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Reliability Data





Numbers

Causes



A close-up photograph of a dark metal house number post. The post features a circular, light-colored plaque with the number '12402' in a dark, serif font. The post is mounted on a dark, rounded metal base. The background is a blurred view of a house with a red door and white trim, set against a warm, golden sunset sky. The lighting creates a strong lens flare and highlights the textures of the metal and the plaque.

12402

Decisions

What are examples?

Data Examples



Field Data

Data Examples

ships and returns

warranty

customer satisfaction

customer acquisition cost

repair rates and costs



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Development Data

Data Examples

simulations and models

guesses and engineering judgment

prototype manufacturing and use

testing



Other Sources

Data Examples

expert opinion

physics of failure models

finite element models

literature



Where do you

find data?

Finding Reliability Data



Past Test Data

Finding Reliability Data

A family of products with minor changes version to version

Heard about routine monthly testing done by manufacturers

28 unique tests



Spare Parts Use

Finding Reliability Data

For a repairable system, which fan vendor was the most reliable?

We found that different production batches used different vendor fans, so we knew how many shipped per vendor.

What we didn't know was the number of failures



Repair Center

Finding Reliability Data

Two stories here:

Shotgun and always replace CPU

A focus on very quick turn-around



What make

good data?

Good Reliability Data



Direct and Clean Good Reliability Data

Ideally, your system tells you what is wrong, and it's very accurate

- good diagnostics and root cause analysis in a timely manner
- very few distortions or errors



Decision Connected

Good Reliability Data

Each piece of collected data:
has a cost,
therefore, should have an ROI.

Who needs the data (raw or
analyzed) for what purpose, by
when?



Adds Value

Good Reliability Data

The ROI is estimated
then measured.



Does your data

add value?

Additional Comments and Questions

Thanks

see more at AccendoReliability.com