



Repair, Maintenance and Calibration Procedures (TD-GL-RMC-001 Rev.0)

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1.0 PURPOSE

This procedure discusses the process and proper steps when accepting and performing repairs, maintenance and calibration of the products and equipment supported by Altamedica Inc.

2.0 SCOPE

- 2.1 This procedure is applicable to all Altamedica in-office and field staff. It is also applicable to all equipment supplied/supported by Altamedica Inc. Other services such as Calibration, Preventive Maintenance are also included.
- 2.2 This procedure shall be applicable when the worksite authority has performed all the troubleshooting procedures and remote technical support is not effective or applicable.

3.0 RESPONSIBILITIES

Position	Responsibility
Technical Manager (TM)	<ul style="list-style-type: none"> Overall responsibility and authority for every action of the department. Establish an overall plan, assign team members to specific tasks, and assist team members in achieving their tasks by using effective direction of the operations Formulate the strategic plan based on experience and an understanding of daily operations
Technical Supervisor (TS)	<ul style="list-style-type: none"> Takes over the functions of the Technical Manager if he/she is not available or cannot perform his/her functions
Technical Personnel (TP)	<ul style="list-style-type: none"> Perform repairs and maintenance of the equipment in question. Provide proper solution and frequently updates the worksite authority on their equipment status. Fill-up the proper documentation needed Follow the implemented rules and policies that has to do with the assigned operation. Will handle the functions of the Service Assistant if he/she is not available or cannot perform his/her functions
Service Assistant (SA)	<ul style="list-style-type: none"> Keep all records including logbooks, service reports, receipts, etc. Receive the Request for Repair forms from the worksite authorities, allocate a technical staff for the repair, and coordinate with the Technical Manager for scheduling Coordinate with the worksite authorities in the absence of the technical staff in charge of the equipment repairs Create and submit quotations/proposals for the performed repairs/maintenance Assist the Technical personnel in terms of documentation, and communication with the worksite authorities
Sales Personnel (SP)	<ul style="list-style-type: none"> Liaise between the client and the Technical Department for service scheduling and trouble reporting. Submit Service Request Form.

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Position	Responsibility
Safety and Health	<ul style="list-style-type: none"> • Provide training and education on how to perform Job Hazard Analysis, and Safety Guidelines when performing a job. • Create programs and guidelines that will be instrumental on the safety of the employees and everyone involved in the work process. • Keep the S&H records

4.0 GENERAL REQUIREMENTS

- 4.1 An approved request for repair form should be received before a TP is scheduled or deployed. Without an approved request form, no personnel shall be deployed or scheduled.

5.0 REMOTE SUPPORT (For Repairs Only)

Prior to the issuance of Request for Repairs, the worksite authority may contact the Technical Department (vice-versa) for technical support.

5.1 Complaint Receiving Procedure

- 5.1.1 The client or Sales Personnel (SP) shall inform the Technical Department about the trouble through any mode of communication available.
- 5.1.2 The personnel who received the information/call shall fill up the Job Entry Form (TD-FM-JE Rev. 0). The Form shall contain the following details;
- Date;
 - Center;
 - Address;
 - Contact Person;
 - Contact Number;
 - Equipment Type;
 - Brand;
 - Model;
 - Warranty Status;
 - Actions Taken;
 - Findings;
 - Remarks / Recommendation;
 - Status;
- 5.1.3 The Form shall be forwarded to the SA/TM and posted or assigned to a Technical Personnel (TP) to handle the complaint.
- 5.1.4 If the person who received the complaint is available to handle the complaint, he/she shall proceed with the troubleshooting steps.
- 5.1.5 If the issue has been solved, the form shall be marked "done" or "closed" and complied for record keeping.
- 5.1.6 If the issue is not solved and a Technical visit is needed, it shall be indicated in the Job Entry Form then the procedures below shall be in effect.

