

DEFECT CLASSIFICATION AND REPORTING GUIDE

DEFECT CLASSIFICATION AND REPORTING

NaviFloor Robotics, Inc.

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1. PURPOSE AND SCOPE

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1. This Defect Classification and Reporting Guide ("Guide") establishes stan

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2. This Guide applies to all NaviFloor employees, contractors, and authorized personnel.

2. DEFINITIONS

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1. "Critical Defect" means any defect that:

(a) Poses immediate safety risks to personnel or equipment

(b) Causes complete system failure

(c) Results in navigation errors exceeding Safety Protocol thresholds

(d) Compromises core terrain-mapping functionality

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2. "Major Defect" means any defect that:

(a) Significantly impairs system performance

- (b) Affects multiple subsystems
- (c) Causes frequent system interruptions
- (d) Reduces operational efficiency by >25%

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3. "Minor Defect" means any defect that:

- (a) Creates inconvenience but doesn't impact core functionality
- (b) Affects non-essential features
- (c) Can be temporarily worked around
- (d) Results in minimal performance degradation

3. DEFECT CLASSIFICATION CRITERIA

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1. Safety Impact Assessment

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Level S1: No safety impact

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Level S2: Potential safety concern

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Level S3: Immediate safety hazard

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2. Operational Impact Assessment

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Level O1: <10% performance degradation

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Level O2: 10-25% performance degradation

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Level O3: >25% performance degradation

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3. Business Impact Assessment

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Level B1: Minimal business impact

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Level B2: Moderate business impact

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Level B3: Severe business impact

4. REPORTING PROCEDURES

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1. Initial Detection

(a) Document initial observation using Standard Defect Report Form (SDRF)

(b) Capture relevant system logs and diagnostic data

(c) Record environmental conditions and operational context

(d) Document any immediate mitigation steps taken

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2. Classification Process

(a) Primary reviewer assigns preliminary classification

(b) Secondary reviewer validates classification

(c) QA Manager provides final classification approval

(d) Classification disputes escalated to Chief Research Officer

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3. Documentation Requirements

(a) Complete defect description

(b) Impact assessment across all criteria

(c) Reproduction steps

(d) System configuration details

(e) Attached diagnostic data

(f) Preliminary root cause analysis

5. RESPONSE TIMELINES

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1. Critical Defects

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Initial Response: Immediate (within 1 hour)

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Investigation Completion: 24 hours

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Resolution Plan: 48 hours

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Status Updates: Every 4 hours

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2. Major Defects

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Initial Response: Within 4 hours

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Investigation Completion: 72 hours

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Resolution Plan: 5 business days

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Status Updates: Daily

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3. Minor Defects

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Initial Response: Within 24 hours

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Investigation Completion: 5 business days

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Resolution Plan: 10 business days

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Status Updates: Weekly

6. ESCALATION PROTOCOLS

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1. Technical Escalation Path

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Level 1: Development Team Lead

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Level 2: Engineering Manager

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Level 3: CTO

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Level 4: CEO

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2. Customer Impact Escalation

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Level 1: Customer Success Manager

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Level 2: Director of Customer Operations

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Level 3: COO

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Level 4: CEO

7. REPORTING REQUIREMENTS

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1. Internal Reporting

- (a) Daily defect status reports
- (b) Weekly trend analysis
- (c) Monthly quality metrics
- (d) Quarterly system reliability assessments

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2. Customer Reporting

- (a) Immediate notification for Critical defects

(b) 24-hour notification for Major defects

(c) Weekly updates for Minor defects

(d) Monthly quality summaries

8. COMPLIANCE AND AUDIT

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1. All defect reports must be maintained in the NaviFloor Quality Management

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2. Quarterly audits will be conducted to ensure compliance with this Guide.

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3. Annual review and update of this Guide is required.

9. CONFIDENTIALITY

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1. All defect-related information is considered Confidential Information under

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2. Distribution of defect reports is restricted to authorized personnel only.

10. DOCUMENT CONTROL

Document Owner: Quality Assurance Department

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APPROVED BY:

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