
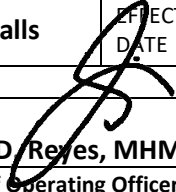
	POLICY AND PROCEDURE		DOC NO.	BMI-PP-TSD-001
	TITLE		REV NO.	
	Management of Service Calls		PAGE	1 of 3
			EFFECTIVE DATE	December 3, 2024
Prepared by:	Reviewed and Approved by:			
 Iris Clint Q. Caro	 Kathleen D. Reyes, MHM, DBA			
Technical Service Department Director	Chief Operating Officer			

1. PURPOSE

To have a written document in handling service calls and other service-related concerns.

2. SCOPE

All Technical Service Department employees including Engineers, Product Application Specialists and Service Coordinators handling different service-related activities.

3. ACCOUNTABILITY

- 3.1. **Service Coordinator** – relays and channels the service calls to service engineer or product application specialist in-charge, logs call received in the monitoring file and processes spare parts requests.
- 3.2. **Service Engineer** – conducts phone assistance and on-site troubleshooting, updates machine status to end users, sales representative and service supervisor.
- 3.3. **Product Application Specialist** – conducts phone assistance and on-site troubleshooting, updates machine status to end users, sales representative and service supervisor
- 3.4. **Service Engineer/PAS Team Leader** – monitors the status and progress of the concerns raised and plots schedule to the assigned engineer/PAS.
- 3.5. **Service Supervisor** – monitors the overall status and progress of all concerns within the department and endorses requests for approval.

4. POLICY

4.1. General



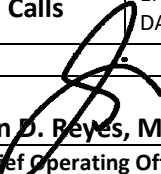
- 4.1.1. All field service engineers and product application specialists are required to respond to all service concerns received from clients through different communication channel.
- 4.1.2. All field Service engineers and product application specialists should respond promptly with professionalism and respect to all clients.
- 4.1.3. All service-related concerns should be properly recorded by the service coordinator and should be channeled immediately to the assigned service engineer or product application specialist.

4.2. Initial Assessment and Preparation

- 4.2.1. The TSD employee who received the concern shall gather all necessary information based on customer historical records such as previous machine maintenance, repairs and other reported machine concerns.

4.3. Response Protocol

- 4.3.1. All field service engineers and product application specialists must conduct Troubleshooting Thru Phone (TTP) or acknowledge by client inquiry within 30 minutes from the receipt of call.
- 4.3.2. All field service engineers and product application specialists must verify availability of the tools, parts, and any necessary documentation prior to the site visit.
- 4.3.3. All field service engineers and product application specialists must try to resolve the issue remotely, if possible, to minimize downtime.
- 4.3.4. The following response time should be followed if the problem is not resolved thru TTP:
 - 4.4.4.1. **INBASE:** Two (2) hours onsite depending on the service call priority level.
 - 4.4.4.2. **OUTBASE:** Within 24 to 48 hours onsite depending on the service call priority level.

	POLICY AND PROCEDURE		DOC NO.	BMI-PP-TSD-001
	TITLE Management of Service Calls		REV NO.	
			PAGE	2 of 3
			EFFECTIVE DATE	December 3, 2024
Prepared by:	Reviewed and Approved by:			
 Iris Clint Q. Caro	 Kathleen D. Reyes, MHM, DBA			
Technical Service Department Director	Chief Operating Officer			

4.3.5. Service Call Priority Level

- 4.4.5.1. **High Priority:** Immediate response required to equipment critical to customer operations is down.
- 4.4.5.2. **Medium Priority:** Response time within 24 hours for non-critical issues impacting performance
- 4.4.5.3. **Low Priority:** Response time within 48 hours for routine inquiries or low-impact issues.

4.4. Escalation Protocol

- 4.4.1. If the issue cannot be resolved within 2 hours for high priority cases or 48 hours for low priority cases, escalate to the designated supervisor or technical lead.
- 4.4.2. If additional expertise or resources are required, escalate to principal supplier.

4.5. Communication and Sales and Customer Updates

- 4.5.1. Inform the customer of the expected arrival time or start of remote service.
- 4.5.2. Notify the customer and assigned sales representative upon job completion with other details such as summary of the concern, actions taken, and any follow-up action plans.
- 4.5.3. Customers should also be notified of any parts needed or further repairs that needs to be taken.

4.6. Communication and Sales and Customer Updates



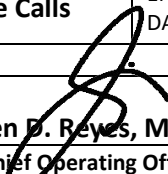
- 4.6.1. Inform the customer of the expected arrival time or start of remote service.
- 4.6.2. Notify the customer and assigned sales representative upon job completion with other details such as summary of the concern, actions taken, and any follow-up action plans.
- 4.6.3. Customers should also be notified of any parts needed or further repairs that needs to be taken.

4.7. Documentation and Reporting

- 4.7.1. All calls must be documented through a service report which includes issue description, resolution steps, parts used, and any follow-up actions. The service report must clearly state the equipment status and recommendations.
- 4.7.2. Service reports must be duly signed by the end user on duty after the service has been rendered.
- 4.7.3. The end user must indicate the date, time start and end of the service.
- 4.7.4. All service engineers and product application specialists are encouraged to take pictures on the problem encountered, causes and actions taken as additional supporting document other than the service report.
- 4.7.5. All service engineers and product application specialists should submit a daily update on the designated group chats.

5. PROCEDURE

- 5.1. The TSD employee (service coordinator, engineers or product application specialists) receives the service call from any communication channel and shall be recorded by the service coordinator.
- 5.2. The TSD employee who received the service call coordinates with the service coordinator to relay the concern to the engineer/ in-charge.

	POLICY AND PROCEDURE		DOC NO.	BMI-PP-TSD-001
	TITLE Management of Service Calls		REV NO.	
			PAGE	3 of 3
			EFFECTIVE DATE	December 3, 2024
Prepared by:	Reviewed and Approved by:			
 Iris Clint Q. Caro	 Kathleen B. Reyes, MHM, DBA			
Technical Service Department Director	Chief Operating Officer			

- 5.3. The service engineer or product application specialist must immediately conduct inquiry and troubleshooting thru phone (TTP).
- 5.4. The service engineer/production application specialist shall conduct on-site troubleshooting if the concern can't be resolved thru TTP.
- 5.5. The service engineer/production application specialist can't still resolve the concern while on-site, he/she is required to provide an update to the service supervisor, sales representative and service coordinator on the current machine status.
- 5.6. The service engineer/production application specialist shall request the spare parts to the service coordinator, if needed, for machine evaluation or replacement of identified defective parts with the service report and machine photos as proof for the request.
- 5.7. The service engineer/production application specialist must properly endorse to the end user or chief medtech (CMT) or end-user on duty on the troubleshooting procedures that has been done and the current machine status, whether resolved or not, and further corrective actions needed, if any.
- 5.8. The service engineer/production application specialist shall create and provide the service report stating the resolution and status of the machine which must also be duly signed by the CMT or end-user on duty.
- 5.9. The service engineer/production application specialist shall endorse within the week the used/replaced spare parts in the main office and notify the service coordinator for proper documentation with the service report.

6. REFERENCE DOCUMENTS

- 6.1. BMI-PP-HRD-001 - Code of Conduct

7. FORMS

- 7.1. FORM-TSD-001 – Service Request Form

8. AMENDMENT CLAUSE

- 8.1. Management reserves right to change, amend, or further improve this policy, in accordance to the provisions of the law, from time to time as it may deem necessary.