6.0 SERVICE REQUEST PROCEDURE

- 6.1 Request forms should contain but not limited to the following details;

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- 6.1.1 Service Required;
- 6.1.2 Equipment Type;
- 6.1.3 Brand Name;
- 6.1.4 Model;
- 6.1.5 Problem;
- 6.1.6 Observed signs/symptoms;
- 6.1.7 Troubleshooting steps performed;
- 6.1.8 Date Installed;
- 6.1.9 Serial Number;

6.2 Service Request

6.2.1 Level 1 Client

- A. Level 1 worksite authority shall coordinate with the sales personnel or the technical staff in order to generate a service request.
- B. Altamedica Inc. will provide the Request Form to the worksite authority or sales personnel in any form available (soft or hard copy).
- C. The request form shall be filled up and submitted by the sales personnel/worksite authority to the Technical Department by any communication means available.
- D. If the steps mentioned above are not available, the Technical Department staff shall complete the required form with the permission from the worksite authority.
- E. The form shall be duly signed by the worksite authority once the Technical Personnel (TP) visits the worksite.

6.2.2 Level 2 Client

- A. Level 2 worksite authority shall prepare and submit the approved request form to the Technical Department.
- B. The request form shall be filled up and submitted by the worksite authority to the Technical Department by any means available.

6.2.3 VIP

- A. The worksite authority shall coordinate with the sales personnel/Altamedica staff with regards to their repair requests.
- B. The technical staff will prepare service request form with the permission from the worksite authority.
- C. The form shall be duly signed by the worksite authority once the Technical Personnel (TP) visits the worksite.

6.2.4 Emergency

- A. In case of emergency or special cases, the TP may proceed with the repair procedures without an approved request form as long as it is justified and approved by Altamedica management. The required forms shall be provided in the worksite or on a later date. It shall be clearly noted in the

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Service Report (SR) and Job Order (JO) **"EMERGENCY REPAIR"**.

6.3 Response

6.3.1 Repair

- A. The SA/TP will evaluate the details of the machine in question additional details are needed.
- B. This information will then be given to the TP when the job is assigned.
- C. If the request is received without prior communication, the SA/TP shall perform a Remote Support Procedure (**Refer to 5.0**).

6.3.2 Maintenance / Calibration

- A. Once a request has been received or communicated, the Technical personnel in-charge shall fill-up a Job Entry Form and forward it to the Service Assistant (SA).
- B. The SA will evaluate the details of the request submitted.
- C. Depending on the type or classification of the equipment, the SA will submit a proposal. An additional form shall be submitted to verify the consumables needed for maintenance/calibration.
- D. Any revision or modifications requested by the client or performed by the SA shall be coordinated well and agreed by both sides.
- E. When the payment terms of the proposal have been satisfied, the TM/SA shall fix a schedule and assign a TP to perform the job.

6.3.3 Received forms shall be properly logged/ recorded.

7.0 REPAIR

7.1 Field Repair

Once a proper request has been received or settled, the Technical Manager (TM), or designee shall assign and schedule a trained TP to handle the job.

7.1.1 Preparation

Altamedica Inc.

(Actions to be performed within the company premises)

- A. Before leaving for the job, the Technical Personnel shall secure sufficient copies the following;
 - Job Order Form ([Refer to Section 7; Work Permit System-Job Order System Procedures: OSHGL-WPS-JO-001](#));
 - Job Hazard Analysis Form ([Refer to JHA Procedure: OSHGL-SFT-JHA-001 Rev.0](#));
 - Service Report (SR);
 - Acknowledgement Receipt (AR);
 - Provisional Receipt (PR);

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Worksite

(Actions to be performed within the client premises)

- B. The TP shall present his/her Job Order for approval by the worksite authority.
- C. Perform a Job Hazard Analysis ([Refer to JHA Procedure: OSHGL-SFT-JHA-001 Rev.0](#))
- D. Present the completed JHA Form to the worksite authority and coordinate in order to control the hazards. Make sure that all hazards have been controlled before starting the job.
- E. Whenever there is an uncontrolled hazard or the TP feels unsafe he/she shall postpone the job until the hazards has been controlled and deemed safe.
- F. If the worksite safety rules and regulations are implemented, make sure to abide by these rules.

7.1.2

Repair

Repair shall commence when all of the permits required have been issued. For additional permits, the work shall be stopped and will only resume when the new requirement has been secured and the JHA has been reviewed and amended or a new one has been generated.

