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Customer Return Request

United States export control laws restrict sharing information on select products to customers, vendors, partners, and employees outside of the United States. By using the internal (IN) and associated fax, you agree that you will not share restricted information as defined by the Export Administration Regulations (EAR) and the International Traffic in Arms Regulations (ITAR). Should you have any questions, please contact the Trade Compliance Department at ITACT@steris.com.

Your (Requestor) email address:	
Customer email address:	
Distributor email address:	
Internal FAI email address:	

Contact Information:

Requestor First Name:	Last Name:
Company:	
Address 1:	
Address 2:	
City/Location:	
State (US) or Country:	
Postal Code:	
Phone:	

Customer First Name:	Last Name:
Company:	
Address 1:	
Address 2:	
City/Location:	
State (US) or Country:	
Postal Code:	
Phone:	

Distributor First Name:	Last Name:
Company:	
Address 1:	
Address 2:	
City/Location:	

New Jersey Department of Health
ROOT CAUSE ANALYSIS (RCA)
 OF A SERIOUS PREVENTABLE ADVERSE EVENT

NJDOH INTERNAL USE ONLY
Report No. _____

This form must be completed for any serious preventable adverse event. All information is protected based on the provisions of the Patient Safety Act (N.J.S.A. 26:2H-12.25(f))

SECTION A - GENERAL INFORMATION	
1. FACILITY IDENTIFICATION	
Facility Name: _____	Facility License No.: _____
Facility Street Address: _____	County: _____
City: _____	State: _____ Zip Code: _____
Name of Person Submitting: _____	Telephone No.: _____
Title or Position: _____	Fax No.: _____
Email Address: _____	
SECTION B - EVENT INFORMATION	
2. EVENT DATE: _____ Time: _____ <input type="checkbox"/> AM <input type="checkbox"/> PM	
Date Initial Report of Adverse Event Sent to NJDOH: _____	DHSS Report Number (Assigned by NJDOH): _____
Medical Record Number: _____	Patient/Resident Billing Number: _____
Patient/Resident Name: _____	
Principal Diagnosis with ICD-9 Code: _____	
Medical Diagnoses Resulting from the Adverse Event with ICD-9 Code(s): _____	
SECTION C - ROOT CAUSE ANALYSIS	
3. SELECT ROOT CAUSE (Select all that apply):	
<input type="checkbox"/> Adequacy of technical support	<input type="checkbox"/> Labeling of medications
<input type="checkbox"/> Availability of information	<input type="checkbox"/> Orientation and training of staff
<input type="checkbox"/> Behavioral assessment process	<input type="checkbox"/> Patient identification process
<input type="checkbox"/> Care planning process	<input type="checkbox"/> Patient observation procedures
<input type="checkbox"/> Communication among staff members	<input type="checkbox"/> Physical assessment process
<input type="checkbox"/> Communication with patient/family	<input type="checkbox"/> Physical environment
<input type="checkbox"/> Competency assessment/credentialing	<input type="checkbox"/> Security systems and processes
<input type="checkbox"/> Control of medications (Storage/access)	<input type="checkbox"/> Staffing levels
<input type="checkbox"/> Equipment maintenance/management	<input type="checkbox"/> Supervision of staff
<input type="checkbox"/> Other: _____	

Date with Time (Use a single format here)	Incident/Situation

Data Analysis Method:
 This section covers the information about data analysis methods.

- What are all the analysis methods used to analyze data?
- Why these methods are chosen?
- Why not some other method not suitable for this analysis?
- What are the results?

Please provide references here with appropriate statistical evidences.

Root Causes:
 This section covers the information on the root causes identified.

FAILURE ANALYSIS REPORT

Part 1 : Applicant Information

Customer :	DS	Open date :	2012/07/10
Customer Ref.:	S13623	Customer Part No. :	NA
Sales	Thomas Hsiao	Sample Qty :	NA
Device Type :	NB	Lot No. :	NA
Part No.:	NA	Lot Size :	57,938ea
Date Code:	NA	Failure Rate :	5.8%

Part 2 : 8D Report Content

D1: ESTABLISH TEAMS

Team Leader: Vincent Wu
Members : SD/Thomas Hsiao, EPI/ Shay Wang, MFG/ Dylan Liu, QC/ Vincent Wu, FA/ Harry Wang

D2: PROBLEM DESCRIPTION

Defect Phenomena : **Scratch, Pad Discolor**

Defect Occurred at : IQA PQC FQA End User

Customer DS found scratch, pad discolor issue in NB chips, and then intended to return 58K chips for rejecting. The rejected Tape lists are shown as below.



