**Field Applications Engineering Investigation Memo**

To : Field Applications Engineering Manager

From : Prabhu Tej, Field Applications Engineer

Date : March 23, 2017

Subject : Problems and Recommendations regarding the mishandling of laptops by the Field Applications Engineers

This memo explains the problems and the recommendations of the laptop usage issues in the Field Application Engineering Department.

Problems:

* No field engineer willing to take the responsibility of laptops borrowed by them.
* Sign – out sheet is not filled by the engineers when they borrow/return the laptop.
* Information services department not willing to repair the broken laptops.
* Mishandling of the laptops by the field engineers.
* Ownership of the laptops is not taken up by any department.

Recommendations:

* The field applications department managerial team must make the engineers understand the gravity of the situation as the laptops are high-end configured and the cost implications of the damage caused by them.
* A security personnel must be appointed to make sure every engineer borrowing/returning the laptop fills the sign-out sheet.
* The field applications engineering department must make a new team within the department to repair the broken laptops.
* The field engineers must record the damages that were caused by them in the sign-out sheet against their name.
* Confusion of the ownership of the laptops by the departments must be escalated to a higher level to resolve this issue.