Emerging Technology Trends and the Challenges around Assembly and Test in launching Next Generation Networking Products

Kim Hyland
Sr. Director of Manufacturing Operations Engineering
Customer Value Chain Management operations
Cisco Systems

Abstract :

The voice of the customer is key to our success at Cisco Systems. This includes many factors: world class quality requirements, time to market, feature rich products and solutions, price and competitive cost of ownership. This presentation will cover topics that relate to quality from New Product Introduction to sustaining.

With the dramatic increase in demand for faster transmission speeds and higher bandwidth in networks; virtualization and video architecture- coupled with product size and power constraints; there is a growing need to develop emerging technologies in component, PCBA, and testing.

This presentation will cover the processes that Cisco follows to design, launch, and sustain products with our EMS partners. It will highlight how Cisco does product development around DfX, level 1 and level 2 components qualifications and DVT prior to product launch. We will review our product life cycle management process from the concept stage through the product[1]s end of life.

New product development requires close collaboration and teamwork between various Cisco functions, EMS partners, and component suppliers to identify any potential failures early to ensure success. These close interactions and relationships help Cisco launch product with optimum cost, delivery metrics and world class quality. Cisco uses robust tools and processes as a foundation to enable product innovation and achieve operational excellence. Ultimately, Cisco ensure that the customer gets the product on-time and working to specification.

Speaker’s Biography :

Kim Hyland is Sr. Director of Manufacturing Operations Engineering in Cisco's Customer Value Chain Management operations. Kim is the leader for the quality, test, and process engineering efforts of Global Manufacturing Operations (GMO) in Supply Chain Operations.

This involves championing improvements throughout the manufacturing process, developing and deploying next generation technologies, and collaborating with key stakeholders -- including Product Operations, Technology & Quality, Design, and GSM -- to fulfill the requirements for efficient manufacturing and test while continuously raising the bar on quality.

Kim brings 30+ years' experience in industrial and manufacturing engineering to this position including directing advanced manufacturing technology development and deployment at Flextronics/Solectron. Previous to that he was managing technical teams at Apple Computer, where he assumed start-up responsibilities for assembling one of the first Macintosh logic boards and Apple's first SMT assemblies. Kim has a BS in Industrial Engineering from Iowa State and is a member of distinction of the SMTA.