



KEMET Electronics Corporation
1900 Billy Mitchell Blvd., Building A
Brownsville, TX 78521

January 23, 2013

Enclosed is the 8D Final Corrective Action Report prepared for the following issue: RoHS marking code error on KEMET labels.

This report is a key element of KEMET's corrective action response system, which is designed to generate accurate, complete information focusing on defect prevention and to report that information to the customer in a timely manner.

Sincerely,

Nora Gomez,
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This letter and report are Business Confidential between KEMET Electronics Corporation and the company named herein .



Final Corrective Action Report (Business Confidential)

Problem Description:

KEMET customers ordered RoHS compliant product but the RoHS marking code on both the product reel labels and the packing list print-outs indicated the product is not RoHS compliant.

Corrective Action Team:

Hector Jaramillo, Plant Quality Control Manager
Joel Sherman, Customer Specification Engineering Manager
Ray Wicker, Director, Manufacturing Execution Systems Integration
Fernando Menendez, Monterrey Plants Information Systems Manager
Melodie Nelson, Global Inside Sales & Service Manager
Francisco Pavon, Quality Manager Ceramic Business Group
Scott Marlar, Customer Quality Engineering Manager
Alondra Favela, Customer Quality Engineering Team Leader
Nora Gomez, Customer Quality Engineer

Problem Analysis:

An error in our RoHS marking process incorrectly identified the compliance status of some ceramic products as RoHS-NO. These products are compliant to RoHS Directive 2011/65/EU. The incorrect marking is found on product labels and our packing list (please refer to the example photographs # 1, #2 and # 3 for reference).



Photograph # 1 - Incorrect product reel label

Tracer	Line	ID	Mtl. Insp. Lot Nbr/ Print Mark (If Applic.)	Quantity	RoHS Compliance
89940XVA	010A	130133444		200,000	RoHS-NO
		130133450		200,000	RoHS-NO
		130133280		200,000	RoHS-NO
		130133290		200,000	RoHS-NO
		130133291		200,000	RoHS-NO
		130133292		200,000	RoHS-NO
		130133283		100,000	RoHS-NO

ID Nbr *** PROCESSED BY COMPUTER ***

Photograph # 2 - Incorrect packing list

Reel level **KEMET EZ ID** label indicates product content relative to substance restrictions of the EU RoHS Directive, 2011/65/EU, and China RoHS..

RoHS-PRC = Meets criteria without exemption
RoHS-EU = Meets criteria with exemption
RoHS-NO = Does not meet criteria

Photograph # 3 - Detailed KEMET RoHS correct marking protocol

Containment Action:

The following action items were established in order to prevent existing inventory from being incorrectly labeled.

- The compliance information for existing inventory of finished goods in Monterey Plant 2 was corrected. This action was completed on January 18, 2013
- The compliance information for existing inventory of finished goods in KEMET warehouses was corrected. This action was completed on January 20, 2013.
- The compliance information for inventory in transit to KEMET warehouses will be corrected upon receipt. This action will be completed on January 25, 2013.
- KEMET will provide to customers a RoHS certification document with a list of affected part numbers.

Root Cause:

KEMET Information Systems (IS) department analyzed all the evidence of the incorrect identification and they were able to determine an incorrect transaction process in one of the modules from the Manufacturing Execution System. It was determined this specific transaction process was not providing the required "flag" in the system to call out for the correct RoHS identification code which lead to the problem described in this report.

This missing "flag" affected only the RoHS compliant product by marking them as non-RoHS-compliant. KEMET IS department confirmed product that is not RoHS compliant was correctly labeled.

KEMET IS department confirmed an error occurred during a system upgrade during the programming of the referred module. The verification process did not detect the problem and this was determined to be another opportunity to address for future systems upgrades.

Corrective Action:

KEMET IS department made a correction to the affected module and used an improved validation process to confirm the correction on January 18, 2013. The Plant Quality department supported an additional layer of validation of the corrective action with positive results.

Preventive Action:

KEMET will be implementing the new enhanced user validation process on any new major upgrade to any systems that could affect the proper identification of product. Higher level of involvement and validation techniques by the Quality Control department is a key part of the enhanced validation process.

KEMET is committed to working with our customers to resolve this concern to your satisfaction. If we can be of any further assistance or if you have any questions concerning the content of this report, please contact us via phone, fax, or e-mail (listed below).

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