Help on the Definitions of Turnbacks and Escapes and Where to Record the Data

External Escape: [Recorded in the eAR tool and tracked by Site, should also be recorded in Workload Database if direct result of a Materials Engineering error and tracked by Team] - An external escape is anything delivered to an external customer which does not conform to their requirements. The customer in this case is one which is outside of Hamilton Sundstrand. Examples of external escapes include hardware non-conformance that requires recall (Significant), hardware non-conformance that requires no action (classified as Other if not Significant), proposal with incorrect data (classified as Other if not Significant).

Internal Escape: [Recorded in the Workload Database and tracked by Team] - An internal escape is anything delivered to a internal customer which does not conform to their requirements. The customer in this case is one which is inside of Hamilton Sundstrand, requesting the work. Examples of internal escapes include incorrect conclusions in a report (which cannot be classified as an external escape), providing incorrect data to the requester, which requires revision.

Repeat Escape: [Recorded per the above, dependent upon which type] - A repeat escape is an external or internal escape, that recurs following the implementation of corrective action. Sites should strive for Level 1 (systemic) mistake proofing to ensure repeat escapes do not recur.

Turnback: [Recorded in the Workload Database and tracked by Team] - A turnback is any situation, which does not fit the preceding definitions, that hinders the flow of work. Turnbacks include any inefficiency in the process. Examples include a rig problem, incorrect paperwork, a delay due to a bottleneck.