



Analyzer Issues

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Latest Status:

- Analyzers are the top quality issue with CiSCO.
 - 46% of quality issues logged for the 2019 year so far are just for analyzer components.
 - 38% of the analyzer issues are for detectors(7 detectors total).
- Working actively with Teledyne, Thermo, and CAI to resolve quality issues on analyzer components.
- Teledyne and Thermo are working with vendor to find root cause to the detector problem as well as continual improvements.

Vendor Process:

- Thermo and Teledyne are looking to establish a trend for parts with quality issues.
 - They will not conduct failure analysis on parts with low defect output or “isolated” incidents due to resource issues.
 - Cheaper to replace warranty part than to evaluate defects due to low warranty costs.
- Worldwide trend is defect rate surpasses 0.5% of shipment quantity for Teledyne for corrective action to be taken.
- Teledyne uses a Salesforce database to track quality issues. When someone contacts them regarding a quality issue, a case is entered with the problem description. This information then is stored as data and is used to establish trends where the largest trend is addressed.

Recommendations:

- Customers should order analyzer component spare parts at time of project build to account for continuing quality issues.
- Maintain the spare parts over time. Have parts on hand in case of quality issues- generally standard maintenance items.
- Report all analyzer quality problems to CiSCO so that data can be collected to present to vendors as they are looking for trends.