

How to use Roche Diagnostics Global Service Standards

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DOCUMENT INFORMATION

General Information

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Document History

Version	Reason for change	Date (mm/dd/yyyy)
1.0	First release	06/12/2003
1.1	References updated, added new Case Type RepairCenter Report, added note regarding Product Type	07/05/2004
2.0	Case Type description changed, added complaint/inquiry information for First Classification Codes, added Please Specify Codes for Case Type, Customer Severity and First Classification, added four new DMS categories for product type T02	01/27/2005
4.0	Changed to v4.0 to be compliant with DocIT versioning Added First Classification code C22 Renamed FamilyCode F05, added F15 Removed Customer Severity from global service standards	12/15/2005

5.0	Complete update of Case Type and First Classification codes Remark added on Generic IT product codes Product Type codes removed from Global Service Standards (see DMT change request 2005_CR13) Description of Family codes removed (responsibility of PIR / GPCH)	03/20/2007
6.0	Added Case Type codes C97, C98 Added First Classification codes C97, C98 Changed names of referenced documents	01/15/2008
7.0	Changed explanation for Case Type code C10 Added First Classification codes C30, C31 Added codes for Remote/TeleService Results	As of approval

Distribution

Department / Area / Function

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1. Purpose

The purpose of this document is to provide additional and more detailed information about Roche Diagnostics Global Service Standards, and to give a better understanding of how to use them in field service, repair center, and call center environments.

Additionally, this information should assist those using the Global Service Standards to report in a similar and consistent manner, thereby enabling each reporting country to provide comparable service information on service and instrument quality.

This document should only be seen as a support document, which gives additional information and advice on the use of the current set of Global Service Standards. For detailed information on the current Global Service Standards, please refer to the

[Global Service Standards Homepage](#).

This homepage is the only valid source for the current set of Global Service Standards.

This document describes the current set of Global Service Standards as of

October 1, 2008.

As the Global Service Standards may have changed in the meantime, other codes may be available that are not mentioned in this document, or some codes described here may have already been deleted. Please refer to DMS for the current, valid set of Global Service Standards.

2. Definitions / Abbreviations

- DMS – Dagnostic Master System
- DMT – Data Management Team
- GPCH – Global Product Catalogue Hierarchy
- GRIPS – Global Repository of Information about Products and Services
- GSS – Global Systems Support
- ISE - Ion Selective Electrodes
- PIR – Product Information Relationships
- SA Codes – Service Activity Codes
- SIQ – Service and Instrument Quality

3. References

- <HowToUse_HWcodes> Frank Praxl
Global Service Standards – How to use Generic codes for Hardware issues
Version 6.0 or higher
- <HowToUse_ApplCodes> Frank Praxl
Global Service Standards – How to use Generic codes for application issues
Version 7.0 or higher
- <HowToUse_IT/SWcodes> Frank Praxl
Global Service Standards – How to use Generic codes for IT product/SW issues
Version 6.0 or higher
- <HowToUse_SAcodes> Frank Praxl
Global Service Standards – How to use Service Activity Codes
Version 7.0 or higher

All these documents are also available via the [DMT homepage](#) (section Global Service Standards / How to use ...)

4. Global Service Standards

The current set of Global Service Standards includes the following service parameters:

- Case Type
- First Classification
- Service Activity Codes
- Service Activity Groups
- Generic HW/SW Codes
 - Instrument Function Codes
 - Instrument Cause Codes
 - Instrument Remedial Codes
- Generic Application Codes
 - Problem Category Codes
 - Application Cause Codes
 - Application Fix Codes
- Generic IT product Codes
 - IT Category Codes
 - IT Cause Codes
 - IT Remedial Codes
- Tele/Remote Results

The following sections include detailed information on how to use these parameters, or they refer to a separate document which includes this information.

The concept of maintaining separate documents is employed in order that changes to individual global service codes will not entail changes to the entire “How to Use” documentation.

