

NIGHT INCIDENT



Report

Site

Barcelona

Date and time

2023-10-18 00:17

Attended

Phone

Site

Department

Engineering

Scope

Yes

No

System

Synthesizers - TRASIS AIO

System description

Describe the incident

The technicians could not change the version of the system

Solved?

Yes

No

Derived?

Yes

No

To whom?

Yes - Site manager

Yes - Production manager

Yes - QA

Yes - QC

Yes - QP

Others

Who is other?

Facilitator site

Production affected?

No

Yes - Totally cancelled

Yes - Partially cancelled

Yes - Delayed

Any comment?

The solution was to go at 1 in the midnight to change the version. Only an Engineer user can change it. And then go again at 6 in the morning to change it again. Since it was a non-commercial lot, it was decided to cancel it.

If possible, describe the solution

If possible, describe the root cause

TotalTimeOfIntervention

30.0