ABBOTT ADD	INSTRUMENT SERVICE ADVISORY

SUBJECT: **WWCM Call Coding**	ISA#: **83-130**
ORIGINATOR: **Rodney Defibaugh**	PRODUCT: **AxSYM® (83)**
APPROVED: **Bob Schabel 28-Aug-98**	EFFECTIVITY DATE: **28-AUG-98**

I. Distribution:
Worldwide

II. PURPOSE:

- To improve the quality of the data contained in service tickets by providing you an aid in coding calls.
- This data, if coded properly, will allow WW CS to collect information from the WW CMS relating to New Instrument DOA issues and relating to Spare Parts DOA issues.
- This information will be analyzed very frequently and the issues presented to the manufacturing organizations for corrective action.
- This information will be made available to the Areas and Countries monthly to display the issues being pursued for corrective action.

BACKGROUND

The World Wide Call Management System WWCMS allows data to be easily collected from more countries by the WW CS. The manufacturing, quality and support groups use data from this system to monitor, track and investigate issues you and customers experience in the field. This data is then used to make decisions on how to improve our products.

We need your help! The Dallas and Santa Clara sites are committed to correcting problems with products we manufacture, but we cannot correct things we don't know about. The codes used on your service tickets, are our eyes to issues you encounter in the field. The accuracy of the codes you use to describe your field experience will help drive improvements in our products.

TYPES OF CODES

The service ticket codes are:

1) Ticket Problem Subtype Code - Also referred to as Problem Code
   Identifies the type of call.
   Proactive - Installation, TSB, PM and etc.
   Reactive – Complaints for performance, mechanical, temperature optical and etc.
2) Ticket Major Failure Code - Code that best identifies cause of the problem / complaint.
3) Work Done Code - Codes that identifies the various types of work and time you spent during the call / repair. (cleaned, adjusted, repaired, rebuilt and etc.)
4) Parts - Parts used to resolve the issue.
5) Part Failure Code - Same codes as #2 but used to describe the failure of the part being replaced.

CODING CALLS

The Service Ticket Problem Code and Failure Codes are displayed and entered on the Problem Tab of the Ticket Maintenance Window.

Installation Calls (Problem Subtype Code = 11)
System installations tickets are opened using Problem Subtype code of 11 (Installation). Problem Subtype 11 should only be used for tickets/calls associated with the installation of a system. It should not used to on tickets associated with the installation of Software, TSB, part, subassembly, assay and etc.

As manufacturers, the Dallas and Santa Clara sites need a good understanding of the performance of a system during installation. Use the following format to code a system installation.

NOTE: Although the examples below pertain primarily to installations, **the same process used below should be used to code all service calls.**

FSR ASSISTING ON A CALL
If two different FSRs do the presite/install, the original FSR who picked up the call must document their time and parts then reject the call with a note stating the reason for rejection and which FSR to assign the call to. The assisting FSR will then document their time and parts then close the call accordingly.

Overall coding of the call: **Use a Ticket (Major) Failure Code that best describes the system failure during a installation or service call.**

If there were no problems and ...	**Use code...**	**Defined as...**
The installation went according to protocol. Indicates that no problems were encountered. NOTE: The service ticket should not indicate any system parts may have been used.	1100	Installations.

If there was a problem and did not install as per protocol ...	**Use code...**	**Defined as...**
The major cause was with the **lab's environment**.	1906	Environment related
The major cause was **damage in shipment.**	1800	Damaged in shipment
The **optics** were replaced or adjusted.	6060	Optic / Photo
The **Barcode System** was replaced or adjusted.	6040	Barcode
Fluid handling parts were replaced or adjusted.	6030	Level sense / Fluidic
Mechanical / Robotic components were replaced or adjusted.	6050	Robotic / Sensor / Mechanical
Software was the cause. System Failed to Boot-up	6080	Software
It is **not covered** by any of the above or there were failures in several categories	6000	Instrument / Hardware
The **system could not be repaired** and it is being returned / replaced.	6550	Dead On Arrival

Assay calibration or system could not meet performance claims ...	**Use code...**	**Defined as...**
If **system** components were replaced or adjustments outside the installation protocol were required.	from table above	see above
Calibration failures - If quality of the reagents /calibrators were the cause	4100	Calibration
If problem was isolated to a **Reagent / Control problem**	4350	Product/Reagent Integrity
Assay precision did not meet claims	4330	Precision

NOTE: Issues related to Consumable / Reagent problem are Level II complaints and require a separate ticket.

