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1.0 PURPOSE :

To provide services after sales to customer & protect customer returned products.

2.0 SCOPE :

Applicable to all products manufactured by EMCO Electronics.

3.0 REFERENCES :

- SR00 - 402 Format - "Factory Service Report"
- SR00 - 403 Format - "Site Service Report"
- SR00 - 405 Format - "Service Register"
- SR00 - 406 Format - "Service Replacement Record"
- HS00 - 410 Format - "Invoice (CM Series)"
- SRXX - 502 List - "Check List for Servicing (Product)"
- SR00 - 408 Format - "Summary of On-time In-Warranty Service provided at factory"
- SR00 - 409 Format - "Summary of Repeat Services for same unit"

4.0 ANNEXURES :

- Annexure A - Process Maps & Flow-Charts
- Annexure B - Records Table
- Annexure C - Guidelines



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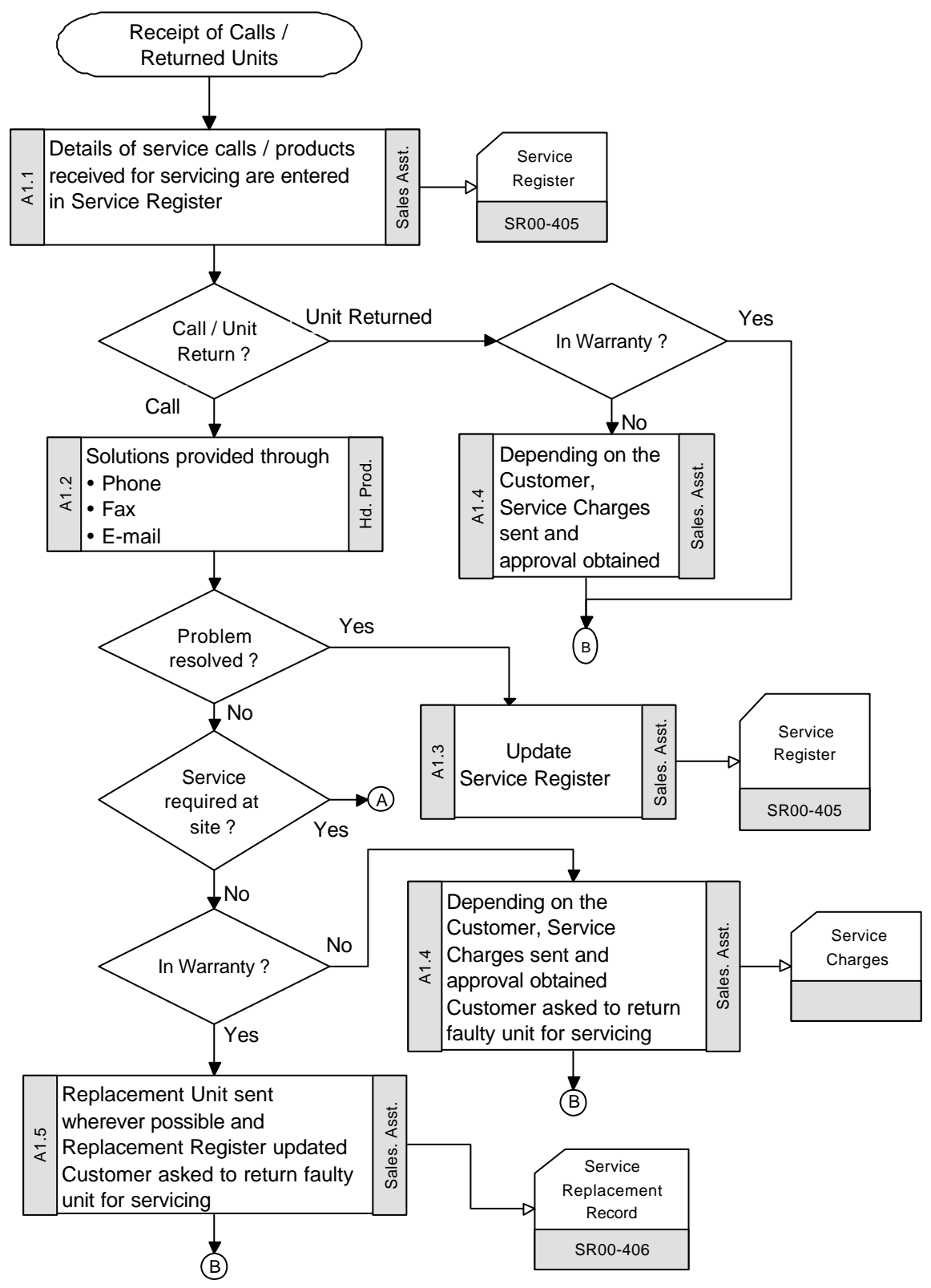
Annexure A - PROCESS MAPS & FLOW-CHARTS