- A. Following the JHA, the Technical Personnel shall follow the repair procedures for the equipment in question.
- B. If additional spare parts are needed, the Technical Personnel shall follow the procedures on requesting spare parts and supplies
- C. Make sure to wear the recommended PPEs.
- D. The TP has the right to stop the job whenever he/she feels unsafe until the hazards has been controlled and deemed safe.
- E. Test the equipment multiple times (at least 5 times) before declaring that it is Fully Operational.

7.1.3

Result

When the repair is unfinished;

- A. The TP shall fill up and submit to the worksite authority a Service Report (SR) stating the actions taken, cause of the problem, recommendations and spare parts installed (if applicable).
- B. When the repair is scheduled on the next date the TP shall follow the procedure from **7.1.1: Preparation**
- C. Update Job Entry Form (SR and AR numbers only).

When the repair is completed;

- D. The TP shall fill up the Service Report (SR), stating all the procedures performed in order to repair the equipment. Additional spare parts shall be included.

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- E. In case an additional part has been installed the TP shall submit an additional Acknowledgement Receipt (AR) including the prices.
- F. The TP shall submit the SR & AR to the worksite authority for signature and leave a Customer's Copy.
- G. When the spare parts used are over the price limit or the worksite authority requires a proposal, The TP shall fill-up the Proposal Request Form and submit it to the SA to generate the proposal. Once approved, it will then be forwarded to the worksite authority through email, fax, door to door delivery, etc.
- H. Update the Job Entry Form and submit to the SA for compilation.

7.2 Office Repair

Office repair procedure shall be followed when the equipment has been pulled out from the worksite due to the following reason;

- A. Recurring defect;
- B. Unknown cause of defect;
- C. Repair needs more time and further observation;
- D. Cost of transportation;
- E. Availability of the technical staff;
- F. Availability of the manufacturer for support;
- G. Urgent situations;
- H. Special cases;

7.2.2 Equipment Transport

- A. Once the request for repair has been settled and both parties has agreed that the equipment will be repaired in Altamedica Inc., the worksite authority shall prepare the equipment for shipment. It should be safely packed and cushioned in order to avoid damages caused by freight handling.
- B. It shall be delivered to Altamedica Inc. but not limited to the following;
 - Courier Service Provider;
 - Sea Port to Sea Port;
 - Airport to Airport;
 - Worksite authority's Personnel delivery;
 - Pick-up by Altamedica Inc. staff;
- C. Freight charges will be handled by Altamedica Inc. or the worksite authority depending on the following factors;
 - Warranty period;
 - Severity of the defect;
 - Recurring defects;
 - Cause of the defect;
 - Special cases;

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7.2.3

Receiving

- A. Once the machine arrives in the company premises, it shall be recorded in the **"MACHINES FOR REPAIR LOGBOOK"**. All items that comes with the machine (i.e. power cords, manuals, accessories, consumables, etc.) shall be recorded and tagged accordingly. The following equipment data should be recorded;
 - Model;
 - Serial Number;
 - Center/Worksite authority's Name;
 - Included accessories;
 - Date IN;
- B. The person who delivered the equipment shall sign in the logbook with complete name and signature.
- C. The tags should contain the following details;
 - Customer's name;
 - Machine name/model;
 - Date received;

7.2.4

Preparation

- A. The Technical Manager/Supervisor, Service Assistant, or designee shall appoint a trained personnel to handle the repairs of the received equipment.
- B. The TP shall include the assigned equipment into his/her repair schedule.
- C. Before working on the job, the Technical Personnel shall secure the following;
 - Job Order Form ([Refer to Work Permit System-Job Order System Procedures: OSHGL-WPS-JO-001](#))
 - Job Hazard Analysis Form ([Refer to JHA Procedure: OSHGL-SFT-JHA-001 Rev.0](#))
 - Hot Work Permit, Cold work Permit, Electrical Work Permit if needed ([Refer to Work Permit System-Job Order System Procedures: OSHGL-WPS-JO-001](#))

7.2.5

Repair

Repair shall only commence when all of the permits required have been issued. For additional permits, the work shall be stopped and will only resume when the new requirement has been secured and the JHA has been reviewed and amended.

