	Subject:	By: J. Harmsen		
	Service Authorisation System for Bronkhorst global service stations	First issue: 30-09-2008		
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1. Introduction

To meet the needs of our customers, Bronkhorst High Tech B.V. (BHT) aims for global local service by Bronkhorst Subsidiary Offices and Bronkhorst distributors. In the globalisation of today the quality of Bronkhorst products, new instruments as well as service instruments must be uniform wherever in the world. Therefore service and production of Bronkhorst instruments must be performed according factory procedures.

To stand surety for proper service, BHT authorises Bronkhorst global service stations to perform service. The purpose of this document is to lay down the touchstones for the authorisation of Bronkhorst global service stations.

2. Level of service

BHT distinguishes two kinds of Bronkhorst global service stations:

a) Bronkhorst Service Offices (BSO)

- ◆ Repairs only allowed in case instrument type is listed in service authorisation overview
- ◆ Service on factory level, procedures exactly according to factory
- ◆ Production of new instruments possible (Stripped Version Instruments or Semi Finished Instruments)

b) Bronkhorst Support Centres (BSC)

- ◆ Repairs only allowed in case instrument type is listed in service authorisation overview
- ◆ Service on customer accepted level
- ◆ Customer will be informed in advance which level of service can be provided and clearly which tests cannot be done.

3. Service Authorisation System

The service authorisation system will be used as a tool to authorise, evaluate, improve and support Bronkhorst global service stations in terms of quality. The offered quality must be testable in which the standard will be BHT's ISO 9001-2000 quality assurance system.

The type of instrument(s) for which a service engineer is authorised to perform service on, is laid down in a Service Authorisation Overview.


Document code: SAO-YYY-XXXX, in which YYY = BSO or BSC and XXXX = 4-digit identification code for the concerning Bronkhorst global service station.

To obtain authorisation for Bronkhorst instruments, a service station must comply with all in chapter 4 mentioned touchstones.

It is not allowed to repair instruments which are not mentioned in the Service Authorisation Overview. In case the service authorisation system is not respected, BHT management can decide to stop complete service authorisation for the concerned service station.

Only if Bronkhorst global service stations fully comply with the service authorisation system:

- ◆ delivery of parts / Semi Finished Instruments is possible
- ◆ technical information like procedures, drawings/part lists, firmware etc. are available
- ◆ participation in service training courses is possible
- ◆ service stations will be mentioned by Bronkhorst High-Tech B.V.
- ◆ provided service by service stations will be covered by the Bronkhorst High-Tech B.V. guarantee system

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4. Touchstones

a) **Personal touchstones**

1. Knowledge / Skills

To get knowledge and skills to perform a service job, training is required. After examination is passed, service engineer will receive a certificate of participation.

2. BHT ExtraNet / Support

◆ ExtraNet

To perform service, access to up to date information on our ExtraNet site <https://www.bronkhorst.net/> is needed. Access is granted for information which belongs to instruments for which authorisation has been granted.

◆ CSD Support

Authorisation gives also the right on technical support from BHT's customer service department.

b) **Service station authorisation**

3. Tooling / Equipment

To be able to perform service, tooling & equipment must be available. BHT Customer Service Department can advise (see document D51600 "Tooling & equipment list for BSO & BSC").

To be sure that all used tooling and equipment is up to date each Bronkhorst global service station must have an Approval Inventory System (AIS) (see document D51712).

4. Stock

To provide quick and reliable service to customers, parts must be in stock. A BSO must also keep Stripped Version Instruments or Semi Finished Instruments in stock. A price list for spare parts / Stripped Version Instruments is available (see document D51714).

5. Information

◆ Technical filing

Each instrument must be handled according Bronkhorst procedures. To ensure this, a technical file must be present. An example for technical filing is available (see Service Information Bulletin SIB-M7-004 "Example technical file"). Some documents will be stored in a central data base to ensure that the information is accessible for all service engineers. Therefore uniformity of those documents is of major importance.

◆ Performance

Bronkhorst global service stations have to inform BHT on a monthly base concerning performed service and/or delivery of new instruments (Stripped Version Instruments or Semi Finished Instruments) by means of the document document D51711 "performance sheet Bronkhorst global service station". Based on this data, BHT can advise if and how to extend the pallet of a Bronkhorst global service station.


5. **Service authorisation for non-service engineers**

In case a (former) service engineer shifts to another position within the same company, service authorisation can be continued by periodically tests on knowledge and skills (learning curve continuation).

Continuation of service authorisation for a non-service employee can be requested at BHT.

CSD will organise events where participants can prove their knowledge / skills to keep authorised.

Non-service employees with service authorisation must also be available as auditee during audits by BHT auditor(s), see also chapter 6.

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6. Visit by BHT staff

Based on the service pallet and proven quality, BHT will visit Bronkhorst global service stations according an annual audit planning (document nr. D51710). (Former) service engineer(s) must be available as auditee(s) for interviews by BHT auditor(s). No other activities are allowed during this visit. BHT will write a visit report (VR-S) which must be signed by the auditee(s), manager of the auditee(s), the auditor(s), the audit manager and the audit initiator. The signed visit report will be available on the ExtraNet.

The visit can contain two parts:

a) **Quality Audit**

During the quality audit, activities performed at the Bronkhorst global service station will be systematically examined against the Bronkhorst procedures.

Non conformities will be reported in a Non Conformity Report (document D51501) and can be given in the following categories:

❖ **Minor non-conformity**

In case a minor non-conformity is observed, the shortcoming must be solved within a certain period of time but Service Authorisation is not stopped immediately. However, when shortcoming is not solved within the stated period, service authorisation will still be stopped.

❖ **Major non-conformity**

In case a major non-conformity is observed, service authorisation will be stopped immediately until shortcoming is proven solved.

b) **Support Visit**

The goal of the support visit is to adjust/improve the knowledge/skills, tooling & equipment, stock and information.

The selected BHT auditors are specially trained and qualified to perform objective audits.

7. Related documents

Number	Description
❖ P51700	Service Authorisation Procedure for Bronkhorst global service stations
❖ D51700	Service Authorisation Form for Bronkhorst global service stations
❖ SAO-xxx-yyyy	Service Authorisation Overview
❖ D51710	Annual visit/quality audit plan for Bronkhorst global service stations
❖ D51713	Non Conformity Report
❖ VR-S-My-xxx	Visit Report Service Offices
❖ D51711	Performance results for Bronkhorst global service stations
❖ D51712	Approval Inventory System for Bronkhorst global service stations
❖ D51600	Tooling & Equipment list for BSO/BSC
❖ D51714	Price list spare parts / Stripped Version Instruments for Bronkhorst global service stations
❖ N.A.	Service training program
❖ N.A.	Certificate of participation in training