IRIS CODES STRUCTURE

IRIS stands for **International Repair Information System**

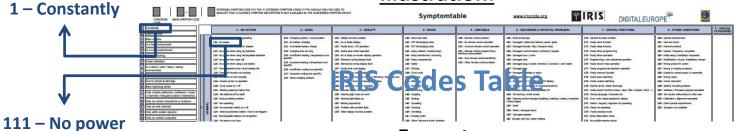# IRIS
understandable

It is:

- A **list of codes composed by** numbers and letters
  - Associated to **pre-defined values** (plain text)
    - Formulated in an **industry standard**
      - Available in **all languages**
  - The servicer can assign to the service event:
    - At **product level**
    - As well as at **part(s) level**
  - To **classify** it and make it **understandable** to all

Use of IRIS codes must be accurate and specific

Illustration:

1 – Constantly

111 – No power

IRIS Codes Table

Format:

| FLAG | SYMPTOM-CODE | PART NO. | REF.NO | SECTION OR NTF | PCB | DEFECT CODE | REPAIR CODE | QTY |

PRODUCT

PART(S)

IRIS

PRODUCT

MANDATORY IRIS FIELDS

Early detection and escalation to business group to decrease product failure rate

PROBLEM

Field	Description
Condition	• Product **failure occurrence** [constantly, intermittently…]
Symptom	• Product **malfunction** (= customer perceived fault) [no power, poor focus…]
BOM	• **Physical Part(s)**, **Technical Bulletin(s)**, **Non Inventory Part** or **Advanced Exchange Program** consumption
Defect	• Nature of the **part** (component, module, accessory or feature) **failure** [deformed, leaking…]
Repair	• **Action(s) taken by the technician** to resolve the case [module replacement, software update…]
Section	• **Area of the product** where the **faulty part** is located [LCD, TUN…]
Quantity	• Part usage **quantity**
Flag	• Part corresponding to the **main defect (0 or 1)**
Reference	• **Reference number of the part** (component) as indicated in the Service Manual Exploded Views [R205, IC901…]
PCB	• **Name of the Printed Circuit Board** where the component is located

SOLUTION

PART(S)

OPTIONAL IRIS FIELDS

IRIS

✓ **ASC must at least report**: Condition | Symptom | Defect | Repair & Section

Problem described by the **customer**

Problem described by the **ASC**

Code	Primary Information		Additional Information			
	Basic		**Non-Technical**		**Extended**	
Level	**CTP**	**ASC**	**ASC**		**ASC**	
Case	- Condition - Symptom	- Condition - Symptom	-Section	-> Non-Technical	- Condition - Section - PCB - Reference	-> x -> Extended -> Detail 1 -> Detail 2
Part	-	- Defect - Repair - Section - Reference - PCB - Quantity - Flag	-	-	-	-

■ ■ **Symptom**
■ **Diagnosis**

CTP: Customer Touch Point
ASC: Authorized Service Center

SONY