	ISO PROCEDURE			
Title:	PROBLEM REPORT EVALUATION	Doc No. IPC09	Rev: C	Effective Date: 2/19/2016

REVISION HISTORY:		Prepared by: B. Gaines	Approved By: E. Mussemann
Revision	Date	Description of Change(s)	
A	10/02/2008	Section 6.0 – Revised to add form “IFB02, Field Service Bulletin.” Section 8.1 – Revised flowchart to include “Service Bulletin” development and routing.	
B	3/12/2010	Added IPF02, Return Material Authorization (RMA) Procedure. Section 8.1 – Completely revised flowchart.	
C	1/22/2016	Replaced Test Track Pro with ERP database. Updated flowchart, updated procedure to align with flowchart.	

1.0 Purpose:

This document lists the responsibilities for evaluation of ISO Form IFB01, Problem Report, and the actions required for problem resolution and closure.

2.0 Scope:

When an ICE fielded product is found to have a fault or defect, the problem is to be recorded in ISO Form, IFB01 – Problem Report, which may be completed and submitted by an ICE Field Representative, Program Manager, Depot Repair Technician, or Customer.

The Problem Report process should occur prior to requesting and completing IFF04, Return Material Authorization (RMA). The Problem Report may also be used to record and initiate resolution of a problem recorded in an RMA.

3.0 Responsibilities and Authority:


3.1 Originator

The Problem Report Originator is the ICE Representative who becomes informed of a problem through a received Problem Report, phone call, or conversation with a customer.

- A. **Record** available information on the Problem Report. If Originator is not qualified to troubleshoot the problem, record contact information and forward to Executive Vice President (EVP) of Engineering.
 - a. Problem Report data can also be recorded directly into the ERP database; see IPC05, Control of Records for database location.
- B. **Determine** if there may be an immediate resolution, or whether it is a reportable problem or a product feature request.
 - a. If it is a reportable problem and the user is actively communicating with you, attempt to troubleshoot the problem. Record details, actions taken, and whether the issue is resolved or not.
 - b. If it is a product feature request, record details and check the Feature Request checkbox on the form and submit to EVP of Engineering.
- C. Upon completion of troubleshooting, submit the report to the EVP of Engineering for review and discuss options for resolution, if necessary.

3.2 Executive VP of Engineering or Designated Representative

- A. Review the submitted IFB01, Problem Report.
- B. Assign a person to record the Problem Report data in the ERP database, if not already completed.


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- C. If not under warranty or contract, forward report to Program Manager (PM) to prepare an RMA. Refer to PM for cost assessment if needed.
- D. If under warranty or contract, assign the Problem Report to the appropriate Product Owner or designated backup for evaluation and investigation.
- E. If problem is systemic, submit a request to Technical Publications to prepare, IFB02 – Field Service Bulletin.
- F. Once problem is resolved, complete and close out the report.
- G. Follow-up with Originator of the report and inform of resolution.
- H. Provide trend analysis at annual management review meeting.

3.3 Product Owner

(Or designated representative; see BFC16, Product Ownership list)

- A. Investigate problem to include product history. Involve Engineers, Information Assurance, and Quality personnel for product information and any impact to current procedures.
- B. Discuss with EVP of Engineering if any the following are identified:
 - a. Extensive changes required
 - b. Safety hazard or related issues present
 - c. Related to a design flaw or represents a systemic trend
 - d. Related to a procedure or documentation
- C. If Minor Problem:
 - a. If problem is minor, record resolution in the ERP database and submit to EVP of Engineering for closure and communication of resolution to Originator.
- D. If Major Problem:
 - a. If problem is major, determine if it is hardware, software, procedure or other. Problem resolution may require multiple groups to be involved. Present problem to the proper group(s) for contribution.
 - i. If problem is hardware related, reference IPC02 – Engineering Order (EO) Processing procedure.
 - ii. If problem is software related, reference BWC08 – Code Problem Change Report for instructions.
 - iii. If problem is procedure or document related, reference IPC04 – Control of Documents for instructions.
 - iv. If problem is other than stated above, update the ERP Problem Report and forward to EVP of Engineering with current status.
- E. Follow up with involved group(s) and record information as needed to describe the problem and recommended resolution.
- F. Complete Problem Report section, “Research or Diagnostics Steps Taken.”

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3.4 Program Management (PM)

- A. If contacted by the customer, initiate a Problem Report and forward to EVP of Engineering.
- B. Perform required actions as Product Owner.
- C. Provide cost assessment for problem resolution.
- D. If IFB02 – Field Service Bulletin is required, follow up with EVP of Engineering for the required corrective actions to be documented and provide to Technical Publications.

3.5 Field Support Personnel

- A. Perform troubleshooting and problem resolution as an ICE Representative or Originator of a Problem Report.
- B. If required, complete IFF04 – RMA form and submit.
- C. Evaluate fielded products for warranty repair requirements.
- D. Determine field repair efforts and complete on site, if required.
- E. Provide resolution feedback to the Originator of a Problem Report.
- F. Document any repairs ICE personnel performed in the field on a Problem Report (or equivalent).
- G. Submit Problem Report to ICE Logistics department. The preferred method for submission is in the following order:
 - 1. ERP entry: Problem Report (See IPC05 for database location)
 - 2. Email: rma@inter-coastal.net
 - 3. Fax: (408) 981-6899
 - 4. Phone: (480) 981-6898

3.6 Technical Publications


- A. Prepare IFB02 – Service Bulletin, and submit to PM for distribution.

4.0 Procedure:

See Section 8.1, Problem Report Evaluation Flowchart.

5.0 Records:

Problem Reports are recorded in the ERP database for archival, review, and disposition.

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6.0 Forms:

Document Number	Title
IFB01	Problem Report
IFB02	Field Service Bulletin
IFC01	Engineering Order
IFF04	Return Material Authorization
BFC16	Product Ownership List

7.0 Reference Documents:

Document Number	Title
IPC02	Engineering Order (EO) Processing
IPF02	Return Material Authorization
IPC04	Control of Documents
IPC05	Control of Records
BWC08	Code Problem Change Report

8.0 Flowcharts/Attachments:

8.1 Problem Report Evaluation Flowcharts

On the following two pages.