Customer Return Material Authorization (RMA) and Material Processing Procedure
1.0 PURPOSE AND SCOPE

1.1 Purpose

1.1.1 The purpose of this document is to define the manner that Customer Return Material Authorization (RMA) and Material Processing will be handled at our Company (ATS). This procedure is used to control, analyze and investigate field failures, customer complaints and other problems related to product manufactured by ATS.

1.2 Scope

1.2.1 This procedure is applicable to all product shipped to external Customers.

2.0 APPLICABLE DOCUMENTS

The following documents of the latest issue are applicable to the extent specified herein:

Industry/Commercial/Government Documents

ISO 9001 Quality Management System - Requirements

ATS Document(s)

ATS-SOP-1003 Service Order
ATS-QAP-1005 Nonconforming Material System
ATS-QAP-1006 Corrective Action(s) System
ATS-PGP-3001 Receiving Inspection

Form(s)

FORM ATS10-1403 Customer Return Material Authorization (RMA)
FORM ATS10-1069 Defect Report
3.0 RESPONSIBILITIES

3.1 General
3.1.1 Quality Assurance - is responsible for ensuring that Customer Return Material Authorization (RMA) products are inspected and tested as necessary upon receipt, and for enforcing this procedure.

3.2.1 Contracts & Marketing - shall support this process as defined in this document.

3.2.1 Receiving Inspection - shall support this process as defined in this document.

4.0 REQUIREMENTS

4.1 General
4.1.1 All customer Return Material Authorization (RMA) material is received, visual inspected, and tested (when required) prior to further processing, per ATS-PGP-3001, Receiving Inspection. All rework/repair activity is conducted in a controlled manner. All non-conforming material is identified, segregate, and dispositioned in accordance with ATS-QAP-1005, Non-conforming Material System.

4.2 Receipt of Returned
4.2.1 Returned material will be processed through the Receiving. Any apparent transit damage will be immediately brought to the attention of Receiving Inspection.

4.2.2 Upon receipt of customer RMA product(s), ATS Contracts & Marketing shall be informed of the nature of the defects by Receiving Inspection using the Defect Report form or copy of Customer Return Material Authorization (RMA) with Defect Report section completed.

4.3 Review of Returned Material
4.3.1 The Receiving Inspection will prepare a RMA form or DR form per this procedure. All Customer defect information shall be recorded on the RMA or DR, and any other visual defects seen after performing a visual inspection of the received product.

4.3.1.1 When internal testing is needed to validate the nature of the Customer observed defects, a receiving electrical test shall be performed by the Receiving Inspection or QA department. The results of the test shall be recorded on the RMA form or Defect Report form.
4.3.2 The returned material will be processed and repaired as necessary in accordance with internal instructions issued by Contracts & Marketing and/or Production Operations management.

4.4 Disposition of Returned Material
4.4.1 RMA material will either be under “Warranty” or “Not Under Warranty”. After Receiving Inspection submits the RMA document to the Contracts & Marketing Department, Contracts & Marketing will issue a memo to the Customer detailing “Warranty” or “Not Under Warranty” efforts as required.

4.4.2 In the case of non-warranty returns, suggested rework/repair efforts and associated costs will be submitted to the customer for approval prior to the publishing of the work release, as applicable.

4.4.3 If a detailed rework/repair and test procedure is required, it will be prepared by the Production Operations and/or Quality Assurance and, when necessary, by the Customer or Government representative.

4.5 Repair/Rework of Returned Material
4.5.1 The department performing the repair/rework effort will indicate completed processes in the applicable portion of the Service Order. All rework/repair is performed under controlled conditions per ATS-SOP-1003, Service Order procedure.

4.5.2 Following rework/repair, the equipment will be submitted to Quality Assurance for inspection. The appropriate section of the Customer defect report (if provided) will be updated to indicate the nature of rework/repair performed, root cause and corrective action taken.

4.5.3 When provided by the Customer, defect reports or corrective action requests will be returned to the Customer via Contracts & Marketing after completed and approved by Quality Assurance.

4.6 Shipping of Returned Material
4.6.1 All packing slips and other shipping documents will be provided by Contracts & Marketing.

4.6.2 All supporting certificates and data sheets will be supplied by Quality Assurance as required.