

Process Analytics Policy for After Delivery Failed Parts
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POLICY

Whether or not Siemens performs a failure analysis will be in the sole discretion of Siemens. Siemens will only consider performing failure analysis on parts which are the currently released production revision and less than three years from the date of manufacture. Absent special circumstances, parts not meeting these criteria will not be considered for a failure analysis.

To start a request for failure analysis the customer should be assisted to make written or email contact with the Process Analytics Quality Manager. Assistance in making this contact may be made by Customer Services or Sales personnel as needed. The contact should provide information about the materials to be returned including a description of the circumstances of the failure. The Siemens Quality Manager and the customer will then determine if there is value in a failure analysis.

Failure analysis procedures are outside the process to replace the part either under warranty or by customer purchase. That process is managed normally by Customer Service. In that process Customer Service will issue a Return Authorization to the customer to return the part that will be analyzed for the failure.

The customer is responsible for returning the correct part that matches the RMA criteria in a condition with no physical damage. When the part is returned the customer will be contacted to inform them of its receipt and that it is in a condition to start the failure analysis process. Siemens will then perform failure analysis and provide a report to the customer within 4 weeks of the receipt of the material. Warranty administration including any credit or other commercial considerations will be handled according to normal policy by Customer Service, independent of the failure analysis process.



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