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|  |                                         | <b>ISO PROCEDURE</b> |       |                 |           |
| Title:                                                                            | <b>FIELD AND POST DELIVERY SERVICES</b> | Doc No.              | IPB01 | Rev:            | D         |
|                                                                                   |                                         |                      |       | Effective Date: | 8/26/2016 |

|                          |             |                                                                                                                                 |                       |                     |                        |
|--------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------------|------------------------|
| <b>REVISION HISTORY:</b> |             | <b>Prepared by:</b>                                                                                                             | B. Gaines / M. Ashton | <b>Approved By:</b> | ISO Steering Committee |
| <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”.<br>Section 6.0, 7.0 – Updated to add “IFB02”.              |                       |                     |                        |
| C                        | 3/12/10     | Incorporated “IPF02, Return Material Authorization Procedure”.<br>Section 8.1 – Updated flowchart to include VP of Engineering. |                       |                     |                        |
| D                        | 8/26/16     | Complete rewrite and title change.                                                                                              |                       |                     |                        |

## 1.0 Purpose:

This procedure details the processes involved in the control of field servicing of Inter-Coastal Electronics, Inc. products.

## 2.0 Scope:

The scope of this procedure includes field and post delivery services that occur after contract award through program completion.

Field and post delivery services include product repair, maintenance, overhaul, modification, upgrade, training and customer mission support. This procedure covers inbound requests from ICE customers, ICE field personnel and other user representatives who may inquire about product use; repair or support in using ICE fielded products.

## 3.0 Responsibilities and Authority:

### 3.1 Program Manager (PM)

- Maintains customer relations as an ICE representative
- Assigns appropriate program cost codes to inquiry and repair efforts
- Reviews contracts – tracks all scope and risk issues
- Tracks and maintains awareness of any product or team status
- Leads program efforts - Assembles and leads team to support specific requirements of contract
- Generates Government Furnished Equipment (GFE) requirement list based on technical input and contract requirements
- Travel Logistics (motels, rentals, airlines, special arrangements and equipment retrieval)
- Coordinates special equipment and location needs with site or customer
- On-site Mission Support: Help install and test system, Attend daily briefing with the customer, Keep team apprised on customer’s needs and anticipated goals, Support the mission, Ensure customers’ needs and requirements are being met
- Help recover equipment / Coordinate with Logistics the packaging and shipping of equipment
- Perform After Action Review (AAR), lessons learned, finalize any trip reports that may be required
- Perform program closeout activities
- Receive and review questions, feature request data and product issues from any originator
- Review and discuss any Return Material Authorization (RMA) process IPF02 with the customer
- Create Problem Reports (IFB01) as required (for feature requests and product issues)
- Respond to originator for all questions and feature requests – ensure that responses are properly recorded for future reference
- Forwards all Problem Reports to VP of Engineering for further investigation
- Receives and reviews request for monetary and contract support
- Receives and reviews all program status reports and forwards appropriately

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- Ensure resolution to all customer issues and questions

### **3.2 VP Engineering**

- Evaluates problem report and repair data for trends
- Assigns engineering representative to programs

### **3.3 Engineering**


- Maintains customer relations as an ICE representative
- Perform requirements review, system engineering tasks
- Leads and maintains status on prototype development
- Support all development and testing performed on system
- Lead in-house system integration test (at ICE)
- Mission Support: Support on-site installation, Lead on-site system tests, Support operations, Attend status meetings as required
- Help recover and package equipment for shipping
- Provide input to AARs
- Support PM as needed with GFE list, technical discussions, situation reports, coordinating special equipment and location needs, installation, customer needs and anticipated goals
- Ensure customer needs and requirements are being met
- Perform Problem Report tasks (IFB01)
- Assist with training efforts and field support when needed

### **3.4 Field Support Personnel**

- Maintains customer relations as an ICE representative
- Effectively communicate to PM
- Provide on-site product repairs
- Submit Problem Reports (IFB01) to PM to aid in capturing product metrics
- Keep team apprised on customer's needs and anticipated goals
- Mission Support: Support on-site installation, support on-site system tests, Support operations, Attend status meetings as required, Support training
- Request Service Bulletins or updates to technical manuals as required
- Ensure customer needs and requirements are being met
- Help recover and package equipment for shipping
- Provide input to AARs
- When products cannot be repaired on-site, responsible for filling out the RMA form to return product to ICE and submitting to PM
- Communicate with Engineering, PM, Logistics, or Contracts as necessary for product evaluation and corrective action
- Submit parts requests to PM and subsequently receive and inventory parts
- Generate status reports as required by contract and submit to PM