- A. Following the JHA, the Technical Personnel shall follow the repair procedures for the equipment in question.
- B. If additional spare parts are needed, the Technical Personnel shall follow the procedures on requesting spare parts and supplies.
- C. Make sure to wear the recommended PPEs.
- D. Test the equipment multiple times (at least 5 times) before declaring that it is Fully Operational.

7.2.6

Result

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When the repair is unsuccessful;

- A. The TP shall update the Job Entry Form stating the actions taken, and spare parts installed, etc.
- B. When the repair is scheduled on the next date the TP shall follow the procedure from **7.2.4: Preparation**

When the repair is completed;

- C. The TP shall fill up the Service Report (SR), stating all the procedures performed in order to repair the equipment. Additional spare parts shall be included.
- D. In case an additional part has been installed the TP shall submit an additional Acknowledgement Receipt including the prices.
- E. The TP shall coordinate with the worksite authority and send the SR & AR through fax, e-mail, etc. Advise the worksite authority to send back a received copy of the SR & AR.
- F. When the spare parts used are over the price limit or the worksite authority requires a proposal, The TP shall fill-up the Proposal Request Form and submit it to the SA to generate the proposal. Once approved, it will then be forwarded to the worksite authority through email, fax, door to door delivery, etc.
- G. Update the Job Entry Form and submit to the SA for compilation.

7.2.7

Releasing

- A. Before releasing the equipment, the TP shall;
 - Safely pack the equipment with proper cushioning.
 - Make sure that all items that came with the equipment are included in the packaging.
 - Include the original SR & AR (Customer's copy) in the package. It is only applicable when the TP/SA has received a copy of the SR & AR that is properly signed by the authorized person.
 - Attach a packing list.
- B. For equipment that has to be shipped through sea or air, it shall be endorsed to the Stock Custodian. He/she must sign the Logbook for releasing.
- C. Equipment for pick-up by the worksite authority will be kept in the Technical Department.
- D. During the release of the equipment, the person who picked out the equipment and the staff who released the equipment shall sign into the **MACHINES FOR REPAIR LOGBOOK**.
 - Name;
 - Signature;
 - Date released;
- E. Don't release the equipment if;
 - No Service Request has been received.

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- The SR/AR is not duly signed by the Worksite Authority.
 - No prior notice from the Worksite Authority that the equipment will be picked up.
 - On the advice of the Credit & Collection Department.
- F. Once the equipment has been released the Releasing Person shall update the Worksite Authority that the item has been picked up, details shall include;
- Date and time of pickup
 - Person who received the equipment

8.0 MAINTENANCE AND CALIBRATION PROCEDURE

Once all the requirements for the commencement of the requested Maintenance or Calibration services have been fulfilled, the TM/SA shall assign a trained person for the job and include in the operation schedules. All information pertaining to the incoming work shall be given to the responsible TP. The TP may communicate with the worksite authority to gather additional information.

8.1 Preparation

Altamedica Inc. (Actions to be performed within the company premises)

- 8.1.1 Before leaving for the job, the Technical Personnel shall secure sufficient copies the following;
- A. Job Order Form ([Refer to Section 7; Work Permit System-Job Order System Procedures: OSHGL-WPS-JO-001](#))
 - B. Job Hazard Analysis Form ([Refer to JHA Procedure: OSHGL-SFT-JHA-001 Rev.0](#))
 - C. Service Report (SR)
 - D. Acknowledgement Receipt (AR)
 - E. Provisional Receipt (PR)
 - F. PM/Calibration Stickers

Worksite (Actions to be performed within the client premises)

- 8.1.2 The TP shall present his/her Job Order for approval by the worksite authority.
- 8.1.3 Before performing the job, he/she shall perform a Job Hazard Analysis ([Refer to JHA Procedure: OSHGL-SFT-JHA-001 Rev.0](#))
- 8.1.4 Present the JHA Form to the worksite authority and coordinate in order to control the hazards. Make sure that all hazards have been controlled before starting the job.
- 8.1.5 Whenever there is an uncontrolled hazard or the TP feels unsafe he/she shall postpone the job until the hazards has been controlled and deemed safe.
- 8.1.6 If the worksite safety rules and regulations are implemented, make sure to abide by these rules.