D3: CONTAINMENT ACTIONS

Tekcore will check the offered samples and find the root cause immediately.

D4: ROOT CAUSE

- I. Pad Discolor :
Due to customer had no provided the defective samples for further analyzing, so we check our warehouse products (NB) firstly.

FAILURE MODE AND EFFECTS ANALYSIS FORM
PRODUCT / PROCESS FMEA

FMEA NO. ITEM NAME	DATE	REV. NO. & DATE		MODEL YEAR	
		REV. NO.	DATE	REV. NO.	DATE
Product Name					
Process Name					
Function					
Failure Mode					
Effect					
Cause					
Control Plan					
Prepared By:					
Approved By:					

SEV=SEVERITY / DETEC=DETECTION / RPN=RISK PRIORITY NUMBER / OCCUR=OCCURRENCE

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"Experts wonder if the anti-Qaok steps contributed to the highway collapse. Counts will be updated daily once they become available. Select the metrics that will facilitate the creation of incident reports from a collection of change requests. The engines are pushed to the max to ensure that the product works the way it does no matter what the condition. DVIDs, August 12 During testing you will encounter failures related to the execution of your tests in different forms, such as code defects, user errors, program malfunctions and test script tests. Failure Analysis After running the tests, its good practice to identify inputs for reviewing the results of the testing effort. Machinery failure analysis and troubleshooting. Expertise in metallurgy and chemistry is always useful along with material properties and strengths. "How do we test the jet engines?". Cracks were shown that were the end point of the shear key rods' breaking point. Failure analysis on both sides is about preventing damage and maintaining safety. Structural engineers and mechanical engineers are very common for the job. The execution of test scripts results in errors of different types, such as discovered defects, unexpected behavior, or general failure of the test script to execute correctly. The median salary for a failure analysis engineer, an engineer with experience in the field, is \$81,647. [2] A failure analysis engineer requires a good amount of communication and the ability to work with others. In less formal settings, it may be sufficient to record your failure analysis in summary form. Sacerdotal said that "Not one of the department's projects to strengthen the roads has addressed the problems of weak ... " at the bridge joints. This concept discusses a few ways ahlah ahlah a odnasilana uo ,sacineAcem e sacirt@Ale sepaAidem omoc .socifAineic socitAlana sodot@Am odnasu odizudnoc @A otr@Augni laT .satrebocsed saus rataier ,adiuges me ,e sahlah ed esilAna a razilaer as product rejection reports or examples of previous failures of the same kind. Vermij: AcA~ADefect or failure AcA~A~Legal implications AcA~A~Failure analysis: techniques and applications, J.J. Dickson, ed., ASM International, Materials Park, Oh, 1992, pp. The suspected hydrogen engineers were involved in producing the cracks. [3] Scanning electron microscopy which is the scanning of cracked surfaces under high magnification to get a better understanding of the fracture. There are several factors that count in deciding whether to record your failure analysis in a report. ^ Brady, Brian (1999). Before product entry, a prototype will often undergo laboratory tests that prove the product withstands the worst-case scenario as expected. "[6] Some of the tests done on jet engines today are a very intense check on whether the engine can withstand: Ingestion of debris, dust, sand, etc.; [7] ingestion of hail, snow, ice, etc; [7] Drinking excessive amounts of water. [7] These tests should be harder than what the product will experience in use Meanwhile, at KLM. ^ Abcdefghijkl Brahimi, Salim; Aguiar, Rosme; Christensen, Conrad (May 7, 2013). {{Cite Web}}; Check the date values in: | Access) ^ T-9 Jet Engine Test Cell. Payscale. The rods failed from hydrogen embrittlement which was susceptible to hydrogen from the high tensile load and the hydrogen already in the material. Houston, Texas: Gulf Publishing Company. Failure analysis engineers A failure analysis engineer often pl Ays A lead role in failure analysis if a component or product fails in service or if the failure occurs in manufacturing or during production processing.Anal., April 2001,1 (2), p. More specific majors can also enter the position, such as materials engineers. The process of setne%Agesbus setne%Agesbus arap ahlah moc setnenopmoc ed ateloc ad edneped ahlah ed of the cause or causes of failure using a wide range of methods, especially microscopy and spectroscopy. 