		<b>ISO PROCEDURE</b>		
Title:	<b>CONTROL OF SERVICING PROVISIONS</b>	Doc No. IPB01	Rev: D	Effective Date: 10/17/2014

<b>REVISION HISTORY:</b>		<b>Prepared by:</b>	M. McKearn	<b>Approved By:</b>	E. Mussemann
<b>Revision</b>	<b>Date</b>	<b>Description of Change(s)</b>			
A	09/12/08	Section 8.1 – Updated flowchart.			
B	10/02/08	Section 3.0 – Updated to include “Publications” and “Field Service”. Section 6.0, 7.0 – Updated to add “IFB02”.			
C	3/12/10	Incorporated “IPF02, Return Material Authorization Procedure”. Section 8.1 – Updated flowchart to include VP of Engineering.			
D	10/3/14	Complete rewrite.			

## 1.0 Purpose:

This procedure details the control of servicing provisions for ICE fielded products and systems, and the responsibilities of Field Support technical services that are provisioned for through contractual agreements.

## 2.0 Scope:

Servicing Provisions include product training, repair, maintenance, overhaul, modification, and upgrade or modernization. This procedure is outlined as follows:

1. Field Support Services
2. Product Support Services
3. Customer Support Services


Servicing Provisions are accomplished using the following ISO procedures and forms:

Doc Number	Title	Location	
		ICE Website	ICE intranet
IFB01	Problem Report Form	X	X
IPC09	Problem Report Evaluation		X
IFF04	Return Material Authorization (RMA) Form	X	X
IPF02	Return Material Authorization (RMA) Procedure		X
IFB02	Field Service Bulletin	X	X

## 3.0 Responsibilities and Authority:

See Flowchart 8.1

- Program Management
- Field Service Personnel
- Contracts Administrator
- Engineering
- Operations/Logistics
- Depot Repair/Test Personnel

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## 4.0 Procedures:

Servicing provisions are addressed at the level of field support, product support, and customer support.

### 4.1 Field Support Services

- A. Field Support Services are provided IAW the terms of the contract agreement between ICE and the customer.
- B. Field Support personnel are knowledgeable of customer requirements, have access to customer owned products, and provide on-site technical services.
- C. Field Support may provide on-site product repairs.
- D. Field Support personnel may submit Problem Reports.
- E. When products cannot be repaired on-site, ICE products are returned for evaluation and repair using the RMA Form.
- F. Field support personnel communicate with engineering, program management, logistics, or contracts as necessary for product evaluation and corrective action.
- G. Field Support personnel may request Service Bulletins or updates to technical manuals. Technical Publications is responsible for providing these documents and any updates.

### 4.2 Product Support Services

#### A. Product Warranties

ICE provides limited product warranties to ensure product maintenance and customer satisfaction. Contracts administration is responsible for maintaining product warranty records and providing this information before a product is evaluated or repaired.

#### B. Product Returns

Logistics is responsible for receiving and returning product repairs.

If an ICE product is non-operational or defective, the following forms may be obtained from the company website and completed and submitted for problem reporting and product return.

- IFB01 - Problem Report
- IFF04 – Return Material Authorization Form

1. Field Support personnel complete Problem Reports.
2. Both the Customer and Field Support personnel may obtain and email the RMA Form to [rma@inter-coastal.net](mailto:rma@inter-coastal.net), or ship with returned product.


#### C. Evaluation Procedures

Engineering conducts product evaluation.

1. Problem Reports are evaluated IAW IPC09 - Problem Report Evaluation.
2. RMA Forms are processed IAW IPF02 - RMA Procedure.
3. Problem Reports and RMAs are recorded in Test Track Pro database.
4. Fielded Products that require a manufacturing process change are controlled IAW IPD01 – Control of Production Processes. A Field Service Bulletin may be required.

#### D. Product Repair

Operations and Depot Repair are responsible for repair of Fielded Products.

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1. Product repairs are controlled and monitored throughout the repair and shipping processes using the ERP system IAW IPD06 – Job Traveler Package.
2. Product repairs require Testing and Quality Control checks IAW IPC12 – Corrective Action Reporting-Production Test.

### 4.3 Customer Support Services

Program Management is responsible for maintaining customer relations and communications along with Field Support Services.

1. Service provision inquiries received from customers are reported to Program Management or Field Support Services.
2. Customer is contacted by phone or email when a Problem Report or RMA has been received, and if additional information is required for evaluation.
3. Customer is notified when Servicing Provisions are completed and product is returned to service.

### 5.0 Records:

- Product service warranties are maintained by Contracts
- Problem Reports are recorded in TestTrack Pro database
- RMAs are recorded in TestTrack Pro database

### 6.0 Forms:

- IFB01 - Problem Report
- IFF04 - Return Material Authorization (RMA) Form
- IFB02 - Field Service Bulletin

### 7.0 Reference Documents:

Document Number	Title
IFB01	Problem Report
IFB02	Field Service Bulletin
IFF04	Return Material Authorization (RMA) Form
IPC09	Problem Report Evaluation
IPC12	Corrective Action Report – Production Test
IPD06	Job Traveler Package
IPD01	Control of Production Processes
IPF02	Return Material Authorization (RMA) Procedure
IPC12	Corrective Action Reporting-Production Test

### 8.0 Flowcharts: Product Support Process

