



### Join Us For our January Meeting

#### ASQ Section 1216 meeting on Jan 21, 2014

#### Presentation – “Estimating Future Product Returns”

**Speaker:** Mark Wagner, ASQ CRE

**Reliability Engineer at Watlow Controls in Winona, MN**

**Location:** Plaza Hotel River Room / Green Mill

**Time:** 5:30 PM

**Dinner:** Order from a limited menu from Green Mill

Mark has been working in the electronics industry for 30 years, and has been a practicing Reliability Engineer since 2005, and obtained his ASQ CRE in 2006. He has worked at Micro Switch (a Honeywell Division), EMD/Benchmark Electronics (an electronics contract manufacturer), Omni Engineering Services, and Watlow Controls. Mark's work has focused on conducting reliability analyses, generating test plans and conducting failure analysis. He is involved in Accelerated Life Tests, HALT and HASA, attempting to ruggedize product offerings.

#### Topic Summary:

Predicting the quantity of future returns has advantages for cost containment and financial planning. This presentation introduces a powerful approach that can be used to predict future product returns and allow the reliability professional to work with the appropriate resources (CFO, CEO, upper management) to help generate appropriate mitigation plans.

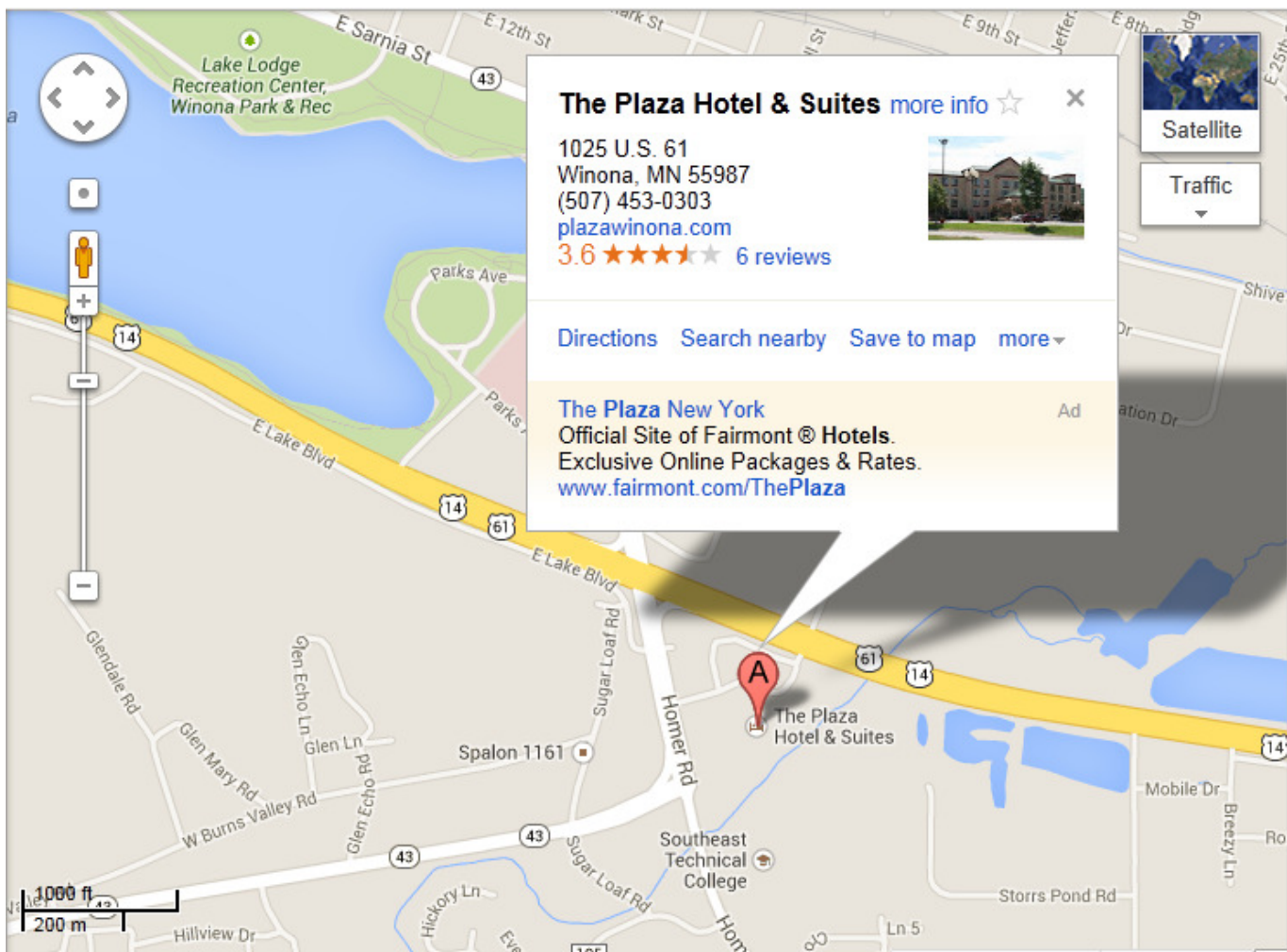
Based on the product return history and leveraging the Reliasoft's Weibull++ forecasting tool, estimates of future product returns can be generated. Ideally if a rolling, regular analysis can be maintained, a proactive forward-focused approach to impending product return issues can be established, thereby thwarting unexpected cost expenditures.

An influx of returned product is a difficult financial burden for any company to withstand. By setting up proper data recording mechanisms, conducting Weibull analysis (or analyses) in the Nevada Chart format, Reliasoft's Warranty Forecasting tool can be leveraged to circumvent unexpected return costs. Forecasting returns and preparing for future expenditures can be used to better manage the company's bottom line.

The major points to be covered in the presentation include:

- o Introduction To Product Return Considerations
  - Tracking Returns
  - Be Cognizant Of Increased Rate Of Returns – The Sooner The Better!
- o Critical Data To Manage
  - In Service Date
  - Out Of Service Date
  - Consider FRACAS Implementation
- o Weibull Analysis
  - Nevada Chart Data Entry
  - Leveraging Reliasoft's Forecasting Tool
- o Rolling Weibull Analysis
  - Pros/Cons

This presentation explains the importance of seeing increases in product returns as soon as possible so financial mitigation plans can be generated expeditiously. The forecasting tool of Reliasoft's Weibull program can provide this advanced information. To allow this analysis the delivery and post-delivery aspects of the Value Stream must be configured for minimal data capture. Once the analysis is undertaken upper management must be made aware of any return projections outside the expected bounds so appropriate mitigation plans can be generated.



## **Future Meetings**

February Meeting not set

**Have Ideas for future Events? Please feel free to contact Tom Drackley,  
Programs Chair**

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<http://cert.asq.org/certification/control/index>

### Recertification

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Benchmark Electronics Inc.  
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ASQ 1216 Section Members receive a 10% discount on the below classes offered. Information and registration at [Classes: Business: ASQ](#)

COURSE NAME	DATE	TIME	HOURS	LOCATION	COST

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If your company has current openings and would like to be listed please contact the newsletter editor Samuel Liesch

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**IT IS NEVER TOO EARLY TO START PLANNING!**

***We are seeking motivated individuals to join our board for the 2015 year. Please contact a current board member if you are interested and remember that joining the board earns you extra Recertification Units!***

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