



On Break SOP

INSTRUCTIONS - Below you will find 3 sections.

1. **Suggestions** - to build the SOP
2. **To-Do check list** - *Create the to-do checklist in order that all aspect of this SOP is covered and not left out.*
3. **Responsible party** - *Build the procedure per responsible party.*

Suggestions

- Example - we should create a central spot to build this On Break procedure
- When you add a To Do add your name at the end of the item so we know who is responsible
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To-Do Checklist

- ☒ ~~Update Statuses in Sampro - Scott has emailed Sam Pro to update the statuses on 10/5/22~~
- ☐ Technicians can now be informed they will use parts issue for on break parts.
- ☐ Inform Technicians of the On Break procedure
- ☐ Create "Parts Issue" analytics - Scott
- ☐ Add Parts Issue / On Break to Manager Weekly Huddle Review - GG

☐ John Glover - Speak with the drivers to inform them to use tech declined instead of parts issue, inform Scott when this is complete.

☐ Set up LC's web boards to see the status of Tech Declined - SP

☐ Inform the LC's what the parts issue / tech declined statuses mean. - SP

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Technicians

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1. Technicians will use the "parts issue" status...
2. They will include notes in any work order that they make parts issue (including correct part info, location of the part in need of being returned & reason for returning)
3. Technicians will call their Field Supervisor/Manager and inform them of the situation if repairs cannot be made due to "parts issue" as to escalate this work order.

Logistic Coordinators

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1. Will not touch any work orders that have a "parts issue" status
2. Will contact customer to advise change in schedule
3. Must reschedule job as soon as new parts ETA is known

Field Supervisors & Managers

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1. Will review the "Parts Issue" Analytic daily & will reach out to the technicians to discuss what needs to be done
2. Determine if we can provide a temporary fix for the customer/use truck stock & ensure proper part information is provided
3. Work with technician to pick-up/deliver parts in need of being returned
4. Inform Management Team & Procurement Team as to which steps are needed - Waiting Parts/Quote
5. Once "Parts Issue" has been addressed, the status is then changed to "On Break" along with the associated status i.e. (waiting parts, rescheduled, etc.)

Business Managers & General Managers

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1. Will review the "Parts Issue" Analytic daily with Field Supervisor/Manager where needed
2. Will determine if job will need to be re-quoted or if parts can be ordered
3. The Business Unit will inform Procurement with how to proceed via email/phone call/in-office
4. Once "Parts Issue" has been addressed, the status is then changed to "On Break" along with the associated status i.e. (waiting parts, rescheduled, etc.)

Procurement

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1. Once "Parts Issue" has been addressed, ensure the work order has an "On Break" line has been added & update the work order as instructed (parts ordered, parts pick-up, waiting quote, etc.)

Parts Return Team

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1. Use “On Break” analytics to monitor the on breaks
2. Reach out to Tech/Service Team to locate parts & ensure they are delivered/brought back to the warehouse
3. Process & handle returns

Branch Considerations

- 1.