

Quality Assurance



AAEON's Quality Assurance Closed Loop Feedback System consists of three stages: Design Quality Assurance (DQA), Manufacturing Quality Assurance (MQA) and Service Quality Assurance (SQA). This system provides solid and constant feedback through the design, manufacturing and service stages to ensure continuous progress on quality improvement to meet customer expectations.

DQA

Design Quality Assurance starts at the conceptual stage of a project and covers the product development stage to ensure quality is designed in by highly qualified engineers. AAEON's safety and environmental test labs ensure our products meet the requirements of CE/UL/FCC/CCC standards. All AAEON products go through an extensive and comprehensive test plan for compatibility, function, performance and usability. Therefore, our customers can always expect to receive well-designed, high quality products.

MQA

Manufacturing Quality Assurance is carried out according to TL9000 (ISO-9001), ISO13485 & ISO-14001 certification standards. All AAEON products are built using production and quality testing equipment in a static-free environment. Additionally, these products have gone through rigorous tests in the production line and dynamic aging in the burn-in room. AAEON's Total Quality Control (TQC) program includes: Incoming Quality Control (IQC), In-Process Quality Control (IPQC) and Final Quality Control (FQC). Periodic training, auditing and facility calibration are strictly implemented to ensure all quality standards are followed to the letter. QC constantly feeds quality-related issues to R&D for improving product performance and compatibility.



SQA

Service Quality Assurance includes technical support and repair service. These are important windows to service AAEON's customer needs, receive their feedback and work with R&D and manufacturing to strengthen AAEON's response time in resolving customer concerns and improving service levels.

Technical Support

The backbone of customer support is a team of professional Application Engineers who provide customers with real-time technical support. Their expertise is shared through internal knowledge management and links to the web site for online non-stop service and solutions.

Repair Service

With an efficient eRMA system and RMA service policy, AAEON's RMA team is able to ensure prompt, high quality product repair and replacement service, with short turnaround time.

Quality System

AAEON has acquired many official certifications to maintain our quality system.

TL 9000-H:	R4.0/ R4.0 QMS Standards, 2004 (ISO 9001: QMS Standards, 2000)
ISO 13485:	QMS Standards, 2003
ISO 14001:	EMS Standards
3C:	China Compulsory Certification
CE and FCC:	All AAEON products undergo and meet CE and FCC test standards which prove their design quality and integrity.