

How to use Roche Diagnostics Global Service Standards

Last minute information

- valid in combination with:
- How to use Roche Diagnostics Global Service Standards Version 4.0
 - Generic codes for HW/SW issues, Rational for change Version 4.0
 - Generic codes for application issues, Rational for change Version 4.0
 - Service Activity Codes, Rational for change Version 4.0

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1. Purpose

The purpose of this document is to give some additional information about the usage of Roche Diagnostics Global Service Standards which are currently not captured in those four official documents mentioned on the first page.

This document should make these information available to all users of the Global Service Standards until the respective official documents will be re-issued in a new released version and then hold these information. An update of the official documents will only take place after enough changes are present here, not each additional note should release in a new version.

2. Definitions / Abbreviations

none

3. Last Minute Information

3.1. New Case Type Code – Logistics/Price claim

The following information is in addition to chapter 4.1 of the document “How to use Roche Diagnostics Global Service Standards”

Code	Description	Explanation
C09	Logistics/Price claim	To mark cases about logistics / price claims. Cases marked with this code should be excluded from SIQ statistics

3.2. New First Classification Code – Logistics/Price claim

The following information is in addition to chapter 4.2 of the document “How to use Roche Diagnostics Global Service Standards”

Code	Complaint / Inquiry classification according to Global QM		
		Description	Explanation
C24	I	Logistics/Price claim	Customer related claims in case of the price of a product or the logistical process of an order

3.3. New Service Activity Code – SW modification (optional)

The following information is in addition to the document “Service Activity Codes, Rational for change”

Code	Description	Explanation
A16	SW modification (optional)	Provide an optional (chargeable) software update to existing ROCHE customers

Code A16, SW modification (optional), to be used when providing an optional (chargeable) software update service to customers on Roche supplied instruments or products, typically this would be at the request of the customer to improve the performance, specification or productivity of the instrument. This update could be performed on the customers site as an operator / operating or software version update, but may be carried out in-house or by remote connection.

Note1: TASU updates (or other test definition updates) should not be recorded against this code. Code Z31, ApplVisit NonEm'cy, should be used for TASU (and other test definition) updates

Note2: For optional hardware modifications; code Z46 HW modification (optional) should be used.

3.4. Updated Service Activity Codes – A14 / Z45 / Z46

The following information is an update of the current code descriptions in the document “Service Activity Codes, Rational for change”. All changes are marked in red

Code	Description	Explanation
A14	SW modification (mandatory)	Provide a mandatory software update to existing ROCHE customers

Code A14, **SW modification (mandatory)**, to be used when providing a **mandatory (quality driven)** software update service to customers on Roche supplied instruments or products, typically at the request of the manufacturer to improve product quality or reliability (e.g. via service bulletin). This update could be performed on the customers site as an operator / operating or software version update, but may be carried out in-house or by remote connection.

Note1: TASU updates (or other test definition updates) should not be recorded against this code. Code Z31, ApplVisit NonEm'cy, should be used for TASU (and other test definition) updates

Note2: For mandatory hardware modifications; code Z45 **HW modification (mandatory)** should be used.

Code	Description	Explanation
Z45	HW modification (mandatory)	Visit for carrying out a mandatory retrofit / modification / update of a system

Code Z45, **HW modification (mandatory)**, to be used to record the mandatory (**quality driven**) hardware retrofit, modification or update of a system, typically at the request of the manufacturer to improve product quality or reliability (e.g. via service bulletin).

Note1: Parts used during **mandatory HW modifications** visits are normally supplied free of charge by the manufacturer, and as such are not included in the cost of the visit.

Note2: For **mandatory** software **modifications**; code A14 **SW modification (mandatory)** should be used.

Note3: Labour hours for **mandatory HW modifications** will be calculated in the cost of the visit.

Code	Description	Explanation
Z46	HW modification (optional)	Visit for carrying out an update of a system (chargeable)

Code Z46, **HW modification (optional)**, to be used to record the updating or upgrading of a system, typically this would be at the request of the customer to improve the performance, specification or productivity of the instrument

Note1: Labour hours and parts used during **optional HW modifications** are chargeable and will be included in the cost of the visit

Note2: For optional software modifications; code A16 **SW modification (optional)** should be used.