2013. Forensic engineering methods are especially valuable in tracing defects and product failures. Someone could be hired for different reasons, either to prevent or further liability problems. Different engineers were asked for their opinion on the situation.Retrieved 2018. Usually the person hired has a bachelor's degree in engineering, but there are certifications that can be acquired. [2] Analysis methods The failure analysis of many different products involves the use of the following tools and techniques: optical microscope optical microscope acoustic microscope (SAM) scanning electron microscope (SEM) atomic force microscope (AFM) photoemission electron microscope (PEM) Ray Ray Microscope Infra-Venular Microscope Squid Microscope Microscope Sample Preparation Jet-Etcher PLASMA CLASMA Etcher Metallurgy Tools pickling Machine Tools Laser Defining Laser Chemical Head Spectroscopy Analysis Spectroscopy (TLPs) Transition Spectroscopy (DLTS) Device Modification Focused Ion Beam Etching (FIB) Surface Analysis Surface Analysis Penetrant Inspection Other Surface Analysis Electronic Tools Microscopy Electron Microscope Electron Microscope (SEM) Electron Beam Induced Current (EBIC) in voltage change charge induced electron backscatter diffraction (EBSDF) in no-load voltage Contrast in SEM electron backscatter diffraction (EBSDF) in energy dispersive X-ray spectroscopy (EDS) in SEM transmission electron microscope (TEM) computer controlled scanning electron microscope (CCSEM) Laser signal injection microscopy (LSIM) Carrier stimulation photo Static Stimulations of optic beams Induced voltage change (LIVA) Dinnal alteration of the laser assisted device (LADA) Temic laser stimulation (TLS) induced resistance changes by static optical beam (Obirch) (Obirch) J3].cni temana alep otief e etsah ad sartsoma setneretif ramot oa oAa od eddicanet a artsom tseT tcapmI hctoN-V yprahC J3].cni temana alep sadazilaer e sadamot marof saAlep salpit@AM .aAAnaruges ed samelborp uo/e sonad soir@As rasuac medop ,merahlah saAlep satse eS .sodad sues sod edadililipnopsid ad medneped e oAivres o moc odroca ed rairav medop snegatnoc sA .)9891(enirehtaK ,pohsiB b a ^ Jaduja(=lanruoj] seriuqer lanruoj etic :))lanruoj etic {{{ "yralaS reenignE sisylanA eruliat" b a ^ .oAivres ed etneibma ues e otnemagerrac ues .otudorp od atelpmoc oAAsneerpmoc amu reuqer oirjAnec roip o rinreccid "oirjAnec roip" etse a sodaicossa sogierep so razimimim arap..." odibecnoc res a aAemoc otudorp mU .satief res medop euq sahlah ed esilAna ed samrof satium sad samugla artsom odutse etsE J3] edadicaneat axiab e saArof setneretif avasuac euq o ,aenAAgomoh are oEAn aruturise a ,saicnAAgixe s A messedneta arobmE .ofnl egdirB yaB aiv??eA)FDP("troper eruliat doR yeK raehS" .rodatsed olep etnemlaunam sodatsiger uo ,ovla etsed ed sneti soirpArp sod adAas .sacirt@Am ed satnemarref uo sodazitamotua setset rop sodareg ,jocitAAngaid ed sa otnauu etsed ed oEAsAucexe ed satnemarref sa otnat asu "Acov euq satnemarref saep sodarupac res medop sele .setnef satium ed riv medop setnaveler sortisger so ,j6102 hcram 7(boR sivu)D c b a ^ .)pleh(=lanruoj] seriuqer lanruoj etic :))lanruoj etic {{{ (.atit me sneti odnoincicda raduja odop "Acov atelpmocni jAAsa atsil atsE irednob pihc I)GPTA(etsed ed sejaradap ed acitAmotua oEAsAareG DAC oEAsAagevaN erawitof desab-erawitofS s Aborponan me sadaesab sotiefed ed oEAsAzilacel ed sacine@AT)EPR(opmet rop adluser snotAF ed oEAsime ed adnos resal a oEAsnet ed adnos snort@Ale ed exief ed adnos acineAcem adnos acineAcem adnos ed oEAsatsE serotudnocimes ed adnos JLDSt(ftoS sotiefed ed acimeAnd oEAsAzilacel JIES(kcebeeS otiefe ed meqamI JAVIX(anrexe adizudni oEAsnet ed oEAsAareTIA JAVIT(adizudni oEAsnet ed oEAsAareTIA Analysis was the Final Test also done by Anamet Inc. They may include fatigue cracks, brittle cracks produced by stress corrosion cracking or by cracking for example. 