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C-A OPERATIONS PROCEDURES MANUAL

2.9 Trouble Reporting

Text Pages 2 through 4

Hand Processed Changes

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Approved: \_\_\_\_\_ *Signature on File* \_\_\_\_\_  
Collider-Accelerator Department Chairman Date

D. Passarello

## **2.9 Trouble Reporting Procedure**

### **1. Purpose**

To define the C-A closed loop trouble reporting system.

### **2. Responsibilities**

2.1 MCR Operators/Coordinators - Initiate Trouble Reports

2.2 Trouble Report Committee - Reviews Trouble Reports

2.3 QA Office - Database Maintenance

### **3. Prerequisites**

The C-A Department shall be in a scheduled running mode.

### **4. Precautions**

None

### **5. Procedure**

5.1 The computerized Trouble Report system is accessed through the C-A intranet using commercially available browser software. Paper copies of the Trouble Reports (TR) are generated when the TR's are ready for review by the Trouble Report Committee (TRC).

5.2 Operations personnel shall initiate a C-A Trouble Report when any of the following criteria is reached: Non-Scheduled accelerator downtime of one (1) hour or more, or for cumulative downtime of one (1) hour in a given week for a particular system. In addition, all failures that significantly degrade the accelerator performance (e.g. 20% degradation of beam intensity for > 4 hours), or keep an experiment or user off for > 2 hours shall be cause to initiate this procedure.

Based upon the equipment code entered, the Trouble Report is automatically forwarded to the appropriate personnel for further processing. The Trouble Report process is described below, and is outlined in the TR flow chart. ([C-A-OPM 2.9.b "Trouble Report Flow Chart"](#)).

- 5.3 The person(s) restoring the system to operation shall enter a description of the problem, details of the repair, their name (s), date and time into the Trouble Report (TR) via the C-A intranet. Upon completion, the repair personnel shall notify their supervisor that the TR is ready for their review.
- 5.4 The repair person's supervisor shall review the Trouble Report for clarity and completeness, enter their name, date, and any comments relating to the repairs. The TR is then submitted for System Engineering review.
- The Repair Activity response should be completed within five (5) working days of receipt.
- 5.5 The System Engineer shall review the TR, select the appropriate type of repair, and enter an explanation of the repair made. The System Engineer shall enter their name and review date, then submit the TR for review by the TRC. The System Engineer's review should be completed within five (5) working days of notification.
- 5.6 The C-A Trouble Report Committee (TRC) shall periodically (bimonthly during C-A running periods) review all new Trouble Reports.
- 5.7 If the TRC determines that the Trouble Report requires no further action, the TRC Chairman, or his designee, shall sign and date the report. These Trouble Reports are considered closed.
- 5.8 If the TRC determines that further investigation is required, the appropriate C-A support group shall be indicated on the Trouble Report. The TRC shall also indicate the level of line management investigative results are to be directed to. The Trouble Report shall be signed/dated by TRC Chairman, or his designee, at this time. Quality Assurance shall send a copy of the Trouble Report to the appropriate support group and file the original TR in the Trouble Report Log Book.
- 5.9 The responsible C-A support group shall investigate the reported problem as expeditiously as possible. Investigation results and corrective action recommendations shall be documented to the appropriate line management and C-A Quality Assurance Office within one (1) calendar month of the receipt of the Trouble Report.
- 5.10 Quality Assurance shall re-submit the Trouble Report, with supporting documentation, to the TRC. Based upon the investigation results and recommended corrective actions of the C-A support group, the TRC shall either indicate investigation completed or request additional action. QA shall notify the cognizant C-A support group when additional action is required.

5.11 Trouble Report records are maintained by the C-A Quality Assurance Office. The C-A QA Office shall inform the Trouble Report Committee if requested investigation/corrective action recommendations are not received by the C-A QA Office within four months of assignment.

**6. Documentation**

6.1 The C-A Trouble Report form ([C-A-OPM 2.9.a “C-A Trouble Report Form”](#)) shall be completed in an accurate and legible manner.

**7. References**

None

**8. Attachments**

8.1 [C-A-OPM 2.9.a “C-A Trouble Report Form”](#)

8.2 [C-A-OPM 2.9.b “Trouble Report Flow Chart”](#)