

DOCUMENT NUMBER 91-5001	REVISION C	TITLE Service and Returns	REV DATE 09/2019	Page 1 of 2
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1.0 Purpose of Procedure

This document describes Product Resources' Service and Returns process. It provides for a procedure and assigns responsibilities.

2.0 Scope of Process

The scope of this process is to define the handling of product sent to Product Resources for repair, calibration, or other services via the RMA process. It further identifies general policies and a tie to the Corrective Action process.

3.0 Process Owner(s)

3.1 Service Manager

4.0 Procedure

4.1 Service and Repairs

A return is initiated when the customer contacts the Service Manager to request an RMA. The RMA is created in the QMS system per procedure 43-2133 (RMA Process in QT9) wherein an RMA number is assigned to the product. The RMA number is equal to the Customer Feedback number that is generated in the QMS system; if the customer has their own number associated with the return, the QMS system has a field to capture this number as well so that an RMA can be found by both Product Resources and customer references.

Service and repair root part numbers are prefixed in the ERP system with "C/O", which signifies that the product has been returned from the field for service or repair and distinguishes it from an order for new product. Example: 41-2511 would become C/O41-2511 for a Service order. However in the QMS system there is no need for the C/O, and the C/O should not be used.

A job order is created for the item in the ERP system, generating a job order package. The job order package is based on the product's routing and consists of the job header, the job order traveler, and the job operations listing. All documentation (assembly drawings, test procedures, etc) that are required will be referenced on the routing and are available via Document Control. A job order time sheet (80-2030) is used, but unlike production jobs, service jobs do not require the First Piece Inspection to be signed off.

Receiving is responsible for the identification of the returned product and for recording the date received in the QMS system; this is described in the RMA procedure 43-2133. Once logged in, the material is delivered to the Service Department.

Note that some Service orders are handled as field service. The records for field service are the same as for in-house / service depot service with the exception that dates received are not applicable and are not recorded, as Product Resources is visting the product. Also, not all tests can necessarily be executed in the field for reasons of equipment or time or other, and the Service Department may need to mark procedure steps as N/A for these reasons.

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The Service Department is responsible for the servicing and repair of the company's products. Products returned will be primarily evaluated and repaired based on the problems reported or services requested when the RMA is created. Unless a Service-specific release procedure has been created and referenced, a product is released from Service based on the same final test as new product, paying attention to Service-specific instructions in the procedure if applicable. If other issues are found during the repair process, they will be communicated to the customer for instruction on how to proceed.

All test data and forms created during the Service process is stored in the Device History Records folder on the company file server. These are organized by the root part number (XX-XXXX, without the C/O), then by serial number. This means that the Service history will appear in the same folder as the new product release history such that all history is in one location.

A general Service policy is that software and firmware versions on product to be returned to an end user customer are not upgraded without customer acknowledgement. Also, accessible end user data is not deleted without customer acknowledgement.

The Service Department records findings and actions taken in the RMA record. The technician should always state when applicable that the reported problem could be reproduced or could not be reproduced.

There is a special Make as New scenario in Service wherein in cooperation with the customer product that was never placed into service is returned to Product Resources to be brought up to the latest functional specification and retested and is then returned to the customer's new product inventory. The latest functional specification is identified by the root part number (XX-XXXX).

The Service Department determines warranty status with the typical standard of warranty applying for one year following when the product is shipped when the product is used in the intended manner. The Sales Department and QA are consulted as required when warranty status is in question. Product that has already been serviced by Product Resources gets a new warranty period limited to components that were replaced and/or limited to the service(s) performed. Date status of the product can be found via serial number and/or lot based records, including prior Service events when applicable.

Quality Assurance is responsible for analyzing the RMA data for trends. Based on an individual RMA, the Service Manager is responsible for tagging an RMA as Corrective Action Required when it is apparent that failure to take the additional actions of root cause determination and containment and/or permanent actions that the Corrective Action process yields will result in further nonconforming or failed product.

5.0 Control of Records

The storage location and retention period for records referenced above are given in 91-6002, Control of Records.