4.1. Case Type

Case Type Codes indicate which subgroup of a local service organization is currently working on the respective case. The Case Type setting in a case may alter during the lifecycle of a case. The following table shows the current list of global Case Type codes:

Code	Description	Explanation
C00	Please Specify	Default selection in Clarify
C07	Service Report	To mark field service visits at the customer site
C08	RepairCenter Report	To mark service activities done in the local repair center / workshop
C09	Logistics/Price claim	To mark cases about logistics / price claims
C10	Call Center	To mark all activities handled in the local call center (including all phone and remote activities from field personnel)
C11	Planned Activity	To be used by the Clarify Case scheduler
C12	Marketing	To mark all marketing related activities
C97	Empty Field	for internal data processing, not to be used in Clarify
C98	Not Global	for internal data processing, not to be used in Clarify

If extra local codes are needed, they have to be created using a defined suffix which allows them to be assigned to an existing global Case Type code:

- add a @SR suffix for local Service Report codes (e.g. InstallReport@SR)
- add a @RC suffix for local RepairCenter Report codes (e.g. InstallReport@RC)
- add a @LO suffix for local Logistics codes (e.g. LogisticReport@LO)
- add a @CC suffix for local Call Center codes (e.g. QualityGroup@CC)
- add a @PA suffix for local Planned Activity codes (e.g. PlannedPM@PA)
- add a @MK suffix for local Marketing codes (e.g. MarketingReport@MK)

As Case Type codes are also used as an interface to other tools (e.g. SAP for billing), please ensure that your interface is also working with updated local codes.

Remark: when adding local case types, please note that the use of expressions used in a regulatory environment (e.g. complaint / inquiry / problem) is prohibited.

4.2. First Classification

First Classification codes should document the customer allegation when the service organization is contacted for the first time. This code does not necessarily give the definite reason for a certain problem, but it contains the information about how the case appears. In case of activities initiated by Roche (e.g. installations, scheduled maintenance, or modification activities), the case has to be labeled with First Classification Code “C28 – Roche initiated activity” (see below).

The following table lists all the First Classification Codes currently released with a short explanation:

Complaint / Inquiry classification according to Global QM			
Code		Description	Explanation
C00	--	Please Specify	Default selection in Clarify
C13	I	Information Request	Customer requests more information (products / appointments / documentation / etc.)
C23	C	DC-Assessment	Default setting for Diabetes Care related cases
C24	I	Logistics/Price Claim	Customer related claims in case of the price of a product or the logistical process of an order
C25	C	Assay Performance	Problems with imprecision / inaccuracy / inconvenient workflow / etc.
C26	C	Instrument Malfunction	Problems with Instrument and Peripherals (mechanical / electrical / ISE / water supply / printer / etc.)
C27	C	Labeling/Documentation /Packaging	Problems with product documentation (erroneous or missing package inserts / manuals / labels / etc.)
C28	I	Roche initiated activity	Scheduled maintenance / Installation / Training / etc.
C29	C	Software Malfunction	Problems with Software (customer IT / user interface / operating systems / etc.)
C30	I	Non Product Issue	Customer expresses dissatisfaction or annoyance with an aspect of the service received from RD, not including product malfunction
C31	--	Non Roche Product Activity	Service activities not related to any Roche Product
C97	--	Empty Field	for internal data processing, not to be used in Clarify
C98	--	Not Global	for internal data processing, not to be used in Clarify

All codes marked with a “C” will be classified as Complaints in global trending; all codes marked with an “I” will be seen as Inquiries.

4.3. Tele/Remote Results

Tele/Remote Result Codes have to be used to document the result of each tele/remote activity used to fix problems.

The following table shows the current list of global Tele/Remote Result codes (please note that the current valid version of Tele/Remote Result codes is version 1.0):

Code	Description	Explanation
T00	Please Specify	Default selection in Clarify
T01	used, avoided service visit	A service visit in the field could be avoided by fixing the problem via tele / remote diagnostics
T02	failed, no connection	Tele / remote diagnostics could not be used as no connection to the instrument could be established
T03	used, visit required	Tele / remote diagnostics has been used but an additional visit in the field is required (e.g. necessary because parts have to be replaced, etc.)
T04	used, speed up support	Tele / remote diagnostics has been used during support (e.g. service specialist might be faster with remote support than explaining everything via phone) but the solution could also have been found without using Tele / remote

4.4. Service Activity Codes

For detailed information on Service Activity Codes, please refer to <HowToUse_SAcodes >.

4.5. Generic Hardware Codes

For detailed information on Generic Hardware Codes, please refer to <HowToUse_HWcodes>.

4.6. Generic Application Codes

For detailed information on Generic Application Codes, please refer to <HowToUse_ApplCodes>.

4.7. Generic IT product/SW Codes

For detailed information on Generic IT product/SW Codes, please refer to <HowToUse_IT/SWcodes>.