

Table of Contents

1. Purpose.....1

2. Scope.....1

3. Operational Responsibilities1

4. Procedure2

4.1. Service Manuals.....2

4.2. End-user technical documentation.....2

4.3. Training Material.....2

4.4. Performance Assurance (PA) templates3

5. Definitions and Acronyms.....3

5.1. Definitions3

5.2. Acronyms.....3

6. Annexes.....3

7. References.....3

8. Records.....4

9. Document Control4

10. Document Change Summary.....4

1. Purpose

The purpose of this procedure is to ensure service documentation is generated, published and maintained according to the needs (procedures, methods, tools) of the SERVICE ORGANIZATION responsible for servicing the product.

2. Scope

This procedure applies to all Product Realization Process (PRP) projects, which require service documentation to be released as part of its deliverables.

Service documentation is considered:

- Service manuals to be used by the SERVICE ORGANIZATION;
- Technical documentation for the end-user;
- Training material for the SERVICE ORGANIZATION.
- Performance Assurance (PA) templates for the SERVICE ORGANIZATION.

Out of scope of this procedure are the Instructions for Use (IFU) document, end-user instructions embedded in the product, and end-user training material.

3. Operational Responsibilities

The Product Support Engineer is responsible for the execution of this procedure.

Creation of Service Documentation Procedure

0318-02-P
Revision: 4.0
page 2 of 4

4. Procedure

Service documentation shall be reviewed and approved according to the General Document Control procedure [0730-02-P] and shall be listed on the product's Configuration Management Worklist (CMWL), according to the Configuration Management procedure [0337-01-P].

The default language requirement for service documentation is English only, but deviations to this rule exist: e.g. Customer Release Notes. When service documentation needs to be localized (defined according to the Design Input Management procedure [0332-01-P]), this shall be done according to the Creation and Localization of User Documentation procedure [0319-01-P].

Validation of service documentation is performed according to the Product Validation procedure [0313-01-P] and executed in parallel with the PRP project's overall validation activities.

4.1. Service Manuals

The product's service manuals describe all activities to install and maintain the product during the product's lifecycle. It is based on the product's design documentation (e.g. SRS, SDS), hands-on experience collected during the PRP project, learnings from previous PRP projects and continuous feedback from the SERVICE ORGANIZATION. The target audience is the SERVICE ORGANIZATION (helpdesk engineers, field service engineers, etc.).

Service manuals shall be based on the following templates (which template depends on which type of document and SERVICE ORGANIZATION it is written for) and Guidance for Customer Service Documentation Template [0318-02-G1]:

- Template for System Manual Installation, Upgrade Manual, System Reference Manual, Planning Reference Data: Customer Service Documentation template files [0318-02-T1];
- Template for SW Deployment Manual: [0318-02-T2];
- Template for Release Notes for Technical Support: [0318-02-T3].

Service manuals shall contain as a minimum:

- the product's installation instructions and any necessary tests to verify the correct installation;
- the product's service instructions and any necessary tests to verify the correct execution of service;
- the product's performance assurance instructions.

4.2. End-user technical documentation

End-user technical documentation shall be created using the same approach as described for service manuals in chapter 4.1.

This documentation shall be based on the following templates (which template depends on which type of document is created):

- Template for Customer Release Notes: 0318-02-T3;
- Any other end-user technical document: same template as used for the IFU [0319-01-T1].

4.3. Training Material

Training material may need to be created for the SERVICE ORGANIZATION to complement the instructions provided in the product's service manuals. This material shall be created based on input from the Service Readiness Team as defined in the Service Readiness Procedure [0318-01-P]. The Product

Creation of Service Documentation Procedure

0318-02-P
Revision: 4.0
page 3 of 4

Support Engineer is responsible for ensuring training material is available prior to the first training session. This shall be managed in close cooperation with the training institution.

Training material may be updated by the training institution based on feedback obtained during subsequent training sessions, but only after having consulted the Product Support Engineer.

4.4. Performance Assurance (PA) templates

Tests/routines to verify the correct installation and/or execution of service have been defined in the product's service manuals (see chapter 4.1). These tests shall be converted into performance assurance templates and documented accordingly in the Performance Assurance tooling for use by the SERVICE ORGANIZATION.

5. Definitions and Acronyms

5.1. Definitions

Term	Definition
Service organization	The entity to which the organization has subcontracted the responsibility for delivering the implementation, training and support services for the product. This can be another Philips entity (e.g. SCS) or a third-party service provider.

5.2. Acronyms

Short	Long
CMWL	Configuration Management Worklist
IFU	Instructions for Use
PA	Performance Assurance
PRP	Product Realization Process
SCS	Software Customer Services
SDS	System Design Specification
SRS	System Requirements Specification
SW	Software

6. Annexes

Document ID	Document Title
0318-02-G1	Guidance for Customer Service Documentation Template
0318-02-T1	Customer Service Documentation Template files
0318-02-T2	SW Deployment Manual
0318-02-T3	Template for Release Notes

7. References

Reference ID	Description
0313-01-P	Product Validation procedure

Creation of Service Documentation Procedure

0318-02-P
Revision: 4.0
page 4 of 4

0318-01-P	Service Readiness procedure
0319-01-P	Creation and Localization of User Documentation procedure
0332-01-P	Design Input Management procedure
0337-01-P	Configuration Management procedure

8. Records

Record Name	Description
Service manuals	This procedure
End-user technical documentation	This procedure
Training material	This procedure

9. Document Control

Process	Owner(s)s
Approval	Director R&D Manager Q&R
Review	Product Support Engineer
Author	Casimir Treffers
Approval date	See eDMS
Effective date	Standard

10. Document Change Summary

Revision	Description of changes
1.0	Initial release
2.0	Section 2: Added "test template / routine" as part of Service documentation Section 4.2: fix hyperlink
3.0	Administrative change (references updated)
4.0	Section 4.4 added, documenting how to initiate and publish performance assurance (PA) templates



This is a representation of an electronic record that was signed electronically in our Regulated System.

This page is the manifestation of the electronic signatures used in compliance with the organizations electronic signature policies and procedures.

UserName: Casimir Treffers (nly17832)
Title: Service Innovation and Transfer
Date: Thursday, 27 October 2016, 09:21 AM W. Europe Daylight Time
Meaning: This document has changed to Authorized status
=====

UserName: Trudy Kunnen (nly22709)
Title: Director Quality & Regulatory
Date: Thursday, 27 October 2016, 09:33 AM Central Europe Daylight Time
Meaning: This document has changed to Authorized status
=====

UserName: Steven Smyth (usd05329)
Title: Sr Director, Operations
Date: Thursday, 27 October 2016, 03:18 PM Pacific Standard Time
Meaning: This document has changed to Authorized status
=====

UserName: Emilly Nurthen (310234991)
Title: Head of Quality and Regulatory(EI)
Date: Thursday, 03 November 2016, 11:34 AM Pacific Daylight Time
Meaning: This document has changed to Authorized status
=====