

OPS A LA CARTE[®] COMPANY OVERVIEW

We are the industry leader in **reliability solutions**.

We provide **Confidence in Reliability**.

We offer a flexible method of engagement:
End-to-end reliability solutions solving specific issues, or providing individual reliability services.

We consult in every life cycle phase, train in every aspect of reliability, and test in our state-of-the-art HALT and HASS Labs[™]

OUR TEAM

Each member is a Certified Reliability Engineer with over 20 years experience.

We serve on national industry committees and we have authored numerous standards.



Ops "Solutions" - Ops provides end-to-end solutions that target the corporate product reliability objectives.

Ops "Individual Consulting Services" - Ops identifies and provide the missing key elements needed for a fully integrated reliability program.

Ops "Training Seminars" Ops' highly specialized leaders and experts in the industry train others in both standard and customized training seminars.

Ops "Testing Services" offers a comprehensive list of reliability testing services. We perform this testing at our state-of-the-art reliability facility HALT and HASS Labs[™] in Santa Clara, California.



MARKETS WE SERVE

We serve over 90 different markets in high tech, low tech, and everything in between. Any product that has electronics, mechanical, optics, chemical, and more.

A few major industries we serve are:

- Clean Tech/Green Tech
- Medical
- Military/Aerospace/Government
- Oil and Gas
- Telecom/Computers

See other side for a complete list of our markets

CUSTOMERS WE SERVE

We have over 500 customers around the world in 30 US states and 12 countries.

Our customers range from Fortune 50 companies needing an extra hand in times of growth, to Fortune 1000 companies needing specific expertise to Start-Ups needing an entire reliability program.

See other side for a complete list of our services.

LOCATIONS

We are based in Santa Clara, California, in the heart of Silicon Valley, and we have offices around the country and the world:

- | DOMESTIC OFFICES | INT'L OFFICES |
|------------------------|------------------|
| ○ California, Northern | ○ Canada |
| ○ California, Southern | ○ China |
| ○ Colorado | ○ India |
| ○ Florida | ○ Singapore |
| ○ Maryland | ○ Taiwan |
| ○ Minnesota | ○ United Kingdom |
| ○ New Jersey | |
| ○ New York | |
| ○ Oregon | |
| ○ Washington | |
| ○ Wisconsin | |

WE PROVIDE CONFIDENCE IN RELIABILITY !

ALA CARTE[®] COMPANY OVERVIEW

OUR SERVICES

ORGANIZATIONAL LEVEL RELIABILITY SERVICES

- Reliability Program Assessment
- Competitive Analysis
- Organizational Reliability Goal Setting/Metrics
- Restriction of Hazardous Substances (RoHS)/Lead Free

RELIABILITY INTEGRATION IN THE CONCEPT PHASE

- Reliability Goal Setting
- Benchmarking & Gap Analysis
- Technology Risk Assessment
- Reliability Program and Integration Plan

RELIABILITY INTEGRATION IN THE DESIGN PHASE

- Reliability Models and Predictions (MTBF)
- Reliability Block Diagramming (RBD)
- Fault Tree Analysis (FTA)
- Failure Modes and Effects Analysis (FMEA)
- Thermal Analysis / Derating Analysis
- Tolerance / Stress Analysis / Worst Case Analysis
- Material Selection / Component Selection
- Design of Experiments (DOE)
- Finite Element Analysis (FEA)
- Design for Six Sigma (DFSS)
- Dynamic Analysis (modal, shock, vibration)
- Sneak Analysis (hardware or software)
- Software Reliability
- Warranty Predictions
- Maintainability/Preventive Maintenance Analysis
- Logistic Support Analysis (LSA)
- Radiation Hardness Analysis
- EMC/Safety Analysis
- Design Review and Retrospective Facilitation

