

Cobas c 311

Period: 2014 / Q2

Recorder: Juergen Hausdoerfer, GCS

Date: 7-Aug-2014

General Situation:

The statistic shows a very reliable system.

Report Summary:

Key Performance Indicators:

MTBRV above target. All KPI's within expected range.

Other Indicators:

Topic	New Issues	Issues Closed
Hardware and Software Cause Matrices	O Yes X No	O Yes X No
Spare Part Usage	O Yes X No	O Yes X No
Number of Escalated Complaints	O Yes X No	O Yes X No
Product Care Project Tracking	O Yes X No	O Yes X No

Hardware and Software Cause Matrices

- Within in the normal range

Spare Part Usage

- Within in the normal range

Number of Escalated Complaints

- Quite stable, no significant change

Product Care Project Tracking

- No new issues

Open Actions from Previous Reports:

From Report	Action	Outcome
2014/Q1	None	None

Base Data, Key Performance Indicators

		Q3 2013	Q4 2013	Q1 2014	Q2 2014	Targets
Cobas c 311	Active Instruments	2134	2287	2410	2517	
Repair	MTB Repair Visits	233	232	241	230	180
	MTF Repair Visits	2,9	3,0	3,0	2,9	---
	Annual Part Costs Per System (repair)	266	274	277	262	---
	Annual Labor Hour Per System (repair)	4,6	4,7	4,7	4,6	---
	Annual Travel Hour Per System (repair)	3,1	3,2	3,2	3,1	---
	Summarized annual repair costs (parts, labor & travel)	1039	1070	1062	1029	---
PM	MTB Maintenance Visits	340	337	303	312	---
	MTT Maintain	3,5	3,4	3,6	3,7	---
	Annual Part Costs Per System (PM)	371	354	360	343	---
	Annual Labor Hour Per System (PM)	4,2	4,0	4,0	3,9	---
	Annual Travel Hour Per System (PM)	1,9	2,0	2,0	1,9	---
	Summarized annual PM costs (parts, labor & travel)	983	946	959	927	---
HW modification	No. of HW modifications	42	19	6	5	---
	MTF HW modification	1,0	1,2	2,2	1,3	---
	Annual Part Costs Per System (HW mod.)	1	0	0	0	---
	Annual Labor Hour Per System (HW mod.)	0,1	0,1	0,1	0,0	---
	Annual Travel Hour Per System (HW mod.)	0,1	0,1	0,0	0,0	---
	Summarized annual HW mod. costs (parts, labor & travel)	26	12	9	6	---
SW modification	No. of SW modifications	378	127	150	466	---
	MTF SW modification	0,8	1,1	1,4	1,4	---
	Annual Part Costs Per System (SW mod.)	1	0	1	1	---
	Annual Labor Hour Per System (SW mod.)	0,2	0,3	0,3	0,5	---
	Annual Travel Hour Per System (SW mod.)	0,2	0,2	0,3	0,5	---
	Summarized annual SW mod. costs (parts, labor & travel)	44	51	61	100	---
Other site visits (Application, Peripheral)	MTB other Site Visits	161	186	187	168	---
	MTF other Site Visits	2,8	3,1	2,8	2,9	---
	Annual Part Costs Per System (on-site)	60	66	69	68	---
	Annual Labor Hour Per System (on-site)	6,6	6,4	6,0	6,0	---
	Annual Travel Hour Per System (on-site)	3,4	3,3	3,2	3,2	---
	Summarized annual other site costs (parts, labor & travel)	1058	1040	990	982	---
Total on-site costs						
	Annual total part costs per system	698	694	706	674	---
	Annual total labor + travel costs per system	2451	2424	2373	2371	---
	Summarized annual on-site costs (parts, labor & travel)	3151	3118	3080	3044	---
Installation (HW only, excl. Host & Appl.)	No. of newly installed instruments	212	212	186	251	---
	Part costs per installation (HW only)	17	3	28	10	---
	Labor time per installation (HW only)	10,0	10,7	9,4	8,1	---
	Travel time per installation (HW only)	3,0	3,4	2,8	2,7	---
	Summarized costs per installation (parts, labor & travel)	1320	1417	1250	1086	---
System Manufacturer Monitoring						
	Annual repair, PM and modification parts costs per system	639	628	637	605	---
	Annual total repair, PM and modification costs	2093	2078	2090	2062	---

