

Vasu P Narasimhan via viamed.co.uk
to Steve, Kunal, Roger

20:12 (13 hours ago)

Yes. After scratching our heads and considerable asking around, we recently got the bright idea of retracing the steps in building/testing R24 sensors. Low and behold, we saw good clean sensor going into the ATS for testing, and what came out was a small percentage of sensors with bent pins! Apparently, a few sockets in the ATS bench had tolerance issues that made the operator to force the sensors to snap into the socket. Because they were inserted at a slight angle but pulled straight out, some sensors had pins bent. Because the ATS results showed that the sensors passed with flying colors, they were labeled, bagged, and shipped!

I have asked the QA Inspector to post one of the pictures you had sent, and have asked her to talk to the Production Supervisor to instruct the operators to look for such anomalies. Hopefully, these issues will not repeat again.

Best,

Vasu