RELIABILITY INTEGRATION IN THE PROTOTYPE PHASE

- Reliability Test Plan Development
- Reliability Test Plan Development
- Highly Accelerated Life Testing (HALT)
- Root Cause Failure Analysis
- Fracture and Fatigue
- Design Verification Testing (DVT)
- Environmental Testing and Analysis
- Package Design and Testing
- Regulatory Compliance Testing and Certification
- Test Fixture Design and Fabrication
- Thermal Testing and Analysis
- Accelerated Life Testing (ALT)
- Reliability Demonstration Testing (RDT)
- Closed-Loop Corrective Action Process Setup

RELIABILITY INTEGRATION IN MANUFACTURING PHASE

- Highly Accelerated Stress Screening (HASS)
- On-Going Reliability Testing (ORT)
- Vendor Reliability Program Assessment
- Repair Depot Setup
- Field Failure Tracking System Setup
- Warranty Performance Analysis
- Reliability Performance Reporting
- End-of-Life Assessment
- Lessons Learned Process Establishment

MARKETS WE SERVE

<i>Aerospace</i>	<i>Medical Device</i>
<i>Agriculture/Farming</i>	<i>Meters, Electric/Gas/Water</i>
<i>Airport Security</i>	<i>Meters, Handheld</i>
<i>Alternative Energy</i>	<i>Mining</i>
<i>Appliances</i>	<i>Mobile Phone</i>
<i>Audio and Video</i>	<i>Motors and Engines</i>
<i>Automation</i>	<i>Music/MP3 Players</i>
<i>Automobile/Trucking</i>	<i>Network Appliances</i>
<i>Automotive Components</i>	<i>Network Security</i>
<i>Batteries</i>	<i>Networking Systems</i>
<i>Biomedical</i>	<i>Nuclear</i>
<i>Boating</i>	<i>Oil Exploration</i>
<i>Cable</i>	<i>Optical Components</i>
<i>Camera/Video</i>	<i>PCB Manufacturing</i>
<i>Chamber Manufacturer</i>	<i>Peripherals (Mouse, Kybd, Pen)</i>
<i>Computers</i>	<i>Pharmaceutical</i>
<i>Consumer Electronics</i>	<i>Point of Sale Devices</i>
<i>Contract Mfg.</i>	<i>Power Stations</i>
<i>Control Systems</i>	<i>Power Supplies</i>
<i>Defense Electronics</i>	<i>Printers</i>
<i>Design Automation</i>	<i>Radio/RF/Microwave</i>
<i>Design Firms</i>	<i>Recreational/Sports</i>
<i>Disk Storage</i>	<i>RF Components</i>
<i>Display Electronics</i>	<i>RFID</i>
<i>Electric Utility Company</i>	<i>Robotics, Medical</i>
<i>Electric Vehicles</i>	<i>Robotics, Semiconductor</i>
<i>Elevator Companies</i>	<i>Satellite</i>
<i>Environmental Equip.</i>	<i>Scientific Research</i>
<i>Environmental Test Lab</i>	<i>Search Engines</i>
<i>Failure Analysis Lab</i>	<i>Security Systems</i>
<i>Fans/Blowers</i>	<i>Semiconductor</i>
<i>Food and Beverage</i>	<i>Semiconductor Mfg Equipment</i>
<i>Fuel Cells</i>	<i>Societies</i>
<i>Gaming Industry</i>	<i>Solar (PV, Inverter, Optimizer)</i>
<i>Generators</i>	<i>Space Exploration</i>
<i>Government Research</i>	<i>Storage Networking</i>
<i>GPS Industry</i>	<i>Telecom</i>
<i>Headsets</i>	<i>Test and Measurement</i>
<i>Homeland Security</i>	<i>Underwater Electronics</i>
<i>HVAC</i>	<i>Universities</i>
<i>Kitchen Appliances</i>	<i>Veterinary</i>
<i>Landscaping/Sprinklers</i>	<i>Vision Systems</i>
<i>Lasers</i>	<i>Water Purification</i>
<i>Legal Industry</i>	<i>Wind Turbines</i>
<i>Lighting Industry</i>	<i>Wireless</i>

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