

1 🛠️ Repair Code Review Summary

2
3 Period: Sep 2024 → Mar 2026
4 Source:

5
6 ✅ Overall Process Performance

7
8 Reviews are being completed consistently (weekly cadence).

9
10 In the majority of cases:

11
12 ✓ Repairs are correctly coded

13
14 ✓ No further action required

15
16 ✓ No CAPA raised

17
18 Regular outcome:

19 "All product repairs have clean codes – no work required"

20
21 👉 Conclusion:

22 Process is stable, controlled, and well maintained.

23
24 📊 Fault Type Trends (Actual Findings)

25 1. Normal / Expected Failures (Majority)

26
27 Low output /no output

28
29 Calibration drift / failure

30
31 End of life sensors

32
33 Unstable readings

34
35 👉 Typically recorded as:

36
37 "normal sensor fail type"

38
39 "end of life – not a fault"

40
41 ✓ No systemic concern

42 ✓ No CAPA required

43
44 2. "No Fault Found" / User-Related Returns

45
46 Multiple entries:

47
48 "NO FAULT FOUND"

49
50 "CALIBRATION CHECKED"

51
52 Also includes:

53
54 Customer misuse

55
56 Incorrect expectations

57
58 👉 Example pattern:

59
60 Returns investigated → no issue identified

61
62 ✓ Indicates:


63
64 Good internal validation

65 ⚠️ Suggests:

66
67

67 Possible customer education opportunity
68
69 3. Servicing / Maintenance Work
70
71 Cleaning
72
73 Full service
74
75 Component replacement (springs, valves, etc.)
76
77 👉 Clearly separated from failures:
78
79 "normal service"
80
81 "servicable part"
82
83 ✓ Correct classification (important for ISO compliance)
84
85 4. Physical Damage / External Causes
86
87 Battery leaks
88
89 Water damage (e.g. seawater)
90
91 Broken displays
92
93 Loose components
94
95 👉 Consistent theme:
96
97 External cause, not product failure
98
99 ✓ Correctly classified
100 ✓ No CAPA raised (appropriate)
101
102 5. Intermittent / Minor Electrical Issues
103
104 Intermittent power
105
106 Hardware code faults (low volume)
107
108 Error codes (e.g. E4, Error 3)
109
110 👉 Typically:
111
112 Low occurrence
113
114 Monitored but not escalated
115
116 ✓ Controlled
117 ✓ No trend indicating systemic issue
118
119 6. Manufacturing / Supplier Issues (RARE)
120
121 Occasional entries:
122
123 "manufacturing defect"
124
125 "returned to supplier"
126
127 👉 Key point:
128
129 Identified as isolated incidents
130
131 No repeating trend
132
133 ✓ No CAPA raised (justified)
134

134

135  Failure Rates & Trend Indicators

136

137 Example noted:

138

139 0.20% failure rate

140

141 0.12% failure rate

142

143 Occasional 5% trigger review, but dismissed as:


144

145 Low volume distortion

146

147 Not statistically significant


148

149  Conclusion:

150

151 Failure rates remain low and controlled

152

153  Data / System Observations (Important)

154 1. Search / Data Quality Issues

155

156 Example:

157

158 "MIXCHEK" filtering problem in repair search

159

160 Indicates:

161

162 System/data quirks affecting visibility

163

164  Action taken (filter adjusted)

165

166 2. Misclassification Risks (Handled Well)

167

168 Cases of:

169

170 End-of-life vs fault

171

172 Service vs failure


173

174 These are being:

175

176 Corrected during review

177

178  Strong control on classification accuracy

179

180 3. Product Ageing Effects

181

182 Multiple references to:

183

184 Old units

185

186 Out of warranty

187

188 Beyond economical repair


189


190  Trend:

191

192 Failures linked to age, not quality issues

193

194  Key Conclusions

195  Strengths

196

197 Strong weekly control process

198

199 Clear separation of:

200

201

201 Fault / no fault / service
202
203 Low failure rates
204
205 Good supplier escalation when needed
206
207 No HSE concerns across all reviews
208
209 ⚠️ Minor Improvement Opportunities
210
211 Customer understanding
212
213 Reduce “no fault found” returns
214
215 Data/search consistency
216
217 Naming / filtering issues (e.g. MixChek)
218
219 Trend reporting
220
221 Could formalise failure rate tracking (you’re already doing it informally)
222
223 📌 Risk Summary (for ISO / Audit wording)
224
225 No systemic product failures identified
226
227 No recurring fault trends requiring CAPA
228
229 All identified issues are:
230
231 Isolated
232
233 Expected lifecycle behaviour
234
235 Or externally caused
236
237 👉 Overall Risk Level: LOW