### **3.5 Contracts Administrator**

- Communicates with the customer contracting representative and disseminates program information appropriately to PM and ICE team
- Disseminates customer performance reviews and/or quality reports to appropriate PM and ICE team
- Maintains product warranty records and provides this information prior to product evaluation or repair
- Attends meetings to identify contract risk items or scope increase

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### 3.6 Logistics

- Helps generate the GFE list, to include source location if necessary
- Receive, process and maintain GFE
- Coordinate with Programs and Engineering for GFE shipment and any prototype equipment as needed
- Coordinate shipment back to ICE after mission completion
- Coordinate return of GFE equipment
- Coordinate receipt of Field Support parts and shipment to Field Support destinations for parts requests
- Process RMAs In Accordance With (IAW) IPF02
- Process Problem Reports IAW IFB01 that are received through shipping
- Provide logistics training as needed

### 4.0 Procedures

**See flow charts in Section 6 for each procedure shown below:**

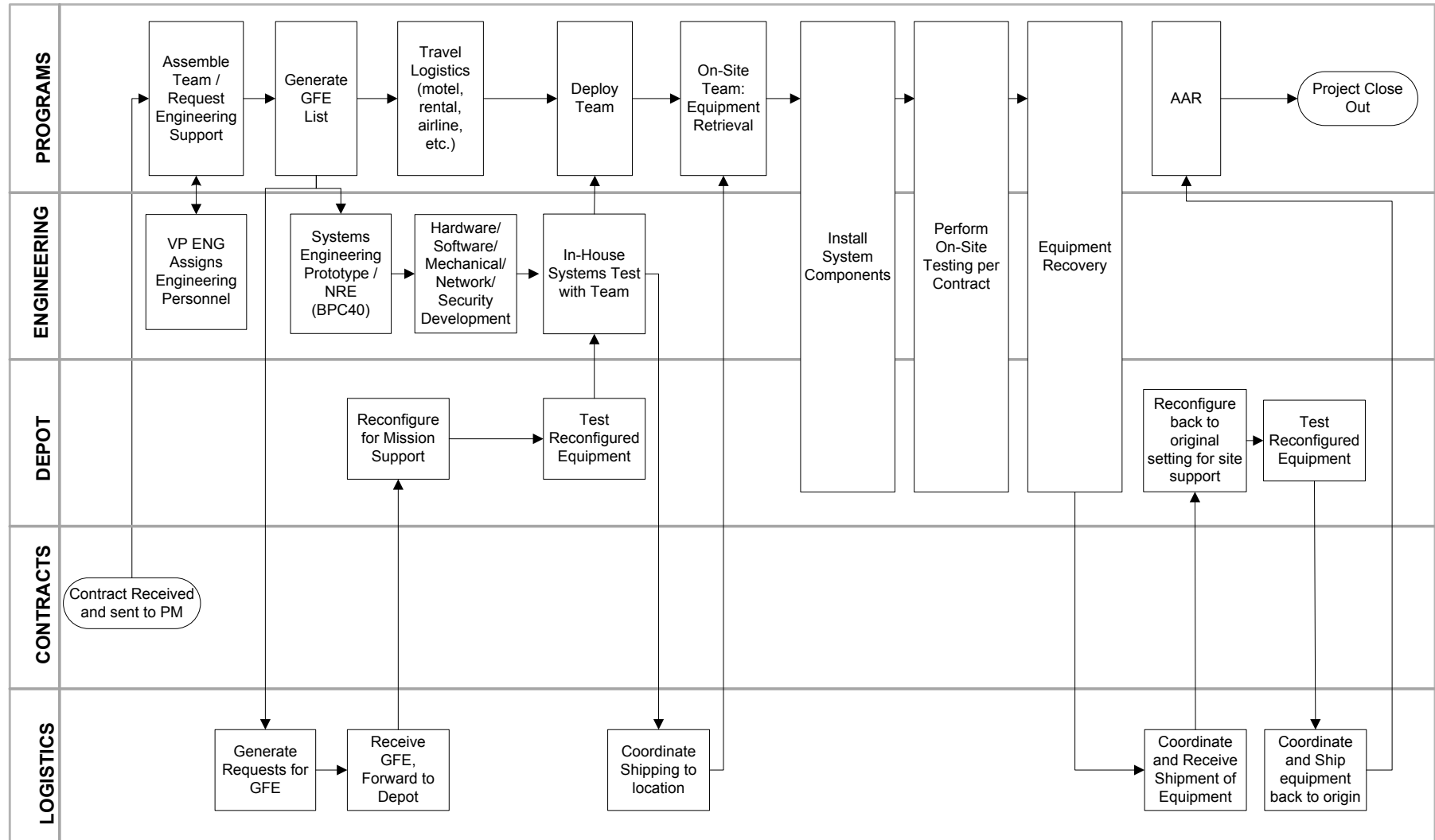
- Section 6.1 Mission Support
- Section 6.2 Product Support Questions and Feature Requests
- Section 6.3 Parts Request
- Section 6.4 Status Reports
- Section 6.5 Product Failure
- Section 6.6 Training Support

