

# OPS A LA CARTE<sup>®</sup> COMPANY OVERVIEW

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

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<sup>™</sup>

We provide **Confidence in Reliability**.

## ABOUT US

**Ops** was founded in 2001 and has been profitable every year. In 2006, we were the 9th fastest growing privately held company in silicon valley.

**Ops** has over 50 experience reliability/quality engineers spread across 15 states and 9 countries. Each member is a Certified Reliability Engineer with over 20 years experience. We serve on international industry committees and we have authored numerous standards and books.



**Solutions** - end-to-end solutions that target the corporate product reliability objectives.

**Individual Consulting Services** - providing the missing key elements needed for a fully integrated reliability program.

**Training Seminars** - highly specialized experts in the industry train others in both standard and customized training seminars.

**Testing Services** - a comprehensive list of state-of-the-art reliability testing services.



We specialize in determine how reliable your product is and then helping you optimize it for your particular industry. Our book "How Reliable Is Your Product: 50 Ways to Improve Reliability" describes the process with case studies in 20 industries.

## MARKETS WE SERVE

We serve over 100 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:

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

## CUSTOMERS WE SERVE

We have over 500 customers around the world in 35 US states and 15 countries.

Our customers range from Start-Ups needing an entire reliability program to Fortune 1000 companies needing specific expertise to Fortune 100 companies needing an extra hand in times of growth.

***WE PROVIDE CONFIDENCE IN RELIABILITY !***

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## 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

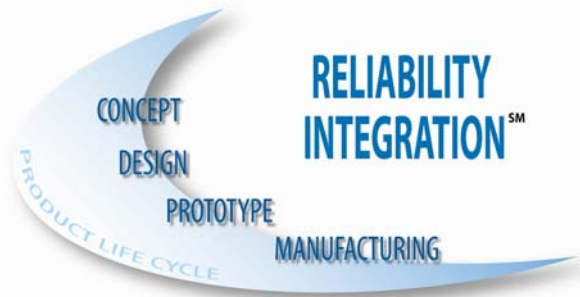
- Reliability Models and Predictions (MTBF)
- Reliability Block Diagramming (RBD)
- Fault Tree Analysis (FTA)
- Failure Modes and Effects Analysis (FMEA)
- Thermal Analysis / Derating Analysis
- Tolerance / Stress Analysis / Worst Case Analysis
- Material Selection / Component Selection
- Design of Experiments (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) + HALT Calculator
- 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



Reliability Engineering Services Integrated Throughout the Product Life Cycle

## MARKETS WE SERVE

We have served over 100 different industries.

Below is a subset.

<i>Aerospace</i>		<i>Oil Exploration</i>	
<i>Agriculture</i>		<i>Optical Components</i>	
<i>Airport Security</i>		<i>Peripherals (Mice, Pen)</i>	
<i>Alternative Energy</i>		<i>Power Supplies</i>	
<i>Appliances</i>		<i>Radio/RF/ Microwave</i>	
<i>Automobile/ Trucking</i>		<i>Recreational/ Sports</i>	
<i>Batteries</i>		<i>Robotics</i>	
<i>Biomed/Medical Devices</i>		<i>Satellite</i>	
<i>Computers</i>		<i>Semiconductor Mfg Equip.</i>	
<i>Consumer Electronics</i>		<i>Semiconductor Smart Grid</i>	
<i>Defense Electronics</i>		<i>Solar (PV, Inverter, Optimizer)</i>	
<i>Displays</i>		<i>Space Telecom</i>	
<i>Electric Vehicles</i>		<i>Test and Measurement Equipment</i>	
<i>Food and Beverage</i>		<i>Wind Turbines/Inverters</i>	
<i>Fuel Cells</i>		<i>Wireless</i>	
<i>Gaming Industry</i>			
<i>Homeland Security</i>			
<i>Lasers</i>			
<i>Lighting Industry</i>			
<i>Meters, Electric/Gas/Water</i>			
<i>Networking</i>			
<i>Nuclear</i>			

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