

Reduced service cost by 35% and minimized product recalls

Eliminated sporadic and intermittent field issues in communication, high voltage and imaging sections of aging x-ray sub-system

Scope

- Reproduced and resolved the field issues and validated the resolution identified for different functionalities
- Designed an automated test framework to reproduce issues
- Performed detailed technical analysis and fault trees for various field issues
- Accordingly recommended design and implementation corrections in X-ray subsystem
- 16 critical issues were resolved and resolutions were provided after field change implementation

