

rework SOLUTIONS

Whether your business has received a shipment of products that does not meet your exacting standards, faces recall action due to a product non-conformance issue, or undertakes repair work as part of its commitment to reducing environmental waste, providing the facilities and resources to conduct the necessary repairs or refurbishments in-house may not be possible due to financial or logistical restraints.

Due to this, the decision may be made to discard, or scrap the faulty products, creating unnecessary landfill waste, and potentially damaging your company's reputation as an environmentally responsible and sustainable business. The disposal of defective products may also cost your company financially, as refurbished products can generate sales through seconds outlets, and as part of the rework process product components and accessories can be reclaimed from non-repairable products for later use.

Since its inception, Black and White Engineering Solutions division **Rework & Refurbish (R&R)** has been providing high quality, on-site and return-to-depot rework and refurbishment solutions to Australian manufacturers and importers. Whilst the company specializes in the repair of electrical appliances, it has the technical expertise and logistical infrastructure to handle low to high volume rework of most types of products.

With access to high capacity workshop and warehousing facilities R&R is able to provide the following solutions:

- Rework/repair of large shipments of products
- Fast turn-around times
- Compliance to Australian Standards AS/NZS3350-1 and AZ/NZS3760 or to other standards at the client's direction
- Logistics Support- product pick-up and delivery can be organised
- Development of rework procedures and creation of necessary documentation
- Assessment and reporting of product faults
- Pre-shipment inspections of re-worked goods
- High level of security and confidentiality

Whether your company is seeking a service provider for ongoing warranty repairs, or has an ad-hoc project requiring repair facilities, R&R is able to provide a clear solution.

'for all your
rework &
refurbishment
needs'



By engaging us to support your rework and refurbishment needs, you will be able to:

Benefit from our specialist skills and state of the art facilities

Free your capital budget

Ensure your reworked product meets regulatory requirements

Reduce your repair turn-around times

Concentrate your efforts on more important business activities

Reduce the likelihood of non-compliances and returns in the future by analyzing and reporting on product faults

Improve your Product Stewardship and Benefit the Environment



a division of Black & White
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THE BENEFITS

By contracting out your repair and rework requirements to R&R you will be able to:

Benefit from our Specialist Skills and State of the Art Facilities: R&R's staff members have highly specialised skills in assessing products for repair and in developing the appropriate rework procedures. These skills, combined with the company's access to high capacity workshops incorporating state of the art technology, enable R&R to deliver a service beyond the reach of many in-house repair facilities.

Free your Capital Budget: Contracting out your repair and rework requirements gives your company access to repair services without the fixed cost burden of in-house facilities. R&R are able to tailor a service solution to fit your budget, which can include fixed cost item repairs.

Ensure your Reworked Product Meets Regulatory Requirements: R&R ensure that all reworked products comply as a minimum to Australian Standards AS/NZS 3350-1 and AZ/NZS 3760. At a client's request, products can also be tested for compliance to other Australian, or International Standards. To ensure these standards are met, R&R rigorously monitors compliance through quality assurance testing and pre-shipment inspections of re-worked product.

Reduce your Repair Turn-Around Times: Lengthy turn-around times can amount to a substantial hidden cost in the product repair cycle, with unnecessary investments in saleable stock often required to cover products delayed in the repair process. R&R will always endeavour to have your repaired products back within an agreed turnaround time, reducing or eliminating your shelf stock overheads.

Concentrate Your Efforts on More Important Business Activities: Having contracted out your repair and rework requirements, your company is free to concentrate its resources on more important core business activities, including those that generate an income. R&R can also reduce some of the administration costs associated with corporate reporting requirements for repair activity and failure analysis by providing the necessary documentation with returned goods.

Reduce the Likelihood of Future Non-Compliances: As part of its service, R&R is able to assess your products before they are refurbished or repaired to determine why they failed, and can provide fault code analysis reporting to enable your company to decide upon design and production improvements and to communicate these effectively to the supplier/s. This can help reduce the likelihood of future non-compliances, and product returns, hence improving your company's reputation and reducing the costs associated with faulty products.

Improve your Product Stewardship and Benefit the Environment: Instead of being disposed to landfill, non-repairable products are carefully disassembled, with any re-usable components being retained as spare parts, and all other materials sorted and sent for recycling. As Product Stewardship is slowly becoming a mandatory requirement with state governments moving to ban the disposal of appliances in landfill, R&R can help your company meet its environmental responsibilities.

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