Hardware Problem Description - Function / Cause matrix

	Fluidics Failure	Mechanical Failure	Damaged	Misadjusted	Electronic Failure
Sample System	23	63	35	70	16
Measurement System	15	24	41	13	14
Fluidic / Pneumatic Systems	128	32	21	23	9
Reagent System	5	59	28	39	4
Electronic systems	0	0	10	12	74

Software Problem Description - Category / Cause matrix

	zSW_Roche application software	zSW_Operat or handling	zSW_Config uration	zSW_Operating system	zSW_LIS/HIS
zSW_System application	120	75	28	28	1
zSW_Connections (Host/LIS)	12	0	6	0	21
zSW_Information request	1	4	1	0	2
zSW_Result data	3	1	1	0	1
zSW_Printing and reporting	1	0	2	0	0

Error Causing Parts

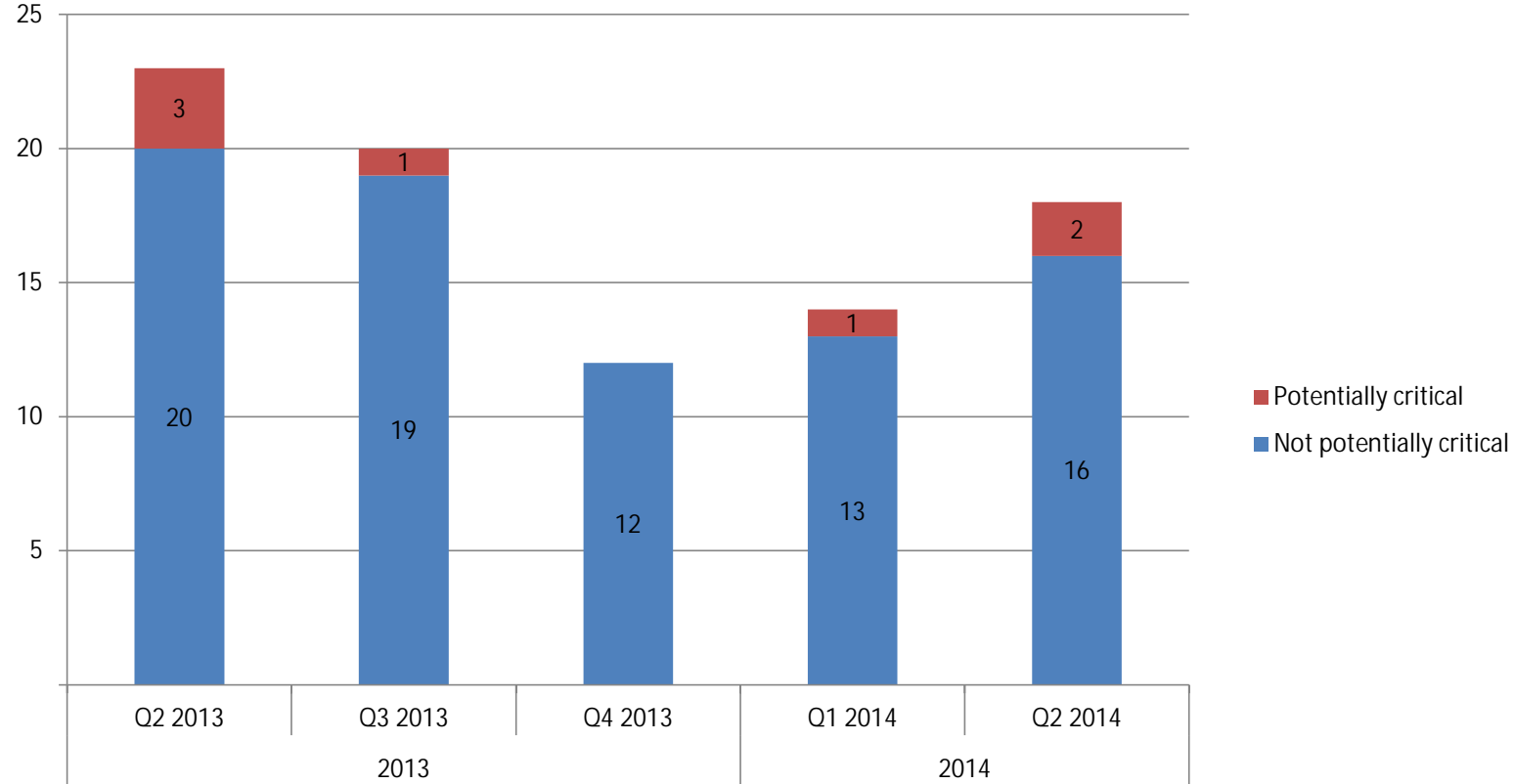
	Q3 2013	Q4 2013	Q1 2014	Q2 2014	
05899427001 PROBE SAMPLE S	178	174	196	211	
04813707001 LAMP HALOGEN ASSY 12V/50W	156	163	170	200	
05336163190 HbA1c TQ Gen.3, 150Tests,cobas c 501	17	31	50	103	
04547187001 Probe Reagent Assy c311	64	56	75	93	
04528123190 HbA1c TQ Gen.2,150T, cobas c,Integra	43	45	74	78	
05467861001 CONTROL UNIT DC 7800 SF FOR C311	30	42	35	54	
10759350190 Cfas 12x3ML	21	34	38	45	
05061482190 CA, Gen.2, 300Tests, cobas c,Integra	85	50	43	45	
04460715190 UREAL, 500Tests, cobas c, Integra	9	13	32	44	
05795397190 BIL-T Gen.3, 250Tests cobas c,Integra	12	26	40	40	