### 5.0 Forms and Records locations

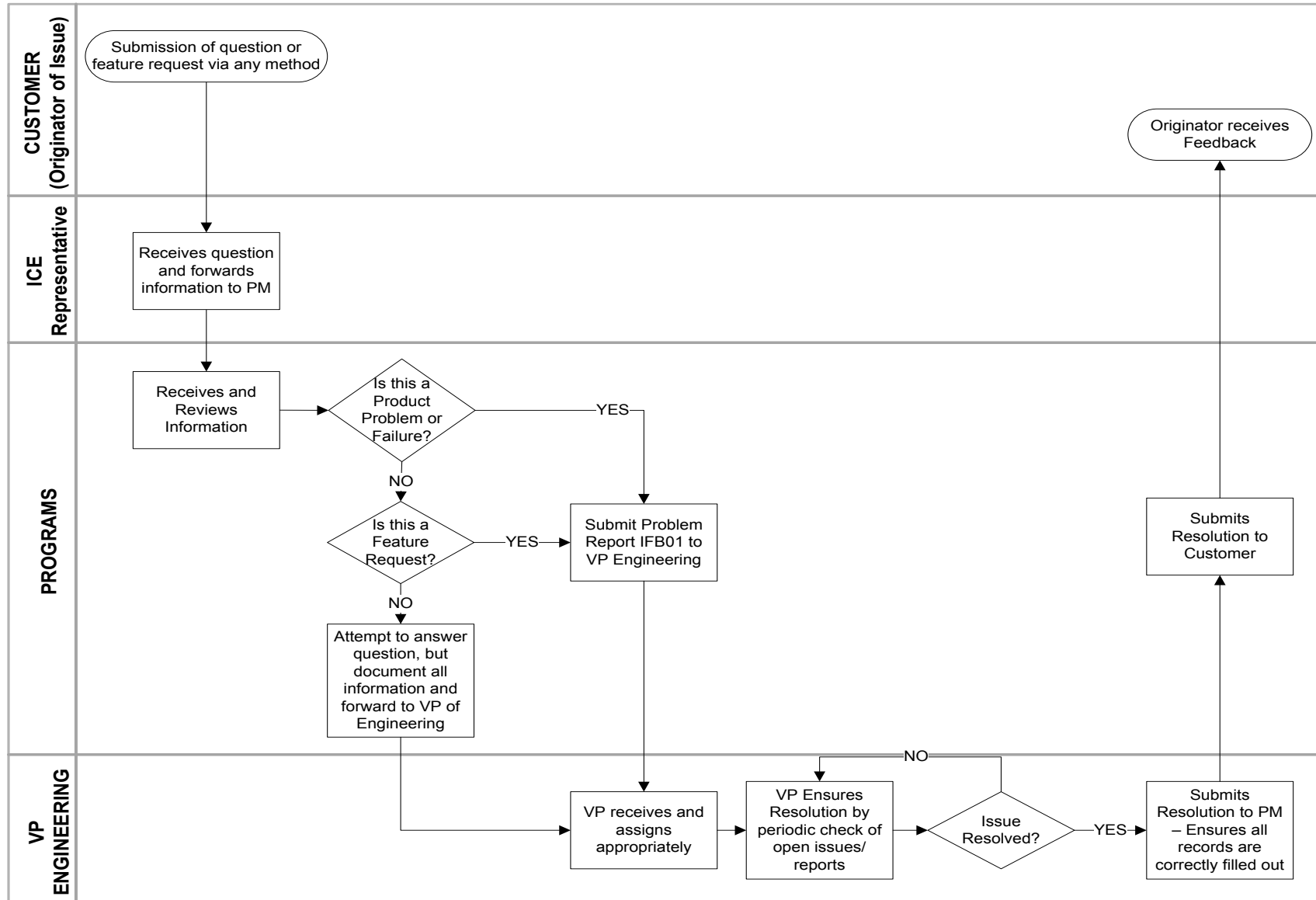
| Document Number | Title                                         | Where to get blank form                                                                                                                                                             | Record location       |
|-----------------|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| IFB01           | Problem Report Form                           | Can be obtained by emailing <a href="mailto:rma@inter-coastal.net">rma@inter-coastal.net</a> or by retrieving from <a href="http://www.inter-coastal.net">www.inter-coastal.net</a> | ERP                   |
| IFB02           | Field Service Bulletin                        | PDM                                                                                                                                                                                 | PDM and Field offices |
| IFF04           | Return Material Authorization (RMA) Form      | Can be obtained by emailing <a href="mailto:rma@inter-coastal.net">rma@inter-coastal.net</a> or by retrieving from <a href="http://www.inter-coastal.net">www.inter-coastal.net</a> | ERP                   |
| IPA01           | Planning for Product Realization              | PDM                                                                                                                                                                                 | N/A                   |
| IPC09           | Problem Report Evaluation Procedure           | PDM                                                                                                                                                                                 | N/A                   |
| IPF02           | Return Material Authorization (RMA) Procedure | PDM                                                                                                                                                                                 | N/A                   |

