

SECTION I - 1

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1. ~~Identify~~ Identity and Segregate the failed battery and fix proper labeling / Tag.

- Investigate cause of failure
- Implement corrective action i.e. Change of Design, Materials, ~~for~~ process adjustments etc.
- Stop further production
- After corrective are implemented ~~and~~ re-perform the Leak Test to verify Compliance.
- Maintain documentation of Leak Test failures and re-tests.

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- Clause 8.7 - Control of Nonconforming outputs.
- Clause 10.2 - Non Conformity and corrective action.
- Clause 8.5.1 - Control of production and Service provision.
- Clause 8.6 - Release of products and Services.
- Clause 6.1 - Actions to address risks and ~~of~~ opportunities.
 - Require Risk Analysis and mitigation strategies.
- Ensure All Documentation is reviewed and Approved.
- Conduct Internal Audit to verify effectiveness.
- Responsible for Each Step is - operator / quality Inspector / production incharge.

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2. Effect of Counterfeit parts on production.

- Production failure - may cause malfunctions.
- Defective may compromise product integrity.
- Increasing Costs i.e. Additional Tests, Re-work, Recall, etc.
- Penalties, Violations of Industry Standards.
- Organisation Reputation damage, ~~Loss~~ Loss of Customers, Trust and credibility etc.

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Clause 8.1.4 - Prevention of Counter parts

- Requirements - using Approved suppliers / Authorised Distributors / Dealers.

- Identifying and mitigating risks associated with ~~Counter~~ Counterfeit parts.
- Training personnel on Counterfeit ~~parts~~ items awareness.
- Reporting when detected.

• Responsible Departments and Roles:-

- Purchase - procure parts only from Approved & Authorised ~~to~~ (Manufacturer Certified) Sources.

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- ~~Quality~~ Quality - Inspect parts, performs verification & Testing.
- Engineering - Assist to find authenticity and other Solutions
- Production - Ensure Approved parts only are used in Assembly.

- Actions to be taken on prevent Counterfeit parts:
 - Deal With AS9100 Certified Suppliers and Trusted Suppliers.
 - Conduct regular incoming inspections, Testings, Etc.
 - Educate Concern persons on how to detect Counterfeit parts.
 - Maintain proper Records for parts traceability.
 - Report Suspected Counterfeit Components.
 - Inform internal teams, Customers and regulatory bodies Etc.
 - Prepare Root Cause Analysis and findout how these parts received.

4. Customer Complaints about Thermal Battery failures:

- Responsible Departments:

- Q.A. - Start Investigation, Root Cause Analysis and corrective action implementation.
- D&D - Analyse Design documents / performance issues.
- Production - Cross check process deviations / defects.
- Purchase - Check Supplier-related material defects.
- Marketing/Sales - Communicate to Management, Customer.

- Steps to Address the Complaints:

1. Acknowledge the Complaint
2. Record the issue in the NCR System.
3. Communicate receipt of Complaint to the Customer.

- Corrective & preventive actions:

- Define corrective actions to fix the immediate issue
- Implement preventive measures to avoid recurrence
- Validate effectiveness through Re-Testing, ~~the~~ process Audits.

- Documents

- update records, Failure Analysis Reports, etc.
- Ensure compliance with AS9100 documentation requirements.

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- Clause 8.7 - Ensuring failed products are identified.
- Clause 10.2 - Addressing Customer Complaints through Corrective action processes.
- Clause 8.3 - If failure is due to Design, re-validate Design document.
- Clause 8.4 - Supplier Quality Control.

- Necessary Documents:

- NCR, Failure Analysis Report, Supplier Audit Reports, Risk Assessment Reports, Test & Inspection Reports, Customer Complaint Log Sheets, etc.

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7. - Identifying ~~the~~ Alternative Materials:

- Explore new Vendors and Consult ~~related~~ related Scientists.
- Ensure the alternative meets thermal, mechanical and chemical performance Specifications.
- Evaluate past studies and Test data on possible replacements.

- Validation Steps:

- Ensure new Material functions within existing battery Designs without major modifications.
- Validate, manufacturability before full deployment.

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- Communicate potential Delays:

- Inform to customers as soon as possible about the Materials phaseout, potential impacts
- To find and validate alternatives ~~with~~ timelines.
- Engage with customers for concerns, additional requirements in the validation process.

- Managing Risks:

- To follow strict Testing protocols for reliability, Thermal stability, failure analysis etc.
- Identify ~~multiple~~ multiple suppliers to prevent ~~single~~ Single source dependency.
- Ensure new Materials meets all industry and Safety Standards

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SECTION - 2

1. - A ✓

2. - All A, B & C ✓

3. - C ✓

4. - A & C ✓

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