8.2 Maintenance / Calibration

The service shall only commence when all of the required permits have been complied. For additional permits, the work shall be stopped and will only resume when the new requirement has been secured and the JHA has been reviewed and amended.

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- 8.2.1 Following the JHA, the Technical Personnel shall follow the repair procedures for the equipment in question.
- 8.2.2 If additional spare parts are needed, the Technical Personnel shall follow the procedures on requesting spare parts and supplies
- 8.2.3 Make sure to wear the recommended PPEs.
- 8.2.4 The TP has the right to stop the job whenever he/she feels unsafe until the hazards has been controlled and deemed safe.
- 8.2.5 Test the equipment multiple times (at least 5 times) before declaring that it is Fully Operational.
- 8.2.6 A PM/Calibration sticker should be attached to the PM/calibrated machines.
- 8.2.7 The TP shall submit a Calibration / Maintenance Report to the worksite authority. Templates are available with the SA.

8.3 Result

When the work is unfinished;

- 8.3.1 The TP shall fill up and submit to the worksite authority a Service Report stating the actions taken, cause of the problem, recommendations and spare parts installed (if applicable).
- 8.3.2 When the repair is scheduled on the next date the TP shall follow the procedure from **8.1 Preparation**.
- 8.3.3 Update the Job Entry Form (SR and AR numbers only).

When the work is completed;

- 8.3.4 The TP shall fill up a final Service Report (SR), stating all equipment that are maintained/calibrated, final findings and remarks, total price of the contracted services (based on the approved proposal).
- 8.3.5 In case an additional part has been installed the TP shall submit an additional Acknowledgement Receipt including the prices.
- 8.3.6 The TP shall submit the SR & AR to the worksite authority for signature and leave a Customer's Copy.
- 8.3.7 When the spare parts used are over the price limit or the worksite authority requires a proposal, The TP shall fill-up the Proposal Request Form and submit it to the SA to generate the proposal. Once approved, it will then be forwarded to the worksite authority through email, fax, door to door delivery, etc.
- 8.3.8 Update the Job Entry Form and submit to the SA for compilation.

9.0 MANUFACTURER'S ASSISTANCE

- 9.1 If the problem is still unsolved and requires the assistance of the manufacturer, the TP shall coordinate with the manufacturer within 24 hours after the service.
- 9.2 The TP shall fill up the Product Complaint Form (available with the SA)
- 9.3 The report shall contain the following;
 - 9.3.1 Brand;
 - 9.3.2 Model;
 - 9.3.3 Serial Number;
 - 9.3.4 Date Installed;
 - 9.3.5 Problem;
 - 9.3.6 Actions/tests performed and result;

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9.3.7 Remarks;

- 9.4 A video or image shall be attached in order to define the problem properly.
- 9.5 If the manufacturer does not reply within 24-hour period, the TP shall send a follow-up email until he/she receives a proper response.
- 9.6 When the manufacturer has given a solution to the problem, the TP shall perform the operation within a 24-hour period or as scheduled by the TM/SA.
- 9.7 For online support, the TP shall be in contact with the manufacturer on the manufacturer's preferred line of communication. The TP shall fix the schedule, prepare all of the needed items and the worksite shall be ready ≤ 30 min. before the connection.
- 9.8 Once the problem has been fixed, the TP shall update the manufacturer through a formal email.
- 9.9 Every action performed during the manufacturer's assistance process shall be updated in the Job Entry Form.

10.0 JOB TRANSFER / ENDORSEMENT

In the event that the Job needs to be performed by another TP or the assigned TP is not available to continue the service, the following procedure shall be followed;

- 10.1 The original TP shall inform the SA for reassignment of the job.
- 10.2 The SA shall assign a new TP to handle the service and endorse the Job Entry form to him/her.
- 10.3 The new TP shall evaluate the Job Entry Form and follow the standard procedures.

