

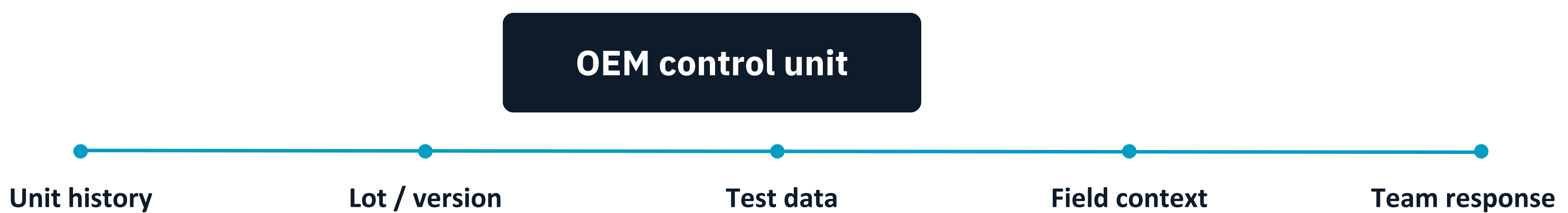
Before the Red Light

5 questions to close before a field issue happens

When a product shows a red light in the field, the issue is already visible to the customer. The useful work starts earlier: before the unit is released, before service needs an answer, and before engineering has to investigate with limited information. A red light tells you that something needs attention. The question is whether your team knows what to check first.

When the only signal is “error”, every answer takes longer.

WHAT YOUR TEAM NEEDS CONNECTED TO EACH UNIT



These connections are decided before production — not after the first returned unit.

- 1 Before production, were the likely field issues discussed?**
List the main ways the product could fail in use, and define a test or response for each.
Why it matters Field issues are easier to manage when likely risks were discussed earlier.
- 2 Does a test catch each failure, and a signal explain it later?**
Decide before production what the product must record, and which tests confirm it.
Why it matters A general error signal may not give enough context if useful information was not defined earlier.
- 3 Was this checked in real conditions before series production?**
Validate the design at its real limits, and approve it before volume production.
Why it matters If validation is too close to series, the same issue may appear in more units.
- 4 If one unit fails, can you see which other units may be affected?**
Define how each unit links to its lot, version, firmware and test result.
Why it matters The first question is often not only “why”, but also “how many units may be affected?”
- 5 Is there a response plan before the first field return?**
Define what service, quality, engineering and the electronics supplier each need.
Why it matters When electronics are supplied by a partner, the response plan should be clear before production.

A red light tells you that something needs attention.

APQP helps define, before production, what your team will need to understand the cause.

Not every field issue can be prevented. But the investigation should not start from zero.

[Request a Technical Discovery Call](#)