## 6.0 Procedure Flowcharts:

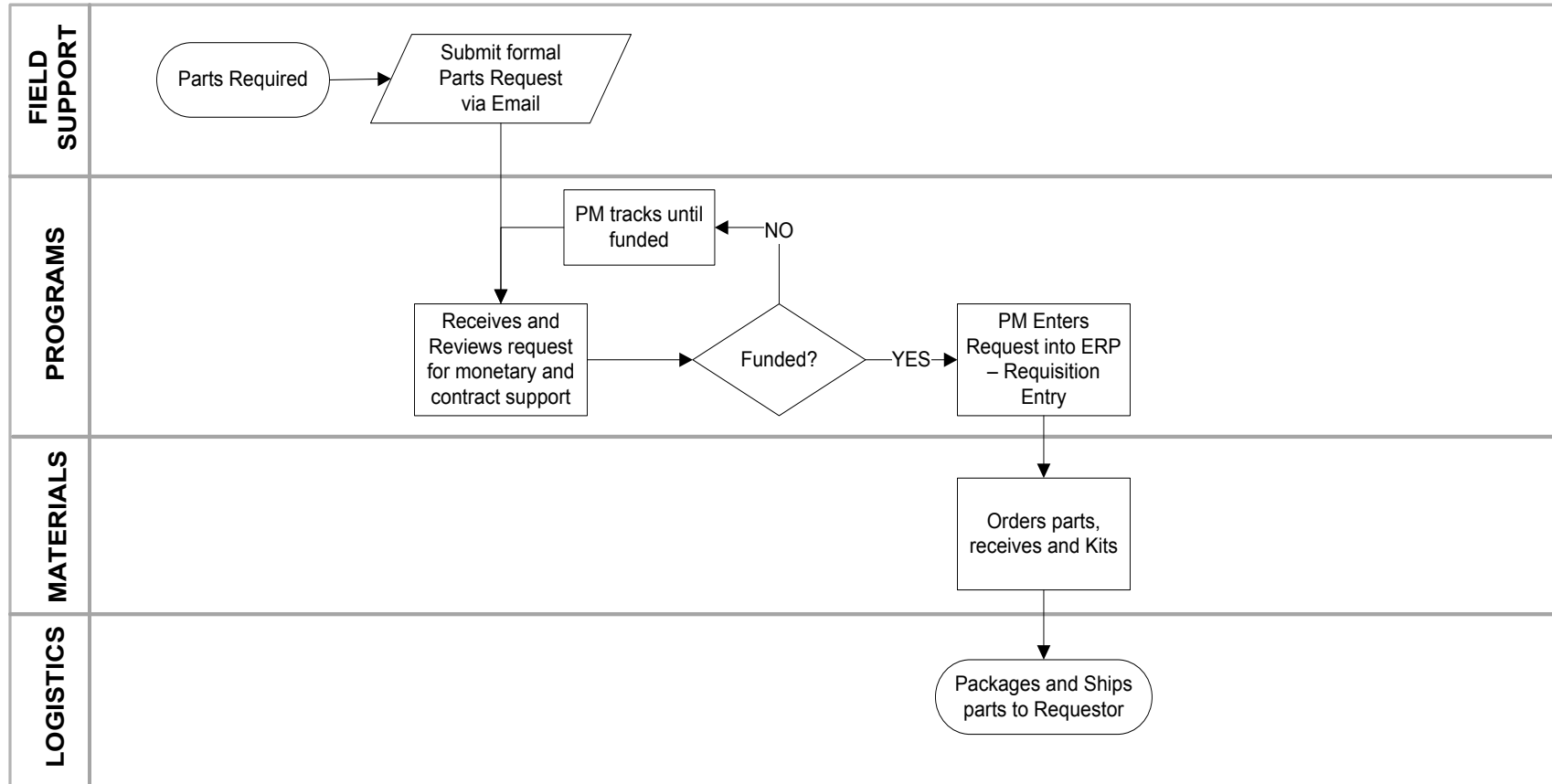
### 6.1 Mission Support



