**EXPERIMENT 2.3**

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**Semester:   2ND                                                            Date of Performance: 26/04/2023**

**Subject Name: Software Testing                              Subject Code: 22CAH685**

**Task to be done:**

**Hardware failure Case Study on “Samsung Galaxy Note 7”.**

1. **Steps for experiment/practical: copy and paste your code here/screenshots**

**Introduction:**

In 2016, Samsung, a leading electronics company, launched the Galaxy Note7, which was touted to be one of the most innovative smartphones of that year. However, within a few weeks of its release, the phone started exploding due to a battery issue. This led to the ban of the phone from flights and caused severe damage to the company's reputation.

**How it affected people:**

The battery issue in the Galaxy Note7 posed a significant threat to the safety of the users. Several incidents of the phone exploding while charging or even while in use were reported. This caused panic among the users, who feared for their safety. The ban on the phone from flights further inconvenienced the users who were unable to carry their phones while traveling.

**How it affected the company:**

The battery issue in the Galaxy Note7 was a significant blow to Samsung's reputation. The company had to recall all the phones and stop the production of the model, resulting in a loss of millions of dollars. Moreover, the ban on the phone from flights affected the sales of other Samsung products as well, as customers lost trust in the brand.

**What the company and people did to solve it:**

Samsung took several steps to address the issue. It conducted an investigation into the cause of the battery issue and issued a recall of all the Galaxy Note7 phones. The company also provided a software update to limit the charging capacity of the phone, reducing the risk of the battery overheating. Moreover, Samsung offered compensation to the affected customers.

The customers who owned the Galaxy Note7 were advised to return the phone to the company for a refund or exchange. The ban on the phone from flights was also strictly enforced by the airlines to ensure the safety of the passengers.

**Outcome:**

The battery issue in the Samsung Galaxy Note7 had a severe impact on the company's reputation and finances. However, Samsung's quick action to recall the phones and compensate the affected customers helped the company salvage some of its reputation. The company also took measures to prevent such incidents from happening again in the future, such as implementing new battery testing protocols.

The ban on the phone from flights was lifted once Samsung addressed the battery issue. However, the incident highlighted the need for airlines and regulators to prioritize the safety of passengers and strictly enforce bans on dangerous goods and products.

Overall, the Samsung Galaxy Note7 battery issue serves as a cautionary tale for manufacturers to prioritize the safety of their products and take swift action in the face of any safety concerns to avoid significant consequences such as a loss of trust and revenue.

**Conclusion:**

The battery issue in the Samsung Galaxy Note7 was a significant setback for the company and caused inconvenience and panic among the users. However, Samsung took prompt action to address the issue and ensure the safety of its customers. The ban on the phone from flights highlighted the need for manufacturers to prioritize the safety of their products to avoid such incidents in the future.

**2) Learning outcomes (What I have learned): Times new roman 12 size**

**Evaluation Grid:**

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| --- | --- | --- | --- |
| Sr. No. | Parameters | Marks Obtained | Maximum Marks |
| 1. | Demonstration and Performance  (Quiz) |  | 22 |
| 2. | Worksheet |  | 8 |