



Relex

FRACAS

(Failure Reporting, Analysis, and Corrective Action System)

Process Control for all your Failure Reporting, Analysis, and Corrective Action Activities

Failure Reporting, Analysis, and Corrective Action Systems (FRACAS) provide a framework for controlling corrective action processes. The FRACAS process may also be referred to as DRACAS (Data Reporting, Analysis, and Corrective Action System), or PRACA (Problem Reporting, Analysis, and Corrective Action System), as well as CA (Corrective Action) systems, and other acronyms. At its core, FRACAS is a comprehensive closed-loop corrective action system which enables you to collect, quantify, and control a wide range of incoming incident reports, such as test data, field data, or repair data. A FRACAS aims to control the process to ensure that product reliability and quality objectives are met. Relex® FRACAS provides a comprehensive framework which supports a broad range of process management methods based on individual needs and requirements.

Built-in flexibility. A key strength of the Relex FRACAS architecture is its flexibility, allowing Relex FRACAS to be adapted to a wide variety of applications. Relex FRACAS is built around incident (failure) reports, maintenance (repair) information, and operating time data. Depending upon your needs, the data collected, maintained, and analyzed is completely customizable, as is the look and feel of your FRACAS application. Using either a web or Windows front end, data entry can be done anywhere, anytime.

Unique reliability analytics. A unique strength of the Relex FRACAS solution is in the powerful predictive analytics engine which provides quality and reliability metrics, and enables you to effectively evaluate your overall system performance. Providing metrics based on field data, such as MTBF, Relex FRACAS takes the corrective action process to a new level of analysis.

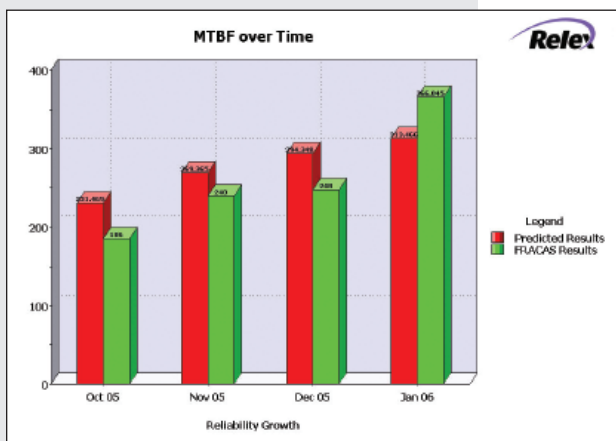
The Relex Architect platform. Relex FRACAS includes all the advanced features of Relex Architect's robust, proven framework. A rich user interface is coupled with innovative features such as the invaluable Project Navigator for centralized Project control, the Relex Bar for customized one-click operations, the Task List for quick access to commonly used tasks, and data filtering for ultimate user control of data views. Comprehensive reporting capabilities include easy-to-use Report and Graph Wizards for complete user customization of output reports and graphs. Relex's Import/Export Wizard enables you to transfer your Project data to and from Relex in a variety of popular formats, including Microsoft Excel® and Access®. Additionally, Relex Architect modules are built on a common database, for optimal product integration and data sharing capabilities.

Built for the enterprise. Relex's Enterprise Edition supports the high performance, scalable needs of large user bases. Features such as support for Microsoft SQL Server® and Oracle® databases, permission based security, user and group roles, front end web interfaces, Relex Dashboard for a high-level overview of system metrics, audit trails for tracking data modifications, and customizable data connectors insure that Relex meets the needs of full scale, enterprise-wide teams.

◀ **Reliability analytics.** One of the advantages of Relex FRACAS over basic process control packages is that it combines the process control mechanism with reliability analytics. By enabling you to obtain the reliability metrics of your system, Relex FRACAS offers an insightful view of overall system performance.

FEATURES & BENEFITS

- Flexible corrective action process
- Reliability analytics
- Web-based, zero-client user interface
- ISO 9000 compliance
- Customizable workflow
- Six sigma support
- Custom calculations
- ERP integration
- Data connectivity
- Data importing and exporting capabilities
- Serial numbers
- Reliability growth studies using Weibull interface



The image displays two overlapping screenshots of the Relax FRACAS software interface. The top-left screenshot shows a 'PART - Failure Incident Reporting' form with fields for 'Customer Reference No.', 'Customer Failure Record', 'Original Date', 'Failure Date', 'When Detected Code', and 'Manufacture Code'. The bottom-right screenshot shows a 'PART II - Failure Incident Resolution' form with fields for 'Part Number', 'Equipment Item', 'Equipment Name', and 'Equipment Code'. It also includes a 'Failure Description' field and a 'Resolution' field.

Process efficiency. The strength of Relax FRACAS resides in its extra features built in to make your processes more efficient. **Workflow** capabilities allow you to define your specific process flow and control when notifications are sent to appropriate personnel to apprise them of progress and process flow. The **data filtering** capabilities are numerous, and enable you to see snapshots of your system data any way you choose. The **Alert** module enables personnel to be automatically notified when user-defined critical events occur. Relax FRACAS allows you to spot trends early on, as well as prioritize issues using built-in Pareto analysis, and track reliability growth of your system. Relax FRACAS offers full configuration and connectivity options, which Relax's Professional Services Implementation Team can help in designing and deploying.

◀ **Ultimate flexibility.** Relax FRACAS allows for complete customization of all inputs and outputs. Built to match your process, Relax FRACAS data entry and output reports blend effortlessly into existing systems, and, with a few mouse clicks, can be easily modified as your process changes or evolves.

Technical Highlights

Sampling of Process Types Supported

- 8D process
- Nonconformance
- CAPA
- Reliability analytics
- COPQ improvement
- RMAs
- Customer quality and complaints
- Safety incidents
- Field failures
- Service & support
- Internal quality
- Six sigma
- ISO 9000 compliance
- Software defects
- Maintenance optimization
- Supplier quality
- Manufacturing defects
- Testing issues
- Warranty analytics

Data Entities

- System tree
- Configurations
- Incident reports
- Maintainability reports
- Operating time data

Supported Calculations

- Failure Rate
- MTBF
- MTRR
- MTMCF
- MTBM
- Custom MTB calculations
- Availability
- Cost
- User-defined

FRACAS Process Support

- Serial numbers
- Workflow e-mails
- Data connectors
- ERP Integration
- Custom list libraries
- Data filtering
- Alert notifications

Incident Filtering

- Relevant
- Closed
- Chargeable
- User-defined

Data Linkages

- Reliability Prediction
- Weibull

Analysis Outputs

- Pareto of top (n) issues per assembly
- Actual MTBF per assembly
- Trend studies
- Lemon identification
- Reliability growth
- Issues per customer
- Issues per supplier
- Maintenance issues per item
- Top (n) warranty cost drivers
- Pareto of top (n) incident causes
- No fault found summary
- Total cost per problem
- Failure review board (FRB) agenda/minutes

Import/Export Formats

- Microsoft Excel
- Microsoft Access
- Text

Graph Types

- Area
- Bar
- Line
- Pareto
- Pie
- Scatter
- Stacking bar

Report Formats

- Microsoft Word
- Microsoft Excel
- Adobe PDF
- RTF
- HTML

Databases Supported

- Microsoft SQL Server
- Oracle
- Microsoft SQL Server Desktop Engine (MSDE)
- Microsoft Jet Engine (Access compatible)

Enterprise Modules

- Administrator
- Audit trail
- Alerts
- iArchitect
- Dashboard

Available Services

- Software module training
- Theory training
- Professional consulting services
- Web-based RETAIN (online training) sessions
- Expert technical support
- Online customer support center