



Dallas TI Account Team Follows "Quality Methods," Wins Quarterly Award

By Laura Stadler

An extremely successful project, completed by following Applied Materials' "Quality Methods," has recently been recognized by the Company with a quarterly Small Team Award.

The Texas Instruments Account Team (TIAT) worked together with Texas Instruments (TI) personnel to exceed Texas Instruments' Dallas Logic Fab (TI-DLOG) manufacturing throughput requirement. The project was developed by the TIAT to improve dielectric chemical vapor deposition (DCVD) system productivity and maintain a presence in the fab.

The "Field-Developed Precision 5000 DCVD 150xp" project began in September 1994 when TI-DLOG forecasted a large ramp-up in production, which would require more sys-

tems and increased productivity from existing tools. It was considered an example of the evaluation/implementation segment of the continuous improvement process within Applied Materials.

Team Leader Joel Glenn said, "This was a customer-driven project, it was customer-inspired and the customer was a part of the team." The results of the team effort exceeded the requirement of an increase in an average daily output from 400 to 482 wafers, with additional estimated gains of up to 31 percent to 506 wafers per day.

Customer satisfaction was up 15 percent in Applied Materials' survey of TI, contributing to sales of three new systems. The success of the project was most clearly demonstrated by preventing the purchase of a competitor's tool and, as a result, selling the competitor's tool that was already in

the customer's fab.

The TIAT utilized Applied Materials' quality methodology to upgrade processes and hardware, and to extend preventative maintenance time. These strategies were fully implemented across all Applied Materials DCVD Precision 5000 systems in TI-DLOG in December 1994 and achieved excellent results by exceeding both the customer's requirements and the Company's goals within TI-DLOG.

"It was a true team effort between site operations, business operations, worldwide process engineering, regional divisional management functions and the total project support operation. The individual parts of this Company worked as a single unit on this project," said Jim McGuire, North American Business Operations Manager. "The internal

and external objectives in the project's goals were aimed at TI's strategy to add one 'virtual fab' a year in capacity, by making improvements in existing fabs to increase productivity."

For example, the success in TI-DLOG has helped Applied Materials meet TI's aggressive requirements for the start-up and production phase of TI-DP I/DM5 (Texas Instruments state-of-the-art 8-inch fab). Also, the stage is being set for global implementation. TI has asked TIAT to prepare plans for a worldwide fanout of the DCVD Precision 5000 xP.

Word of the success has also reached beyond the TI account as well. Team members have shared this "best known methods" process internally for use in the Sony, Motorola and National Semiconductor accounts. 