

# Get high Quality Goods from your Supplier

## Background

- High warranty costs and customer complaints result in a poor brand reputation
- The root causes of quality issues often lie in supplier processes
- For failures emerging after long term operation the receiving inspection might not catch the relevant parameters.

## Customer benefit

- Quality test to eliminate long term failures
- Quality gate is pushed back to supplier for batchwise release of goods, e.g. release a week's production on the consecutive Monday
- Lower warranty costs and less complaints

## Requirement

- Find a release test for goods produced within a limited timeframe, e.g. one week
- Address most critical long term failure modes
- Combine knowledge from development and warranty experience

## The Solution

- Evaluation of the component's failure potential
- Selection of appropriate tests addressing these risks for conduction in the most accurate mixture and duration
- Evaluation of the lifetime demonstration

