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I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for

- Product servicing and repair, and
- Collecting field experience and reliability data.

II APPLICATION

This procedure applies to all field and in-house product servicing operations.

This procedure directly concerns the Service department and is relevant to Design Engineering and Quality Assurance.

III PROCEDURE

1. General

- 1.1 The whole quality system of COMPANY NAME Inc., as documented in the quality manual and operational procedures, applies to the servicing operations. Procedures concerning contract review, process control, and inspection activities are particularly relevant.
- 1.2 The Service department processes its own orders and has its own receiving and shipping functions. It also performs its own inspections.
- 1.3 While the Quality Manual and Operational Procedures provide the general policies, the Service department also has its own documentation (on work instruction level) that explains in detail how servicing orders are processed and how servicing is provided and verified.

Written by:	Original Issue Date:
Approved by:	Date:
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SERVICING

Operational Procedure: OOP-19-01

Revision: A

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2. Order Processing, Servicing, and Verification

- 2.1 When Service department receives products for repair, a service order is initiated and the products are tagged with the service order number.
- 2.2 The service order accompanies products through all servicing operations and is used for recording the scope of servicing required and the use of spare parts.
- 2.3 All serviced products are inspected and tested before they are returned to customers. The results of the final inspection and testing are recorded in the service order.

3. Field Experience and Reliability Data

- 3.1 An important function of the Service department is to collect field experience and reliability data. Each service order is analyzed to determine the probable cause of product failure, and the conclusions are recorded. Once a month the Service department prepares a report with statistics and recommendations to prevent recurrence of failures. The report is distributed to Design Engineering and Quality Assurance.

IV ASSOCIATED DOCUMENTS

- Receiving Inspection — Oper. Proc. QOP-10-01
- In-process Inspections — Oper. Proc. QOP-10-02
- Final Inspection — Oper. Proc. QOP-10-03