11.0 SCHEDULE MANAGEMENT

- 11.1 To accommodate and organize the schedule of repairs and other services, Altamedica Incorporated Technical Department has a 24-hour period to respond once the service request has been received. This includes a remote/phone technical support, schedule of visit, the assigned TP, and other information the client needs.
- 11.2 For changes in schedules due to an unforeseen reason, the TP or SA shall coordinate with the Client or Sales personnel on the re-scheduling of the service with the approval of both parties.
- 11.3 The SA shall record the logs of all the received Service Request and add it to the weekly service schedules with the approval of the TM. If a Job Entry Form is not opened, he/she shall follow the **"Complaint Receiving Procedure"**.
- 11.4 The SA shall report to the TM the status of the schedule daily.
- 11.5 Service schedule shall be delegated to the TP a day before the visit. If the TP's schedule is free, the visit schedule shall be assigned immediately.

12.0 ADDITIONAL REPAIRS

There are cases that the worksite authority requests for additional repairs of equipment that is not included in the service repair (unreported). The TP shall;

- 12.1 Advise the worksite authority to submit a service request before the work can be performed (repairs only).
- 12.2 If applicable, the TP shall follow the emergency repair procedure **(6.2.4: Emergency)**.

13.0 COMMUNICATION

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- 13.1 When the job has to be delegated to another TP all information pertaining to the job shall be completely communicated/endorsed. The new TP shall review the documents (SR, JHA, Logbooks) for the job before proceeding with the repairs.
- 13.2 The worksite authority should be well informed on the status of the job and their equipment before the TP leaves the premises. For office repairs, the TP shall update the client for at least once a day on the status of the equipment.
- 13.3 During the end of the job the TP shall discuss with the team members and share the learned knowledge when performing the job.

14.0 REPORTING

For audit, review and other purposes, all generated Service Reports are to be properly filled-up and submitted to the SA for compilation.

14.1 Service Report

Service Reports should be filled up accordingly. Instrument status and Labor charge section should be filled up with the correct codes.

14.1.1 Instrument Status;

- A. **Fully Operational (FO)** – Equipment has been **repaired/installed** and ready to use;
- B. **Under Observation (UO)** – Equipment has been repaired but some parameters and performance are to be monitored. The TP shall communicate with the worksite authority on the status of the equipment after a 24-hour period.
- C. **Further Repair (FR)** – Equipment has not been repaired or the repair is unfinished; it may need part replacement, part modification, manufacturer's assistance, further evaluation, special tool/test equipment, etc.;

Others;

- D. **Further Calibration (FC)** – Calibration is on-going or incomplete, to be continued on the next visit;
- E. **Further Maintenance (FM)** – Maintenance is on-going or incomplete, to be continued on the next visit;
- F. **Further Installation (FI)** – Installation is on-going or incomplete, to be continued on the next visit;
- G. **Calibration Completed (CC)** – All of the equipment listed for calibration (under contract) has been completed. Used for final Maintenance Service Report.
- H. **Maintenance Completed (MC)** – All of the equipment listed for maintenance (under contract) has been completed. Used for final Maintenance Service Report.

14.1.2 Labor;

All spaces in the **Labor** section should be filled up. Labor charge/hour shall only be filled up if applicable. Charges should be based on the latest and approved service charges for Altamedica Inc. Technical Department.

Total Labor Charge;

- A. **With Labor Charge;**

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The Technical Personnel shall charge the client for the services performed only if the equipment is outside the warranty Period and the Status is;

- **Fully Operational (FO)**
- **Under Observation (UO)**

B. No Labor Charge;

The Technical Personnel shall indicate a **"Free"** status in Total Labor Charge section if the following code is applicable;

- **Under Warranty (W)** – Equipment is within the warranty period (normally 1 year);
- **Service Warranty (SW)** – Equipment is within the 2 weeks' service warranty period as long as the problem is still the same;
- **Not Applicable (NA)** – Equipment is Installed in a Government Facility (i.e. Hospital, RHU), Lifetime Customers, VIPs, etc.

Sample Format:

Total Labor Charge: FREE – "Status Code"

Example:

Total Labor Charge: FREE - SW

C. Unfinished Maintenance, Calibration and Repair

In the event of an unfinished Maintenance and Calibration, the labor charge should be similar to the equipment status.