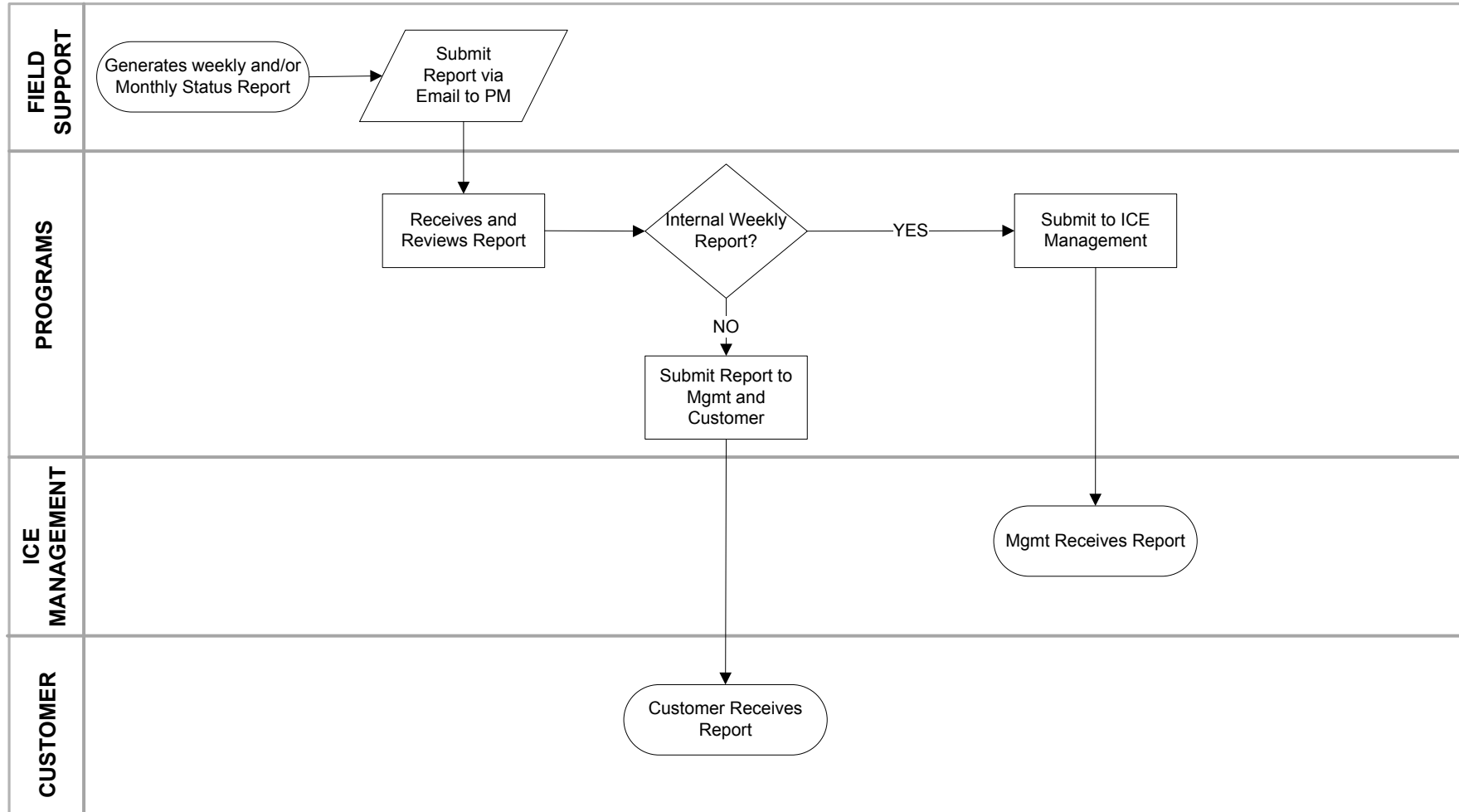
## 6.2 Product Support Questions and Feature Requests



