



FE exchange program India, October-November 2015

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Imagination at work.

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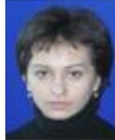
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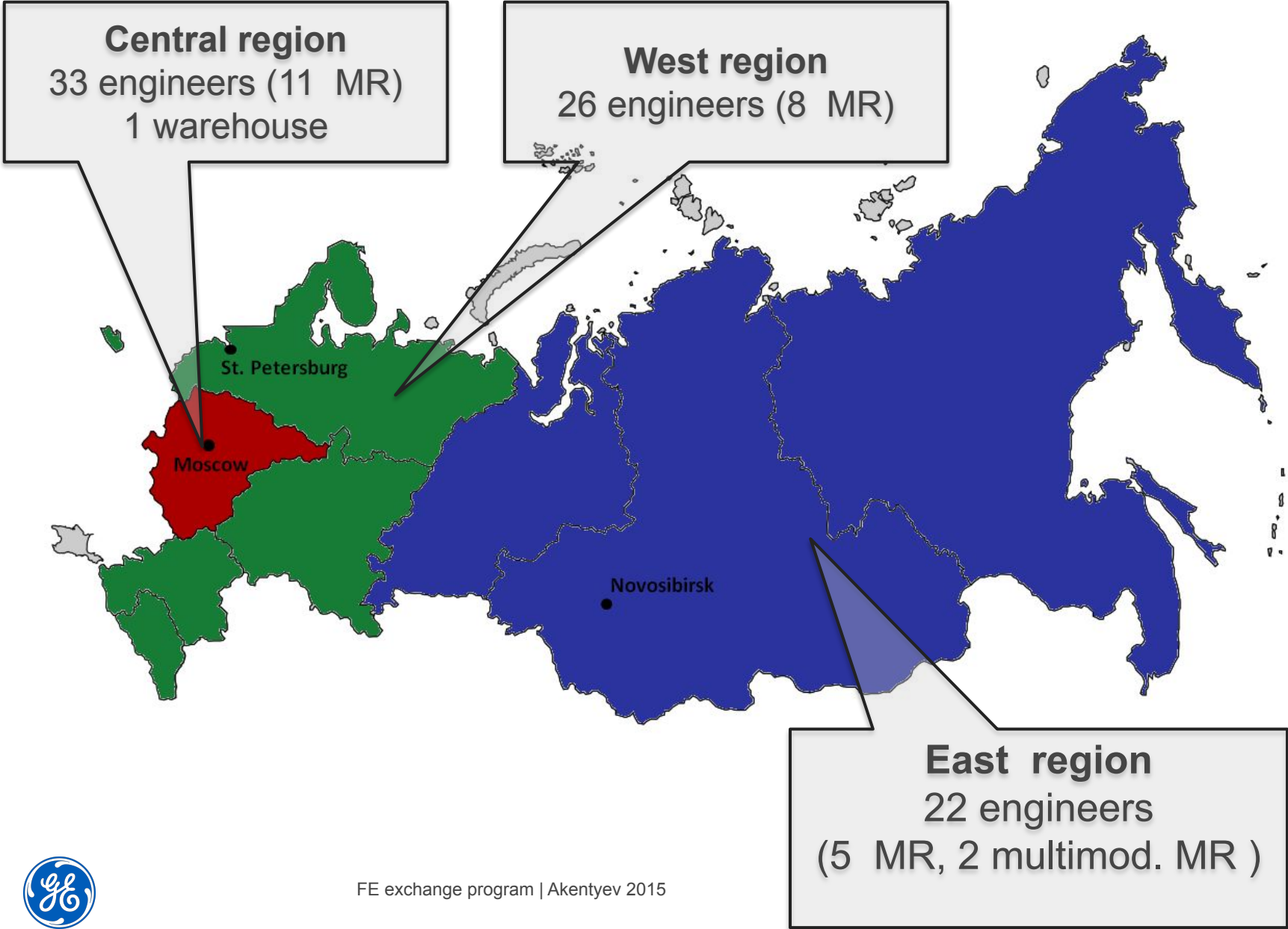
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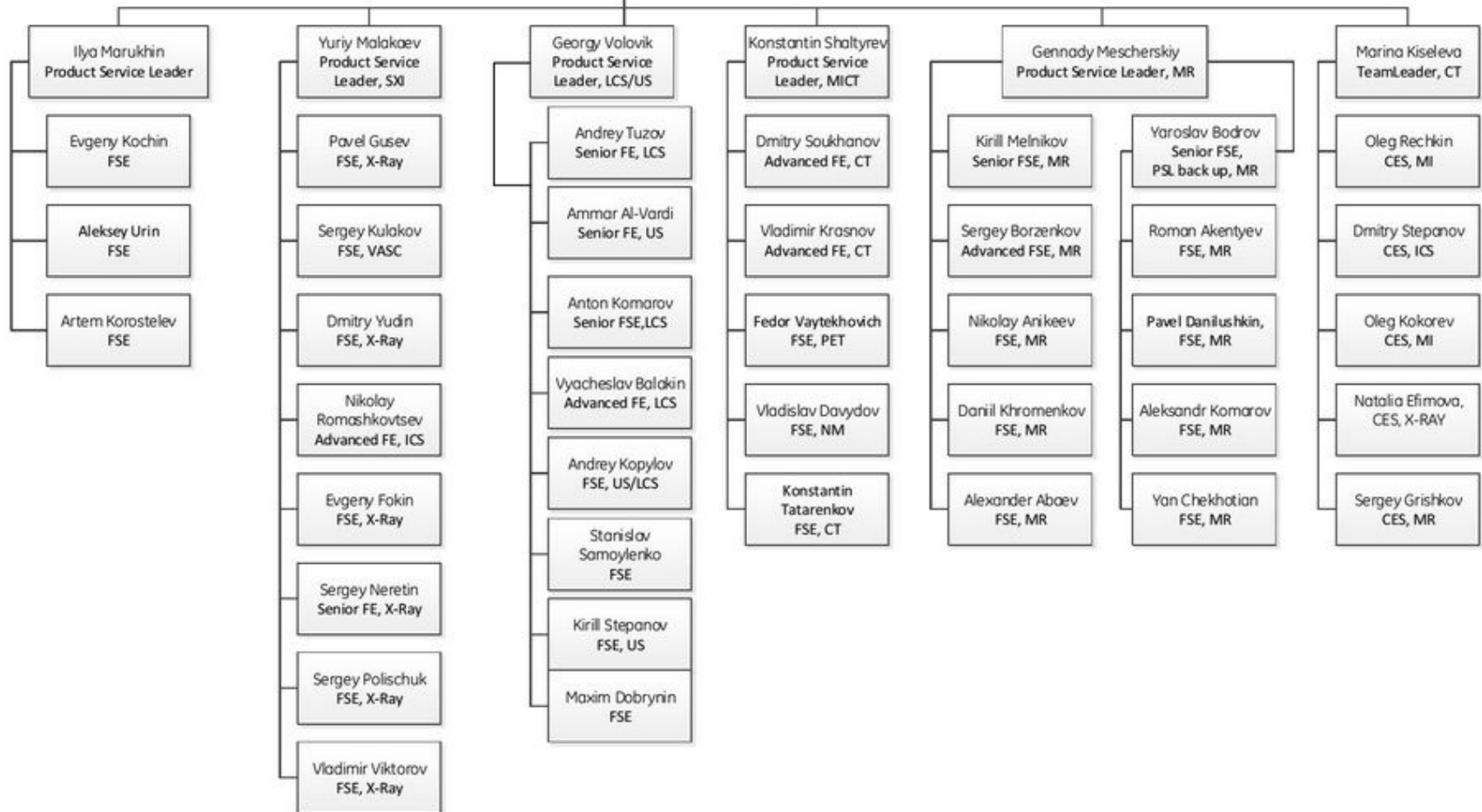


