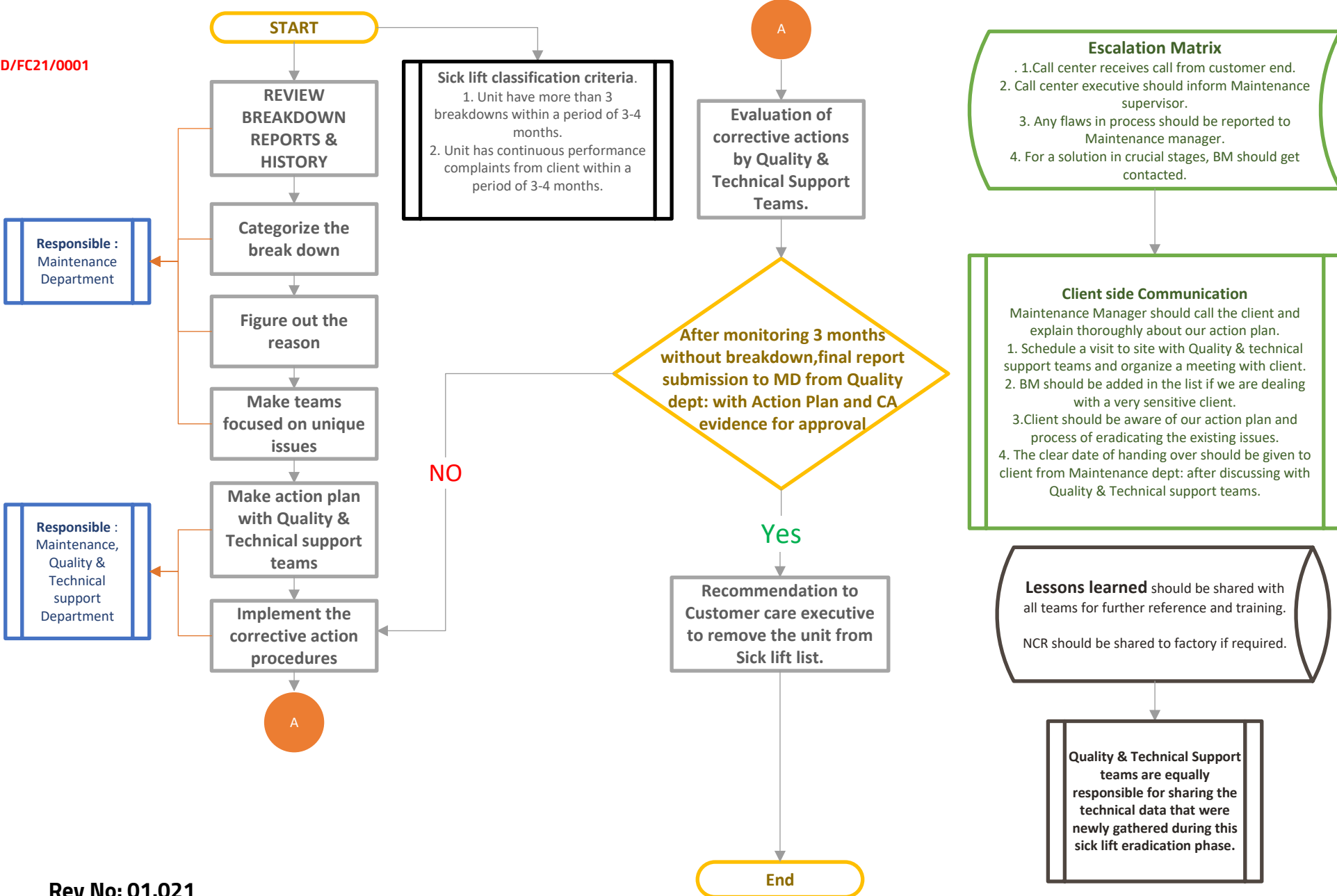# MASSAED

SICK LIFT CATEGORIZING & ERADICATING PLAN & MAINTENANCE PROCEDURE IN SICK LIFTS MONITORING AND RECTIFICATION

MASS/QD/FC21/0001

QUALITY DOCUMENT:

Rev No: 01.021

START

A

REVIEW BREAKDOWN REPORTS & HISTORY

Sick lift classification criteria.
1. Unit have more than 3 breakdowns within a period of 3-4 months.
2. Unit has continuous performance complaints from client within a period of 3-4 months.

Categorize the break down

Responsible : Maintenance Department

Figure out the reason

Make teams focused on unique issues

Make action plan with Quality & Technical support teams

Responsible : Maintenance, Quality & Technical support Department

Implement the corrective action procedures

A

Evaluation of corrective actions by Quality & Technical Support Teams.

After monitoring 3 months without breakdown,final report submission to MD from Quality dept: with Action Plan and CA evidence for approval

NO

Yes

Recommendation to Customer care executive to remove the unit from Sick lift list.

End

Escalation Matrix
. 1.Call center receives call from customer end.
2. Call center executive should inform Maintenance supervisor.
3. Any flaws in process should be reported to Maintenance manager.
4. For a solution in crucial stages, BM should get contacted.

Client side Communication
Maintenance Manager should call the client and explain thoroughly about our action plan.
1. Schedule a visit to site with Quality & technical support teams and organize a meeting with client.
2. BM should be added in the list if we are dealing with a very sensitive client.
3.Client should be aware of our action plan and process of eradicating the existing issues.
4. The clear date of handing over should be given to client from Maintenance dept: after discussing with Quality & Technical support teams.

Lessons learned should be shared with all teams for further reference and training.

NCR should be shared to factory if required.

Quality & Technical Support teams are equally responsible for sharing the technical data that were newly gathered during this sick lift eradication phase.

MASSAED