition assignments and manage corrective actions. The integration with their existing FACTORYworks MES system added lot tracking and customer reference data to the CATSWeb quality management system.

According to Terrance Lubsen, Vice President of Quality, “The CATSWeb software has given FCI the ability to communicate in real time and rapidly solve problems. We have implemented the system in a very short period of time with “non-programmers”. The training support was excellent and gave our quality engineers all the knowledge needed to get up and running in less than 3 months. The ability to expand the CATSWeb system to several different quality functions in a minimum of time has given FCI the flexibility we need in our ever changing business environment.”

Q: What need caused you to look for this type of product

A: Our previous system did not provide reporting capabilities and was not robust enough to support our recent growth.

Q: What led you to select CATSWeb?

A: We reviewed many potential products to address our needs. We were impressed with the configurability of CATSWeb and the relative ease of setup. We were also particularly happy with the cooperative efforts by AssurX to address our integration requirements.

Q: How was your experience with implementing your process?

A: The implementation went very smoothly. We took advantage of the on-site CATSWeb training and our project leaders were immediately productive. The customer support was very prompt in dealing with installation questions.

Q: How has the connectivity to FACTORYworks helped and how well is that working?

A: This integration is well-designed and flexible. The ease of integration has made the CATSWeb product our choice for application development outside of the original quality assurance goals.

Q: Would you recommend us and why?

A: We would definitely recommend AssurX and the CATSWeb product. The training was comprehensive, the support has been exceptional and the product has proven to be robust and flexible. We are extremely pleased with the success of this implementation.