CALL TEXT

Codes can not provide the detail to clearly communicate your experience. By using the suggested phases below we can find call text that describes your experience.
If the overall code is not 1100, please provide details on the problems encountered.

If there was a problem and did not install as per protocol and ...	**Enter text as...**
Additional Adjustments outside installation protocol was required NOTE: See Labor and Work Done Codes in the EXAMPLE section below.	"**Adjustment: part name, part number, why.**"
Environmental problems were noted and code 1906 were used, or there were problems with power, water, etc.	please describe the problem and the resolution.
Shipping damage - If you coded the call 1800 or if you encountered loose hardware please describe	"**Shipping:**" describe the problem
Missing hardware	should be described under parts, see below
Protocol failure - installation did not go according to the protocol	"**Protocol:**" describe
Any other information about the installation that pertains to the quality of the product, your training or the protocol	Free Text

PARTS and PART FAILURE CODES

Enter the part number for each part replaced during installation. During an Installation or Service Call, do not list parts that are given or sold to the customer. Open another ticket and indicate those parts. Enter a failure code for each of the above parts. Use the following table for selecting failure code.

If the part was replaced due to ...	**Use code...**	**Defined as...**
a hard failure	6000	Instrument/Hardware
a precaution	1200	Preventative maintenance
missing hardware	1801	Incomplete/not received
shipping damage	1800	Damaged in shipment

Environmental damage such as a power surge	1906	Environment related
a DOA part Note: This code is to be used to identify a part that you received that was not functional when installed. The system part being replaced should be coded separately as described above.	6550	Dead on Arrival

PARTS RETURNED FOR INVESTIGATION

Enter the serial number of any part that is returned for investigation **in the Lot Number field**. This will help us track the part and associate its investigation with the other call information. If the part does not have a Serial /Lot Number use NA.

EXAMPLE:

Below is an example of an FSR installation where the following system problems were noted; 1) Shipping Damage was observed and front left door was replaced. 2) The Syringe Drive failed to move. 3) the new replacement Syringe Drive was also defective. 4) The Optical CV's Check did not meet the installation criteria. 5) The bulk solution XYZ Lot # 12345 caused high background readings.

NOTE: Issue related to Consumable / Reagent problem are a Level II complaints and require a separate ticket.

Service Ticket Problem Subtype Code = 11 Installation
Major Failure Code = 1800 Shipping Damage

Parts	Description	P.N.	Lot #	Failure Code	Description
	Left Door	X-ZZZZZ-01		1800	Shipping Damage
	Syringe Drive	X-YYYYY-01	ABCDE	6000	Hardware
	Syringe Drive	X-YYYYY-01	ABCDZ	6550	DOA

Labor Time and Work Done Codes

Work Done codes provide information on the time you spent performing tasks during a call. Dallas and Santa Clara use the Work Done Codes to determine if there were any additional tasks performed during your service call. Any time you spent troubleshooting system or reagent problems or performing adjustments or alignments not required in the installation procedure, should have a separate labor and Work Done code entry. Use the 11000 Installation Work Done code to indicate the time required to perform the installation. DO NOT use a separate labor time and Work Done entry for any adjustments, alignments, re-seating cables/boards that are part of the standard installation procedure.

Using the Travel / Labor Tab, enter Work Done Codes and amount of time required for each service activity.

Work Done Codes	Code	Description	Time	Note
	10010	Replaced Hard Failure	00:10:00	Left Door
	10010	Replaced Hard Failure	00:30.00	Syringe Drive
	20000	Adjusted – FSR Only Capable	00:30:00	Optical Adjustment
	11000	Installation	02:35:00	Installation
	40050	Material Returned for Evaluation	00:15:00	DOA (Defective Spare)
	40050	Material Returned for Evaluation	00:15:00	Syringe Drive (System Original)
	10050	Replaced Reagents	02:30:00	Replaced Reagents

Call Text: Shipping; Left door damaged, Syringe Drive with bent shaft. Spare Syringe Drive was defective DOA. Adjustment: Optics required alignment to meet the installation criteria. Reagents: Bulk Solution XYZ Lot Number 123456789 caused high background. Refer to Ticket # 12345. Installation Complete

NOTE: Although the system had several problems, the Shipping Damage code 1800 was used to code the installation. It was the code that best described the probable cause due to the Left door damaged, Syringe Drive failure and Optical alignment to meet the installation criteria. The impact of the Bulk Solution is not a reflection on the quality of the system and it's impact on the field will be captured by the opened Level II ticket.

III. PARTS:

None.

END OF DOCUMENT