Moscow&Central LCT

30/09/2015



Svetlana Shilonosova
LCT Service Director



Features in service practice

RUSSIA

- Coordinators department (call center): coordinate FE schedule beforehand (PM, part replacement), communicate with customer.
- FE do installation procedures (unpacking, positioning (except a magnet), cabling).
- Provide air conditioning system for magnet and equipment room (by vendor).
- FE write a message to all Russia MR FE after visiting a site.

INDIA

- Monthly meeting with manager, FE have access to operational metrics.
- Primary FE for a site. FE organize site visiting and communicate with customer.
- Power problem (short-term shutdown)
- Telephone call to manager from customer. Provide service 24/7.
- Magnet Monitor on the operator room.
- Pressure set to 2 psi for some magnet.



Ways to improve India Service

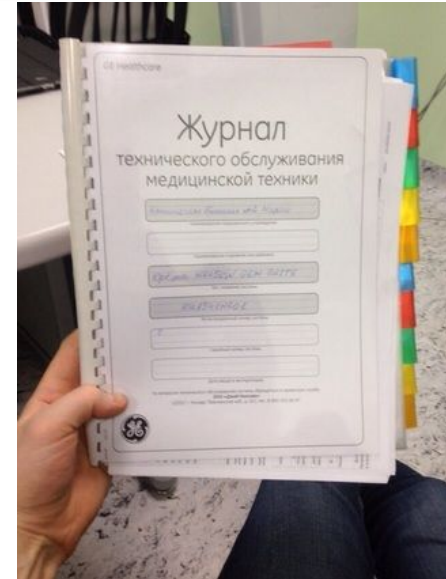
- Create the possibility of using LogBook in the site.
- Use iPad (or other mobile devices) to debrief the job and enter data to eGIB.
- Use a hoist kit for replacement heavy part and uniform for working with cryogenic system and during installations.
- Stickers can be placed on the compressor (with absorber replacement date).
- Regulate a temperature in the magnet room (comfort for a patient).
- Safety UPS batteries.
- MRU power.
- Subject e-mail messages with identifications.
- Uniforms for FE (shirt, t-shirt or polo with GE logo).
- Work/life balance: Customer provide a time during midday for PM. Special FE for emergency call during weekend/night time (FE schedule).



Log book

It contains:

- FE report;
- Customer remarks;
- Useful calibration parameters;
- List of parts installed on the system.



UPS battery safety

Unintentional touching electrodes can occur a serious injury.



It is safety to use battery cabinet with additional air cooling (if required), lock and warning signs.



Stickers

Stickers on the compressor (with absorber replacement date). Help to understand the requirement of replacement.

5264644 - absorber FRU part



MRU power

Power for MRU should always be present (for safety reason).



E-mail subject from

Create a rule for FE to write a subject e-mail message.
For example:

System ID_HospitalName_SystemModel_Topic

It will help to find a letter in a history and track problems in outlook program.

Uniform for FE

Uniform (shirt, t-shirt, polo with GE logo) can identify GE Field engineers.



Ways to improve Russian Service from India

- Telephone call to customer without inside connection (every day monitoring cryogen parameters).
- Use safety static equipment during repair parts.
- SMS notification to FE (during ordering a part).
- 5 days for closing a job after replacement a part.
- Approved GE vendor for cleaning a technical room.
- Monthly meeting with manager, FE have access to operational metrics.
- Security box for MRU.
- Use RF door without spring metal contact.



