POWERPACK 能派电池

HANGZHOU POWERPACK BATTERY CO.,LTD

8D REPORT

Date：2017-10-04 （Ref No）：JQ85-010

发生日期 Open Date	Oct 4，2017	关闭日期 Close Date	*Dec 30，2017*
问题性质 Problem type	Ordinary		

D1：团队成立(Set-up Team)

负责人(Team Leader)： David.Bai

队员(Team member): Junping.Liu,Xiao.Bao, Jiaoying.Ying, Lihui.Chen, Jim.Hu

D2：问题说明(Problem Description)

From consumer comments some batteries do not work.

D3: 临时对策(Interim Containment Actions)

Because no defective batteries sample and no more clarified information have received, battery production batches cannot be determined. The following provisional measures are taken for this situation:

(1) To test the production of amazon brand retention battery from 2016 to August 2017.

Test whether there is low voltage or no electrical phenomenon;

(2) Test the finished battery to confirm the voltage and the discharge performance.

D4：根本原因分析(Root Cause Analysis)

1. We reviewed the Customer comments/ Issue Description on the website, and we find that most of them are the batteries do not working, low voltage. So, we inspect all of the retention samples battery before shipment, total 30 Lots , the average of the VOC is 9.74V, minimum of the VOC is 9.67V, we did not find any abnormal one.
   (Sample voltage in 2016: the average voltage test is 9.70V and the minimum voltage is 9.61 V.)
   (Sample voltage in 2017: the average voltage test is 9.74 V, and the minimum voltage is 9.67V)

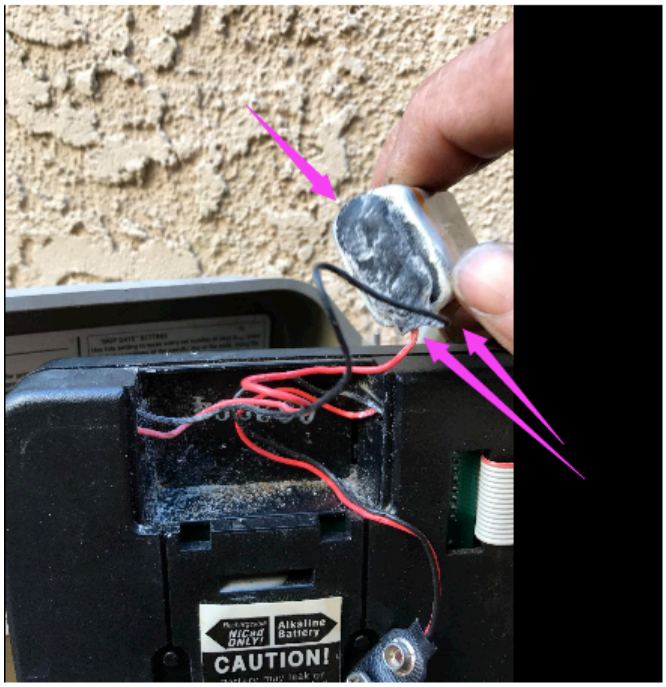
2. Every PO needs the TUV inspection to be qualified for shipment. We checked the inspection report for the past two years and no bad battery reported.

3. We carefully checked the incoming material test report, the production control process record, no abnormal. Quality control, stable and effective, no any batch quality risks. In addition, the finished battery must pass 100% test, will be allowed to leave the factory.

4. According to our experience, batteries have a bad rate approximate less than10 PPM within a year after entering the market.

According to guest negative reviews, the relevant comments and photos we found on Amazon.com, In the case of not receiving the test analysis of the bad battery samples, we can infer from our experience:

- Consumer use is not correct. (in the comments, photos show that consumers have broken and modified the battery to cause a short circuit of the battery, leakage)



AmazonBasics 9 Volt Everyday Alkaline Batteries (8-Pack)

★☆☆☆☆ DO NOT BUY THESE

By Charlotte H. Offsay on Sep 19, 2017

I don't normally write reviews like this but I don't want anyone to have the same costly issue I am now having.... I bought these batteries to replace the ones in the time portion of my sprinkler system. The battery exploded and I am now having to pay $500 for an entire new time system. Buyer beware! See pictures for proof.

Was this review helpful?

Helpful (1) Not helpful (0)

Images in this review

- The comments mentioned the size of the battery is big.
  Our battery size is in accordance with the size format of ANSI and IEC standard.
  In fact, some parts of the electrical appliances are not reasonable, resulting in the size and the battery do not fully cooperate. Maybe the designer like the size of copper top battery. Besides we noted most of negative reviews are the batteries used in smoke alarm, our battery is plastic case and the size under high-limit of tolerance maybe don't match little smoke alarms.

- The battery maybe near or over the expiry date.
  We need more information on the battery body.(Each battery with expiry date on the bottom)

D5: 永久纠正对策(Permanent Corrective Action)

Is it possible to contact consumers to send back adverse battery samples for more accurate information?
(all costs will be borne by us and can be charged for the additional reasonable cost if necessary).
After analyzing the sample, we will report the reasons and take corresponding measures.

In addition, if the consumer has a multimeter, if possible try check with consumer to measure the voltage when the battery cannot be used? As long as the measurement voltage is greater than 9v, it's easy to identify the battery defective or not.

D6: 永久对策实施与验证(Implement and Verify Permanent Corrective Actions)

After receiving the defective sample, analyze it immediately and make a complete rectification verification.

D7: 预防再发生措施(Prevent Recurrence)

1. Keep improve the performance of battery cell;
2. Increase the sampling inspection quantity of 9-volt battery and enhance the quality control before delivery.
3. There are 2 pending PO # 3S655KGV and PO#45AEISPG. We will double check and inform TUV more strictly.

D8: 团队庆祝(Congratulate Team)