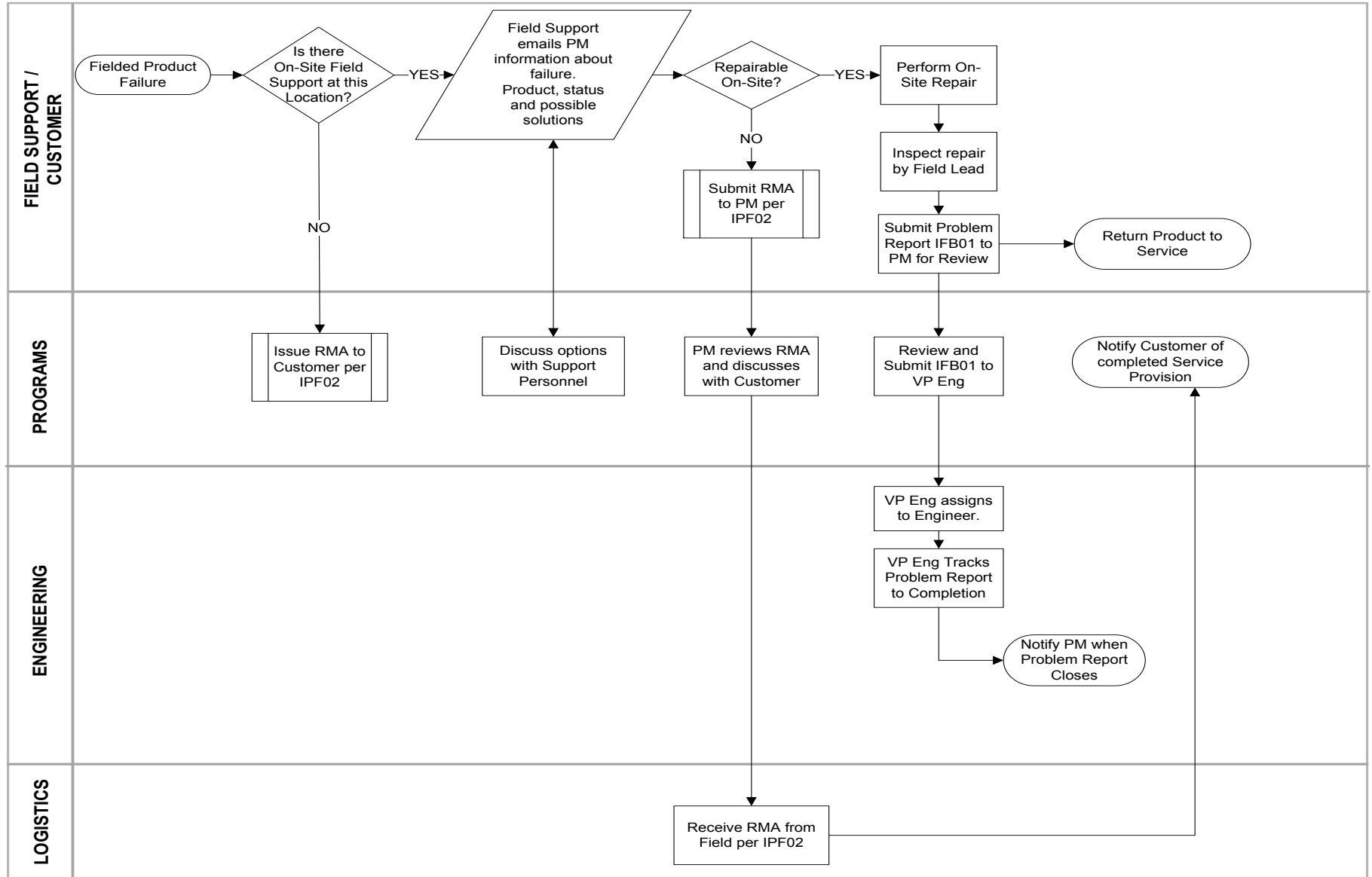
### 6.3 Parts Request



**6.4 Status Reports**



6.5 Product Failure





### 6.6 Training Support

