

NEWSLETTER

LPD Lab Services

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One-Stop Shop for Industrial Process Problem Solving, Consulting and Routine Analysis

Welcome to the Spring 2011 edition of the LPD Lab Services Ltd newsletter. We aim to keep our customers up to date on our latest business and analytical developments alongside our varied technical support abilities.

Problem Solving, FMEA and 6 Sigma Activities

LPD Lab Services has long prided itself in being able to deploy its technical expertise and its problem solving ability to help its customers find answers to difficult questions. Now it has expanded the help it can provide by adding the expertise gained from its six sigma trained staff.



We have years of experience supporting mass production facilities where it is vital to employ a structured problem solving technique to develop robust long term solutions to problems. We are using these skills to help customers define the problems they have in a structured way and to make more productive use of the information available to ask the right questions when defining what analysis is needed. This ensures that customers get the targeted analysis they need; saving time and money. LPD Lab Services has also been able to offer continuing support after the tricky analytical questions have been answered by leading activities such as FMEA (Failure Mode and Effect Analysis) to ensure that robust solutions are put in place.

Collaboration with Red Embedded on PCB Failure Analysis



LPD Lab Services and Red Embedded Consulting have agreed to collaborate on consumer products and PCB (printer circuit board) electrical fault investigation and physical failure analysis. This joint effort encompasses Red Embedded expertise in the design, development and validation of consumer electronics, particularly Digital TV set-top boxes, coupled with the failure analysis expertise of electronic components and PCBs provided by the laboratory.

Red Embedded offers a full life cycle support to their clients with services in Strategic research, Design and Integration. In a recent collaboration with LPD Lab Services, Red Embedded worked with an Operator to determine root cause of field failures. As part of this they generated the electrical signature such as short locations to target the analysis. The laboratory then explored the device chemical and materials symptoms using combinations of optical microscopy, SEM/EDX, FTIR, SIMS and other techniques to determine the root cause. Red Embedded can communicate production yield or field returns to clients based on LPD Lab Services' experience in PCBs and device electronics gained largely as part of Philips plus its experience in 6sigma problem solving techniques.

Successful Renewal of UKAS ISO/IEC17025:2005 Accreditation and Customer Survey

LPD Lab Services was recently visited by UKAS for its annual external audit of its ISO/IEC17025:2005 accreditation. The auditors recognized the continuous improvements made by LPD Lab Service's quality system lead by Mike Ellicott, the company's Quality Manger. The audit confirmed that the lab had effective control of its quality system in relation to its UKAS accreditation and continues to achieve good performance in terms of quality control.



This external recognition comes close on the heels of the result our 2010 customer survey. We asked our customers a range of questions covering areas of customer satisfaction, including provision of a value for money service and quality of results.

In all the categories we scored an average of 4.5 out of a maximum of 5. It was good to hear that our customers rated us so highly. LPD Lab Services would like to thank customers who sent in the form and the feed back will be used to further improve the services we provide.

Contact Us

For more information on any of the subjects mentioned in this newsletter, please visit our website or feel free to call us on:

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