Example;

Instrument Status: FC

Total Labor Charge: FC

D. Contracted Price;

Maintenance and calibration services are usually performed with an approved proposal or contract

If the service is completed within one visit;

- Labor charge should be the price in the contract / proposal;

If the service is completed after multiple visit;

- The TP who handled the last service shall fill up a Final Service Report. The Total Labor Charge should be equal to the total contracted amount;
- The proposal number should be indicated below the price;

Example;

Total Labor Charge: FC

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Proposal #11049

14.2 Acknowledgement Receipt

Acknowledgement Receipt (AR) should be filled up with the additional details;

- 14.2.1 Client's Name;
- 14.2.2 Service Report Number (SR#);

14.3 Weekly Report

- 14.3.1 Every Technical Personnel including the Technical Manager needs to submit a compilation of all the Service Reports he/she has generated once a week.
- 14.3.2 Report compilation shall be submitted to the Service Assistant (SA) at the end of the week through email.
- 14.3.3 It shall be compiled in a macro enabled excel file format. The template may be obtained from the SA.
- 14.3.4 The file should be labeled properly; ("Name" weekly report "Beginning Date" to "End Date, Year") Ex. **Lapu-lapu weekly report January 1 to 7, 2019.**
- 14.3.5 The email subject and the file title should be similar.
- 14.3.6 Hard copies (Blue and Yellow copy) of the results have to be submitted to the SA for processing.
- 14.3.7 Whatever is the data in the original Service Report, it shall be exactly the same in the submitted compilation.

14.4 Monthly Report

14.4.1 Service Assistant

- A. The SA shall compile all of the submitted Service Reports monthly and submit it to the Altamedica Management.
 - Reports shall be labeled per month.
 - The report shall be signed by all Technical Department personnel.

14.4.2 Technical Personnel

- A. Every Technical Personnel (TP) are required to submit a monthly report containing the following;
 - Tasks/Jobs performed in that specific month.
 - Lessons Learned
 - Remarks and/or suggestions for improvement
- B. It shall be submitted to the SA & TM for and evaluation and record keeping. It will help in the future training programs and policy improvement of the company.
- C. Template may be obtained from the SA.

14.5 Annual Report

- 14.5.1 The Technical Department through the SA & TM shall submit an annual report of all the tasks performed by the Department

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- 14.5.2 through an annual compilation of the Service Reports. The format should be similar to the monthly report but compiled per annum. The report shall be labeled per year and submitted to the Altamedica management.

15.0 TRAINING

- 15.1 This procedure should be periodically reviewed to the technical staff and newly hired employees.
- 15.2 It shall be included in the Technical Department orientation.
- 15.3 Other affected staff should be trained as well.
- 15.4 Every technical person should be trained on how to properly handle all the tools and equipment as well as the safe repair conduct.
- 15.5 The Technical Personnel has the right to refuse the Job if he is not properly trained on the given work.

16.0 AUDIT

- 16.1 The management shall carry out yearly audits on this procedure. Factors to be considered but not limited to;
 - 16.1.1 Effectivity of the procedure
 - 16.1.2 Amendments and improvements
 - 16.1.3 Change in company policies

17.0 DEFINITION OF TERMS

- 17.1 **Job Hazard Analysis (JHA)** - A systematic look at a task to be performed; breaking it down to individual task steps, identifying potential hazards, and methods to control those hazards. A job related safety and environmental analysis is intended to identify hazards and provide actions to mitigate all known hazards with a particular task.
- 17.2 **Job Endorsement Form** – a form that contains the details and actions performed on the equipment to be given to the next person who will handle the service.
- 17.3 **Job Order** - The written authority given to a worker or shop to perform certain work.
- 17.4 **Level 1 Client** – Worksite authorities that does not have a reporting form or system/documentation during equipment failure (i.e. free standing laboratories, clinics, hospitals).
- 17.5 **Level 2 Client** – Worksite authorities that have their own reporting system/documentation during an equipment failure (i.e. Medicus Philippines Incorporated).
- 17.6 **Manufacturer** – a company that uses raw materials and employee labor hours to create finished products.
- 17.7 **Proposal** – a written offer from a seller to a prospective buyer.
- 17.8 **Service Request Form** – a form that contains the details about the worksite authority, equipment, the defect and troubleshooting actions performed by the user.
- 17.9 **Service Report** – a document containing the details on the performed task like the equipment data, problem, findings, recommendation, etc.

