

# Product Return & Quality Management Form

QF-04-011

Rev June 30, 2004



**T I M E**

iPrecision Timing Solutions™

## Customer, Failure Analysis & Corrective Actions Information

The purpose of this form is to track non-compliant products while continually improving our quality by which we measure our success. This form is available in PDF or Word format and can be downloaded at [www.temexime.com](http://www.temexime.com) in the Tech Support section

STEP 1 - CUSTOMER & PRODUCT INFORMATION (Please email at <a href="mailto:RMA@temexime.com">RMA@temexime.com</a> )			
1	Company :		Contact Person :
	Address :		Email :
			Phone :
			Fax :
2	Part Name :		Customer P/N :
	Temex S/N :		
3	Description of non-compliance		
	Defective upon delivery <input type="checkbox"/>	Mechanical failure <input type="checkbox"/>	
	Functionnal failure <input type="checkbox"/>	Non-identified recurrent failure <input type="checkbox"/>	
	Explanation of failure / defect(s) _____		
4	Date : _____		
5	Return address : Temex Time Headquarter Attn : RMA Vauseyon 29 CH-2000 Neuchâtel – Switzerland		

STEP-2 - TEMEX TIME FOLLOW-UP PROCESS (To be filled in by Temex Time)	
6	RMA ID #
7	Root-cause analysis of non-compliance:
8	Customer submission of a corrective & preventive action report:
9	Approved by : _____ Date : _____

STEP-3 - CUSTOMER DECISION			
	Invoiceable Items	Costs	Customer Approval
10	Repair / Analysis / Calibration		
11	Transportation		
12	Repair lead time		

STEP-4 - CUSTOMER FEEDBACK
We appreciate and care about your feedback. If you are unsatisfied about the above outcome or need more details, please check this box <input type="checkbox"/> and return this form to us by email or fax.