Process Owner : <ul style="list-style-type: none"> • Head Production 	Process Controls : Guidelines (Annexure 'C')	Process Goals (Targets) : <ul style="list-style-type: none"> • In warranty returned products to be serviced within 3 Working days • No repeated service for same units within 3 months
Process Inputs : <ul style="list-style-type: none"> • Calls / Returned Units 	Process Name : Servicing	Process Outputs : <ul style="list-style-type: none"> • Service Register • Service Reports • Service Replacement Register
Process Verification : <ul style="list-style-type: none"> • Through Auditing and Process Performance Measures 	Process Resources (Means): <ul style="list-style-type: none"> • Trained Personnel • Equipment / Tools 	Process Measures (Metrics) : <ul style="list-style-type: none"> • No. of days for Warranty Repairs at factory (SR00-408) • No. of repeat service for same unit within 3 months (SR00-409)



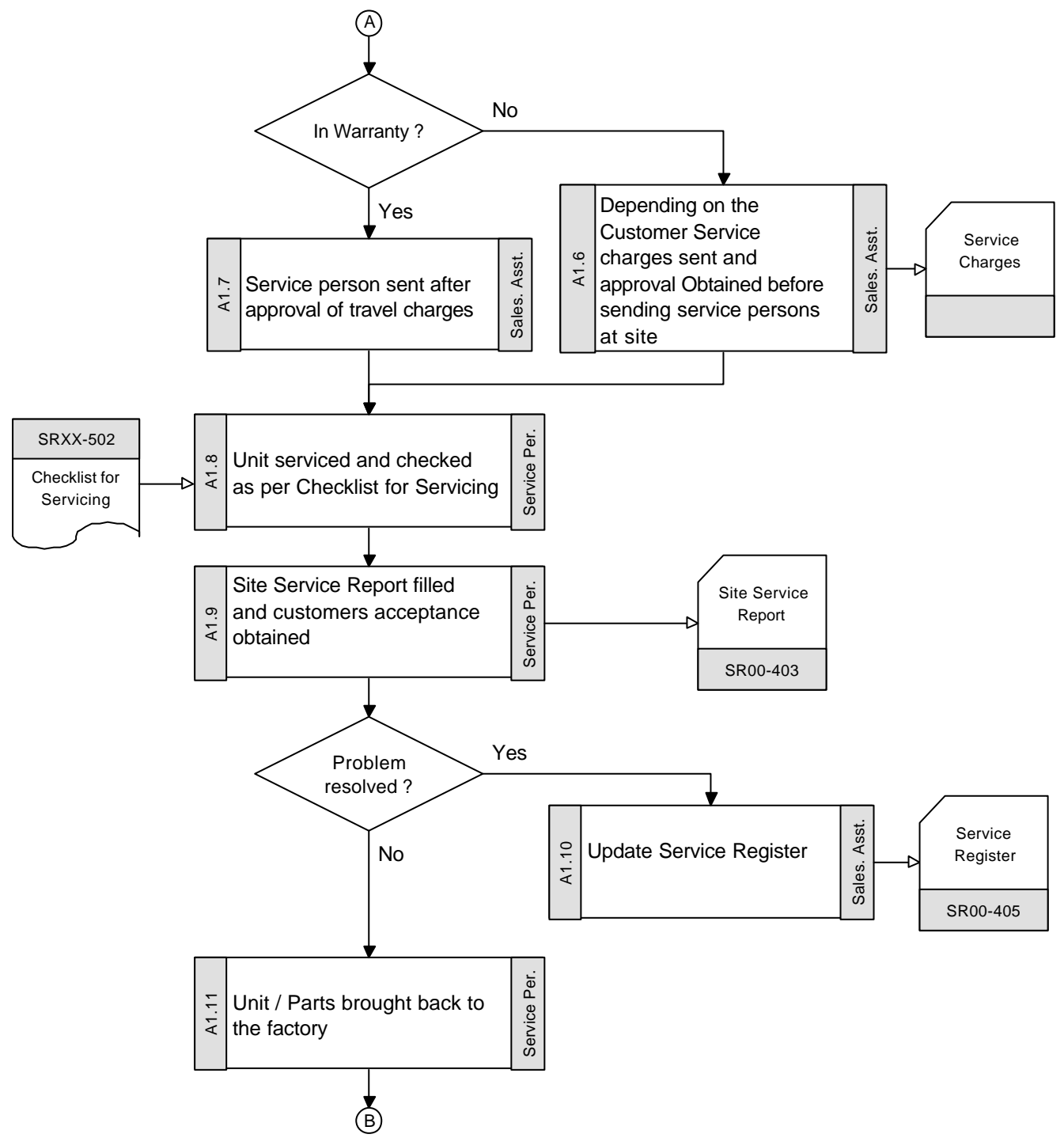
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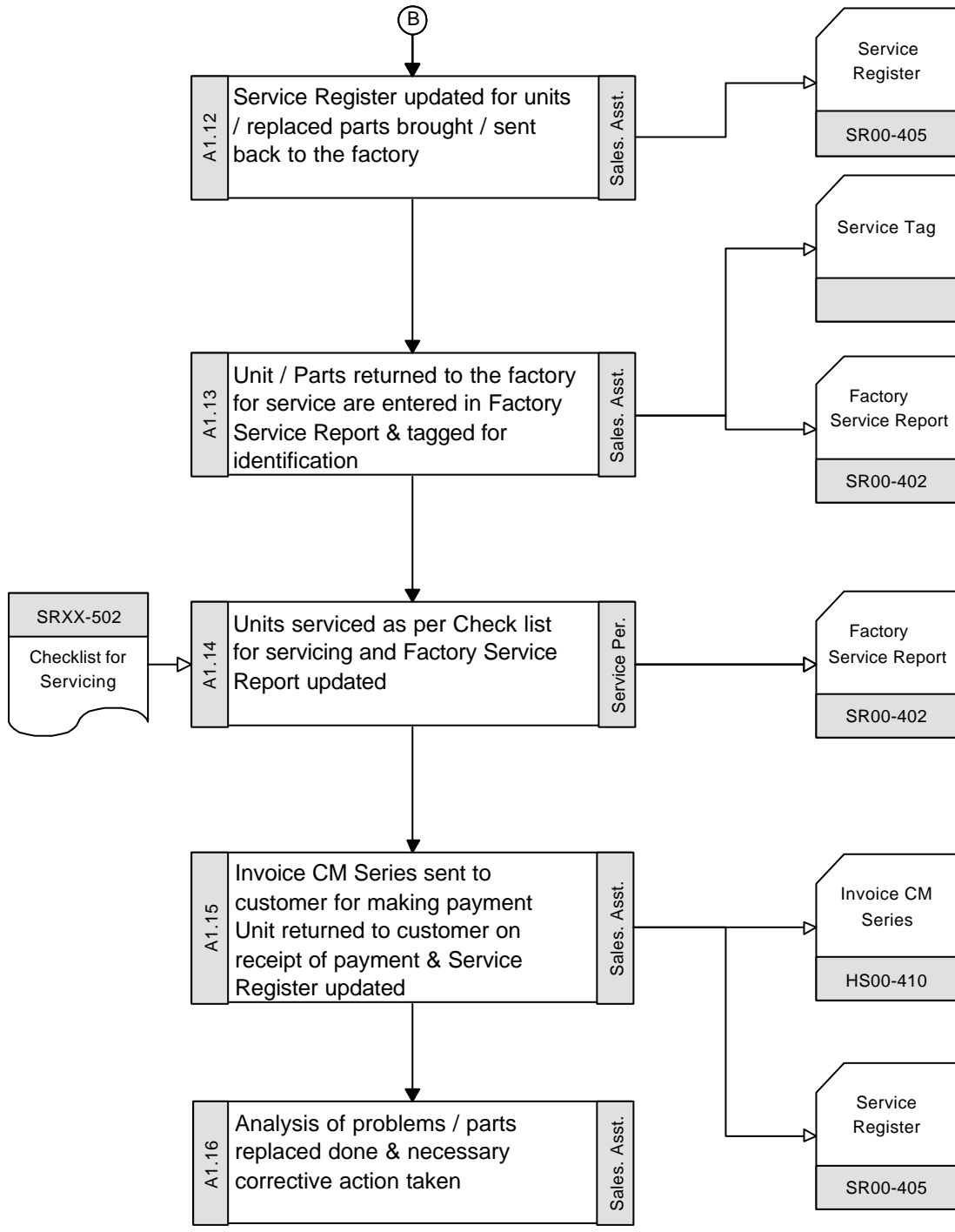


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RECORDS TABLE

<u>Sr. No.</u>	<u>RECORD REFERENCE</u>	<u>RECORD DESCRIPTION</u>	<u>RECORD LOCATION</u>	<u>MAINTAINED BY</u>	<u>RETENTION PERIOD</u>
1.	SR 00 - 801	"Servicing File" : - Factory Service Report (SR00-402) - Site Service Report (SR00-403) - Service Charges - Invoice (CM Series) (HS00-410) and related correspondance	Sales Department	Sales Assistant	1Year
2.	SR 00 - 808	Invoice (C.M Series) File (HS00-410)	Sales Department	Sales Assistant	3 Years
3.	SR 00 - 901	"Service Register" (SR00- 405)	Sales Department	Sales Assistant	3 Years
4	SR 00 - 902	"Service Replacment Register" (SR 00- 406)	Sales Department	Sales Assistant	3 Years



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Annexure C - Guidelines

- 1 Units / Modules returned should be handled with care and stored properly to avoid any damage to customer property
- 2 Equipments used for Calibration should have valid Check Status Sticker (CB 00-403)
- 3 Appropriate version of documents should be referred as per Sr.No of unit