



**EQUIPMENT FIELD  
PERFORMANCE AUDIT**

International Tower Lighting, LLC periodically audits records of field returns and repairs of certified equipment. A Field Performance Audit shall be conducted at least once per year but may be done more frequently if deemed necessary by the President or Executive Vice President. Warranty issues and tech support calls are tracked electronically by part number in the ITL TechLogger system. The audit begins by reviewing occurrences of each of these part numbers during the audit period. Records for each occurrence are then pulled from the customer file and reviewed. Totals of occurrences and reasons for repair or return are then tabulated as shown below. The tabulated data is then reviewed by the President or V.P. Engineering for corrective action. Corrective Action Request or Engineering Change Request forms will be completed as required and will be indicated as shown in the example below. An accompanying audit summary report is kept with the data on the ITL network.

System	Ticket Total	Top Ticket Subject	Top Issue	Top Issue Total	Actions Taken	Other Issues
MKR-LTE1-000/OIR	2	Sidelight Question	N/A	N/A		N/A
MKR-D750-000	1	N/A	N/A	N/A		N/A
MKR-ILED-1DH	17	Sidelight Out	Lamp Failure	7		Wiring
ILS-1700-000/OIR	1	N/A	N/A	N/A		N/A
ILS-1710-000/OIR	5	Beacon Alarm	Control Board Failure	3		Bad PEC
ILS-2400-000	12	White Alarm	Flash Tube Failure	5		Trigger Board, Transformer
ILS-2600-OIR	12	N/A	Power Supply	2	ECR 18-0101	Cap Board, FET Board, RF, Wiring

Revision	Description of Change	Date	Preparer / Approval
1	Initial Release	11/13/06	Prepared By: Andy Rudolph Approved By: Roberto Schipp
2	Updated ITL Logo and address	6/6/12	Prepared By: Elke Hinson Approved By: Andy Rudolph
3	Updated address	10/26/2015	Prepared By: Elke Hinson Approved By: Andy Rudolph
4	Update Wording and Example Table	2/1/2018	Prepared By: Ryan Gregory Approved By: Andy Rudolph