

**LT04 Load & Torque
Service Process**
Rev A

Logistics receives and processes RMA through
per LT02

Service-elec Eval & Calibration codes are
distributed to Electronics Shelf

LCS, TCS, Service-F..., Service.M... Calibration
codes to Calibration shelf

All other Eval-, Repair-, Service-RT, or Service-
t... codes to RMA department

Eval-, Repair-, or Service-
t... codes are distributed
to Incoming Service Shelf

Service-RT codes are
distributed to RT staging
station

This decision is made to determine next job in process

Service Technician (RT)
Evaluate jobs on RT Incoming shelf and RT Released shelf to determine priorities. **All jobs on RT Incoming shelf require Evaluation.**

Repair only

Service Technician (RT)
Repair as needed. If job requires service outside of RMA department, return Job to RT Released shelf, or continue repair

Service Technician (RT)
Place Job box in Calibration room

Calibration Technician
Complete Calibration

Service Technician (RT)
Complete a thorough evaluation documenting findings and saving photos as needed.
LT1133 Load & Torque Service Evaluations

Photos should be taken of any uncommon or unusual failures, cosmetic damage as received, or any other reason deemed necessary. Photos should be saved in R:\Load & Torque\Repair Department\RMA Photos with file name of current RMA #

Eval required

Does evaluation require Calibration to complete?

No

Does Repair require customer approval to complete? (see Customer approval requirements)

Yes

Service Technician (RT)
Place notes on router of Evaluation requirements for calibration technicians. Place Job Box in Calibration Room

Service Technician (RT)
Place Job box on RT Hold shelf

Service Technician/RMA Coordinator
Daily Action required
Determine Jobs that require quoting. Quotes must be completed within 2 days of evaluation. See Quoting Repairs on Service Evaluation users guide
LT1134 Load & Torque Service Quoting Template

Service Technician/RMA Coordinator
Daily Action Required
Generate report daily for RMA's released. Any RMA which has been approved and released for repair, move from RT Hold Shelf to RT Released shelf
LT1135 Load & Torque Generating RMA Released Report

Calibration Technician
Complete Calibration evaluation per request, noting router and attaching data as needed.

Calibration Technician
Place Job box with calibration data on RT Incoming shelf

Calibration Technician
Make notes on evaluation router of failure. Include calibration data when applicable and place job box on RT Incoming Shelf

Does sensor meet specification?

No

Yes

Final Inspection Shelf



