

Analysis of Complaints

CCR No. 080 – Evotec

A sharp burr was notice on the Thermsitor end by the customer. This was incorporated into the Viamed procedures as an extra Quality Process

CCR No. 091 – Viamed

An internal complaint against the Supplier – the cables were breaking at the thermistor end. The supplier changed the design to accommodate a standard terminal.

CCR No. 100 – Comcare

Insulating tape is breaking in the connector – new procedures written, and new materials used