Spare Part Usage (without PM visits)

	Q3 2013 Part Costs	Q4 2013 Part Costs	Q1 2014 Part Costs	Q2 2014 Part Costs	Q2 2014 # Parts
ordered by costs of current quarter					
04813707001 LAMP HALOGEN ASSY 12V/50W	23170	23380	24825	35252	213
05899427001 PROBE SAMPLE S	30587	32231	33653	33192	72
04547055001 SAMPLING S ASSY	15751	8381	7371	18426	5
05655978001 PIERCE PACKING A ASSY	9094	13003	12100	12965	15
05467861001 CONTROL UNIT DC 7800 SF FOR C311	8136	6848	2958	8136	12
05236312001 USM R2-R3 ASSY	17912	12509	10806	6754	5
04546822001 DEGASSER MODULE	2293	5656	2813	6329	9
03735842001 PCB USM AMPLIFIER	3115	3115	6230	6230	2
04547187001 Probe Reagent Assy c311	4510	4591	5280	6212	40
04553675001 TUBE SET	0	0	0	5158	1
ordered by units of current quarter					
	# Parts	# Parts	# Parts	# Parts	Part Costs
04813707001 LAMP HALOGEN ASSY 12V/50W	141	141	150	213	35252
05899427001 PROBE SAMPLE S	64	66	73	72	33192
04547187001 Probe Reagent Assy c311	28	28	34	40	6212
05182522001 KIT MAINTENANCE 6 MONTHS COBAS C311	25	67	32	38	4583
11561677001 DIAPHRAGM VACUUM PUMP APN215	25	14	22	24	1243
04547314001 NOZZLE COVER	10	3	11	18	41
04546954001 PUMP LIQUID RD-05HV24-03	13	11	20	17	2499
04547071001 SOLENOID VALVE FOR WASTE	11	8	15	16	3960
04554124001 REGENERATED IONIC RESINS	5	11	7	15	0
05655978001 PIERCE PACKING A ASSY	10	14	14	15	12965

Note: all costs in Euro; MTB(x) in days; MTF(x) and MTT(x) in hours.

Number of complaints escalated to global for cobas c 311



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