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# The SkyWire

News, Announcements and Educational Information for Skyworks Employees

## LG Electronics Recognizes Skyworks as Its Top Quality Supplier

Skyworks has been selected as the sole recipient of the 2002 LG Electronics Quality Award. According to LG's quality group, the performance during last year of Skyworks' CDMA PA modules has improved significantly in terms of rates for both in-line and field failures. The improvement was greater than any other quality gains for like-products of Skyworks competitors. Of particular note: There appears to have been no Skyworks PA-related field quality issues at all in 2002 at LG.

LG, a customer since 1995, currently ranks among the top six handset makers in the world and the top two in Korea. Besides the CDMA PA module, LG leverages a host of other Skyworks products in categories such as GSM PA, CDMA RF, GSM RF, CDMA switch module and antenna switch module. Sales of those products to LG generated significant revenue for Skyworks in 2002, and the revenue level is expected to increase more than 50% for 2003.

"This accomplishment is the result of a great deal of hard work, dedication and teamwork on the part of the whole Skyworks LG support staff as well as contributions across the company," says Nien-Tsu Shen, Vice President of Quality for Skyworks. "It shows what's possible with all our customers."

Contributions from other areas of Skyworks include fab process improvements in Newbury Park, assembly enhancements in Mexicali and implementation of best practices in the corporate Quality Department.

- In Newbury Park, teams developed a more robust process to ensure moisture resistance in products and higher standards for qualifying new procedures used in volume production
- In Mexicali, the workforce strives for excellence through lean manufacturing practices, the Six Sigma defect elimination methodology, increased automation, greater electrostatic discharge protection and clean room upgrades.
- The corporate Quality Department established a Change Control Board (CCB) at every factory location and within each business unit. Each CCB oversees a recently bolstered product change notification (PCN) system, which ensures that customers know immediately when features or processes evolve, and how the changes affect them.

In presenting the award from LG, Sanghoon Kim, head of LG's quality management team, described Skyworks



The Skyworks APAC quality team accepts the 2002 quality supplier award from LG quality management at the LG Design Center in Seoul, Korea. Pictured (l. to r.): Dean Faith (Business Development Manager for Skyworks in Korea); Don Oh (APAC Quality Manager, Skyworks); Sanghoon Kim (head of quality management, LG), Chunjoo Kim (Quality Manager, LG), Wonyoung Seo (Quality Manager, LG).

Other Skyworks quality team members not pictured who played key roles in the LG quality award accomplishment:

- >>Dr. Nien-Tsu Shen, Vice President of Quality
- >>Dr. Robert Lee, PA Product and Customer Quality Director
- >>Muzamil Sanwari, Customer Quality Engineer
- >>Letitia Truslow, Quality Systems Section Manager

support efforts as "ceaseless." The relationship has come a long way in one year, according to Don Oh, APAC Quality Manager for Skyworks. "At the end of 2001, the majority of issues we dealt with were related to damage control," he says.

But the Skyworks APAC quality team labored diligently in 2002 to implement a strategy ensuring on-time delivery and first-time quality. Quality engineers were installed at LG facilities, where they could address issues quickly.

"Now, the communications channel is well-defined and the problem prevention process is well-established," says Don. "LG's senior management has seen us shift to a pre-emptive mode."

Don sees a connection between improved quality and increased revenue. "The LG quality organization can have a great impact on our ability to win new design sockets, so we see this as another tool for our sales team," he says.

Perhaps it's no coincidence that in 2003, LG has become the #1 customer for the Skyworks RF Systems business unit and the PA Module business unit has nearly doubled its percentage of sales to LG.

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