14. Article a~ The academic Google and technical reports: elements, organization, and design, AcA~ Z39.18-1995, American National Standards Institute / National Information Standards Organization, 1995.S. Butts: AcA~ "Technical report writing AcA~" National Aeronautics and Space Administration (NASA), Glenn Research Center, 2001. AcA~ http://tld.grc.nasa.gov^via. To cite and document sources, "Bedford St. Martins, www.bedfordstmartins.com/online/cite5.html, 2001." The 690 standard, part 2 AcA~acce International Organization for Standardization, 1995.Rk McLeod, T. The program is under fire for making "the most serious failure." [4] From a project engineeran?s media engine test cell [5] A product needs to be able to work in even the most difficult of scenarios. Human factors can also be evaluated when the cause of the failure is determined. This revealed sign of fragility without deformation of permanent plastic before it broke. It is an important discipline in many branches of the manufacturing industry, such as the electronics industry, where it is a vital tool used in developing new products and improving existing ones. Retrieved 2018-04-09. Then pieces of material are taken from the original piece that are used for different observations. Isbn 0-87201-232-8. It failed. This provides the most efficient way to run a test suite without the need for human intervention. Archived from the original on 2018-07-08. In any case, it is necessary to determine the cause of the failure in order to prevent future occurrence and/or to improve the performance of the device, component, or structure. Change request metrics are useful in analyzing and correcting test failures. The term failure analysis also applies to other fields, such as business management and military strategy. The complete fracture happened after the rod could not hold under octiare octiare mu uignia keare a odnauq Micro Structural Examination where cross-sections were examined to reveal more information about interworking bonds of the metal.[3] Hardness Testing using two strategies, the Rockwell C Hardness and the Knoop Microhardness which reveals that it was not heat treated correctly.[3] Tensile Test tells the engineer the yield strength, tensile strength, and elongation was sufficient to pass the requirements. Then destructive testing is done to find toughness and properties of the material to find exactly what went wrong.[3] Failure of failure analysis The Oakland Nimitz Freeway was a bridge that collapsed during an earthquake even after the program to strengthen the bridge. Some of the key factors include: level of testing formality, complexity of the testing effort, and the need to communicate the testing results to the entire development team. Check that all the scheduled testing executed to completion, and that all the needed testsA Ahave been scheduled. See also Metallurgical failure analysis Acronyms in microscopy List of materials analysis methods List of materials-testing resources Failure mode and effects analysis (FMEA) Failure rate Forensic electrical engineering Forensic engineering Forensic materials engineering Forensic polymer engineering Forensic science Microscope Material science Sample preparation equipment Accident analysis Characterization (materials science) Failure reporting, analysis and corrective action systems (failure data collection) References ^ Bloch, Heinz; Geitner, Fred (1994). State University of New York at Stony Brook: Department of Material Science and Engineering. p.A1. Nondestructive testing (NDT) methods (such as industrial computed tomography scanning) are valuable because the failed products are unaffected by analysis, so inspection sometimes starts using these methods. Change request metrics that you may find useful in your failure analysis include: test coverage priority impact Density of tendencies finally, one of the most critical sources of your failure analysis is the artifact: test log.Timothy Kirchner. Analysis of microelectron faults, ASM International, Fifth Edition (2004) ISBN 978-0-87170-804-5 Lukowsky, D. Analysis of wood and wood product failures, McGraw-Hill Education: 1st edition (2015) ISBN 978-0-07-183937-2. Dir. According to Bloch and Geitner, the faults of machines reveal a cause and effect reaction chain ... generally a commonly referred to as the symptom. ... [1] The Animal Lysis of faults can save money, lives and resources, if done correctly and acted, taken from " Recovered April 8, 2018. Reins all the test log sources available and examine your content. Several of the techniques used in the failure analysis are also used in the analysis of no failure found (NFF) that is a term used in the maintenance field to describe a situation in which an originally reported failure mode can not be duplicated by evaluating technically and therefore the potential defect can not be corrected . GF VANDER VOORT: A e a e "Londing the examination of failures A a e". It is important to differentiate failures in the system under the test of those related to the own tests. Inve Stigaão Forensic forensic forensic in the process or fault product is the starting point of the failure analysis. Some proven fonts a e

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