

## Failure Reporting, Analysis & Corrective Action

### KEY HIGHLIGHTS

- 8D, DMAIC, PDCA
- Customizable process control
- Workflow & Approvals
- Notifications
- Audit Trails
- Failure Direct Connect™
- MTTF, MTTR, MTBF, Trend score
- User-definable formulas
- API support
- Dashboard overview
- Intuitive customization features
- Implementation services available
- Zero-client, browser-based

**Relyence® FRACAS (Failure Reporting, Analysis and Corrective Action System) provides a complete tracking and control framework for handling your issue management process. Whether you want to track customer complaints, field failure reports, test failures, safety issues, compliance concerns, audit report findings, or any other type of incident, Relyence FRACAS is designed and built for the job. Relyence FRACAS can help you meet your ISO-9001, IATF 16949, AS 9100, APQP, and CAPA requirements, or can be used to manage your own internal process control needs.**

**Issue Management.** The core of Relyence FRACAS is the highly adaptable framework for complete issue management. Relyence FRACAS comes with built-in support for the commonly accepted process control standards: 8D, DMAIC, and PDCA. You can modify any of these templates to suit your unique needs, or create a completely custom process. The intuitive, easy-to-use Process Designer enables you to modify your process any time on your own. Or, you can engage with our Implementation Services team for advice, guidance, or full implementation of your FRACAS process.

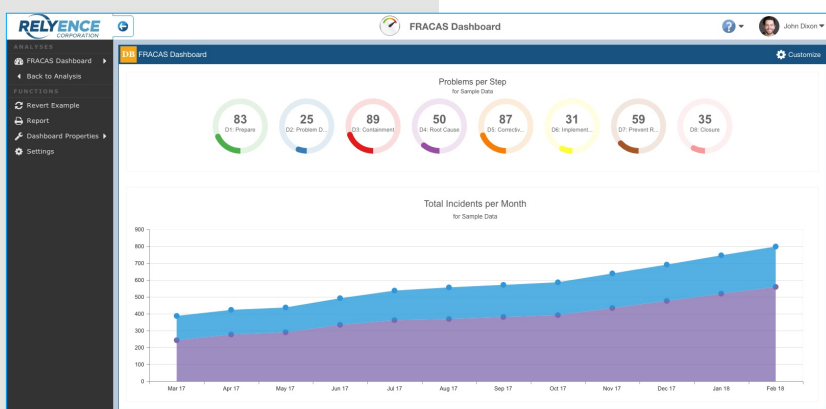
**Control Your Process.** Relyence FRACAS combines a customizable Workflow process with a controlled Approval process, ensuring your issues are tracked, properly approved, and managed through to close-out, all with full audit trail support. You can augment the Workflow and Approval process with a fully-featured Notification system to keep team members up-to-date and on task. All aspects of the Workflow, Approvals, and Notifications functions are completely customizable. Our built-in customization features enable you to easily tailor your process, or you can work with our Implementation team if you prefer.

**Expanding Your FRACAS.** The Relyence FRACAS feature set provides unmatched power. Relyence FRACAS also allows you to define your own custom Incident, Problem, and aggregate formulas. Relyence's innovative *Failure Direct Connect™* offers unprecedented failure data management in conjunction with FMEA. API support and data importing and exporting allow streamlined data handling. Reliability metrics such as MTTF, MTBF, MTTR, and trend score can be computed based on your accumulated data. And Relyence FRACAS supports any device- PCs, Macs, tablets, and smartphones- for anywhere, anytime usage.

**Dashboard for FRACAS.** The Relyence FRACAS Dashboard provides an at-a-glance overview of your FRACAS related data. Combining all the data you need for quick assessment, the Dashboard offers the ability to monitor and manage your FRACAS process with efficiency and effectiveness with a choice of customizable widgets. This focused

overview enables you to quickly view process activity, keep your team on task, proactively maintain your quality objectives, and turn insight into action.

**Deployment Choice.** Relyence FRACAS, as all Relyence software tools, is built on the Relyence Platform- a highly adaptable and mobile-friendly framework constructed with today's workplace in mind. Relyence FRACAS can be installed on-premise at your location, hosted in the Microsoft Cloud to take advantage of Microsoft's industry-leading Azure platform, or hosted in your own private secure cloud. All platforms offer the same features and functions. The choice is yours!



## Failure Reporting, Analysis & Corrective Action

Offering the anytime, anywhere platform you need for complete corrective action process control.

Collapsible Sidebar Menu

Powerful Sorting and Filtering

Notifications System

Customizable Corrective Action Process

Incident ID	Description	Date Occurred	Cause	Repair Action	Resolution	Closed	Date Closed
Incident0001	Serious crash occurred by accidentally activating an AUTO mission when 20 miles from the first waypoint flown a few weeks prior. The drone started flying towards the first waypoint, went out of radio range, hit a tall building and broke almost every component.	7/10/2016	Transmission error, operator error	None, drone replaced	Drone replaced	<input checked="" type="checkbox"/>	10/13/2016
Incident0003	The customer was installing a battery and an electrical short with lots of white smoke damaged the drone.	7/21/2016	Coolant leak and minor battery puncture	None, drone replaced	Shipping and handling of the batteries was the root cause of the failure. The drone was replaced by new one.	<input checked="" type="checkbox"/>	10/13/2016
Incident0004	The customer is unable to fly the drone straight. Difficulty in maneuvering.	8/12/2016	Deformation	Replaced propeller blades	Root cause was the deformed blades. Recommendation to replace the blades periodically.	<input type="checkbox"/>	
Incident0005	Sudden surge upwards in the Hold mode, and drone went straight into tree branches. Customer is not sure exactly what happened here, so unsure how to avoid.	9/28/2016	Software	Software update and recalibration	Software update and recalibration fixed issue. Improvement to return home functionality pending.	<input type="checkbox"/>	
Incident0007	On the fifth flight, propellers caught on fire, stopped spinning and fell out of the sky.	8/5/2016	Transmission error	None, drone replaced	The drone was replaced. The problem with controller is in the initial study.	<input checked="" type="checkbox"/>	10/13/2016
Incident0009	The customer set the drone to hover. About 5 seconds into hovering, its nose fell off on the ground.	7/4/2016	Vibration, part dimensional tolerance error	None, drone replaced	Drone replaced with a new one	<input checked="" type="checkbox"/>	10/13/2016
Incident0010	The customer received a physically damaged drone. The propellers were bent, the landing sticks smashed, and the motor was misaligned and crammed.	8/22/2016	Packaging and shipment error			<input type="checkbox"/>	

**Incidents Table**

8D, DMAIC, PDCA Built-In

Extensive Help including Videos

Account Management

Flexible Workflow & Approvals

Workflow Funnel

**8D Problems Form**

Filtered View of My Tasks with Drilldown

**Example FRACAS Dashboard**

Historical View of Issues by Month