

Subject: FW: Reliability Definition

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From: Michael & Lily

From: Reid Glenn <reid.glenn@outlook.com>

Date: Thursday, September 28, 2017 at 10:04 AM

To: Michael & Lily <pramptech@prampairshed.ca>

Subject: Reliability Definition

Good morning Mike:

Reliability is the probability that a device or system will perform its prescribed duty without failure for a given time when it is operated correctly in its specified environment.

Please note the 7 facets of this crystal.

This has nothing to do with non systemic corrective action reports!

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Is this a common e mail for you both?