EPTAC™
CORPORATION

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:

STANLEY.
Supply & Services

Welcome to the EPTAC Webinar Series:
Training: Do You Really Need All This Certification Stuff?

You are connected to our live presentation delivered via the internet. The webinar will begin shortly.

You will see the presentation slides on your computer monitor. To hear the audio, you must use a telephone.

For Audio: Please use a telephone and call: 605-772-3434

Enter access code: 173-459-813

EPTAC CORPORATION

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:
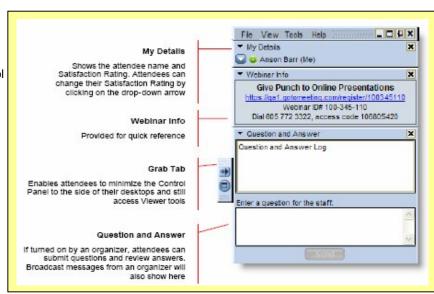
STANLEY.
Supply & Services

Attendee Quick Reference

- You can ask questions by typing text directly to the presenter using the "Question and Answer" box

Control Panel Features:
Once you have joined our Webinar, you will see this GoToWebinar Control Panel and Grab Tab. The control panel contains three panes that can be expanded or collapsed by clicking the arrow on the left side of each pane.

To Leave a Webinar:
1. From the Attendee Control Panel *File* Menu, select *Exit – Leave Webinar*.
2. On the *Leave Webinar?* Confirmation dialog box, click *Yes.*

EPTAC™
CORPORATION

Webinar Series

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:
STANLEY.
Supply & Services

Training:

Do You Really Need All This Certification Stuff?

EPTAC
CORPORATION

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:
STANLEY
Supply & Services

What is Training?

"Learning is the acquisition of new skills, attitudes and knowledge." *Designing Training Programs, the Critical Events Model" by Leonard Nadler*

"Workforce Performance will determine which organizations prosper and survive in the marketplace of the foreseeable future." *Robert L. Craig*

Two Types

- Knowledge Based Training Program
- Skill Based Training Program

Training has to answer the question: Can the individual use the new information out in their work environment?

EPTAC
CORPORATION

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:

STANLEY
Supply & Services

Why Do We Need It?

"Training has to be customer focused,
do it right the first time"

Product Changes

- Technology changes, whether revolutionary or evolutionary, drive the need for new knowledge in putting them together.

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:

STANLEY
Supply & Services

Process Changes

- Smaller components
- New solder alloys
- New board materials
- New fluxes

EPTAC™
CORPORATION

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:
STANLEY.
Supply & Services

Employee Capabilities

- We have to be aware it may be necessary to learn new technologies to manufacture new products with minimal rework or rejects.

Business

- Improve product quality

- Improve yields

- Reduce scrap

- Improve throughput

- Improves morale & employee retention

- Remaining competitive and current

Business

- Take advantage of new technology

- Increased flexibility with cross training

- Compliance with contracts

- Obtaining accreditation

- Compliance with law (RoHS/WEEE/FDA)

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:

STANLEY.
Supply & Services

Personnel

- To learn new subjects or new skills

- To reinforce the value of the employees

- To make employees more employable in volatile markets

- Creates understanding of what they are doing and why

12

Personnel

- Provides an awareness of the cost and value of the product
- Improves communications with design, manufacturing, quality and acquisition groups
- Creates a knowledgeable workforce
- Clarification of accept/reject criteria

EPTAC™
CORPORATION

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:
STANLEY
Supply & Services

Customer

- Provides customers with information that their products are being manufactured by people who are proficient in their jobs.

What Are the Programs?

Knowledge Based Programs:

- IPC-A-610
- IPC/WHMA-A-620
- IPC-A-600

What Are the Programs?

Skills Based Programs:

- J-STD-001
- IPC-7711
- IPC-7721
- EPTAC Hands On

Training Impacts Cost of Quality

- ## What is the Cost of Quality?

Cost of Quality

- Find defect at:
    - Assembly   Factor = 1
    - Inspection   Factor = 10
    - Test   Factor = 100
    - Field Service   Factor = 1000

Assigning Cost Numbers

- ## Consider following example:

  - ### Given

    - 95% yields implies 5% of units are defective
    - If quantity of products is
      5000 units, @ 95% yields = 250 bad units
      equates to 50,000 ppm and if 50% are found in
      the field, that equates to 125 defects at $125,000,
      and if found at test, 125 defects at $12,500 for a
      total cost of $137,500.

EPTAC™
CORPORATION

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:

STANLEY.
Supply & Services

Training Impacts Product Value

- **What's the value?**

"You don't get paid for what you know, you get paid for how you use what you know"

EPTAC
CORPORATION

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:

STANLEY
Supply & Services

Tangible Values

- Improved yields

- Reduce scrap

- Increase throughput

- Reduce time to market

Values From OEM Perspective

- Customer satisfaction
- Company brand name
- Competitive advantage

THE LEADER IN
HI-TECH TRAINING

800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:

STANLEY.
Supply & Services

Values from EMS Perspective

- Marketing advantage
- Quicker time to market
- Improve throughput
- Lower manufacturing cost
- Improved yields
- Reduce rework
- Reduction in inventory

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:

STANLEY.
Supply & Services

Where Can You Go From Here?

- Call us for help in designing programs to fit your needs
- Have us come in and review your processes to work with you in designing and developing training programs

EPTAC™
CORPORATION

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:

STANLEY.
Supply & Services

Cost of Training

- Is it worth the cost?

- It sounds expensive.

- How am I going to justify this cost?

Cost of Training Programs

- Call Brenda or Kerry in our office for specific prices.

THE LEADER IN
HI-TECH TRAINING
800-643-7822
www.eptac.com

ABOUT THE PRESENTER
Leo Lambert
Vice President,
Technical Director

Sponsored by:
STANLEY.
Supply & Services

Upcoming . . .

- ## March 19th – Assembly

  - ### 610

    - In-process insertion, lead clinching, polarity
    - Use of hardware, sequence of assembly for connectors and other mechanical devices
    - Warp and twist, how it impacts installation

THE LEADER IN HI-TECH TRAINING

800-643-7822

www.eptac.com

ABOUT THE PRESENTER

Leo Lambert
Vice President,
Technical Director

Sponsored by:

STANLEY.
Supply & Services

Further Information

For questions regarding this webinar, please contact Leo Lambert at
leo@eptac.com

For information on any of EPTAC's or IPC's Certification Courses, please visit our website at http://www.eptac.com