

BDI - EMPLOYEE WRITE UP FORM

Employee: Dan Yule

Date: 2019-05-23

Department: Service

Supervisor: Richard Zimmer

Employee Seniority Date: 1970-01-01

Trade level: j-man

Disciplinary action: Y



TYPE OF VIOLATION:

Carelessness
Work Quality
Comeback

WARNING:

Last warning: 2019-05-23
Previous warning: 2019-05-23
Warnings: 2

EMPLOYER STATEMENT:

We cannot stress enough how important is to do top quality work every time and especially on our fleets. We lost pitstop hydraulic work due to an issue you had before and we gain it back and are now looking at losing it again due to this last fiasco. Almost the exact same situation that a cylinder was not being bled right and we had to write off hrs and hrs of time and the customer came to pick up the truck and 3 blocks down the road he turned around and brought it back for the same problem. WE CANNOT HAVE THIS HAPPEN ON A PROBLEM CHILD SITUATION.

Now we are being bumped to 2nd on the list for Monarch roofing and siding, they are one of our longest standing fleets and we have a very strong relationship with them. We missed diagnosed a diff lock issue that is now at another shop getting a new dif put in due to the spider gears worn right out. This is a 3500-4k job that someone else is doing right now because of us and we are slow and sending guys home.

Another issue for the same customer on Rebel, we had it come back a second time and then were told to go through everything we can on it and do anything that is leaking. We find a bunch more lines we should have caught the first time so that's great but then we missed a couple under the truck. The truck went back and in the morning it had a puddle under it before it has even been used. Another company was called in to fix the 2 lines and he showed Mattock they were so brittle they were cracking in his hands.

I am completely shocked at this, your suppose to be the leader in the hydraulic side of things and we are screwing up royally and loosing our fleets over this. We are not sure if you have some person issues going on but we cannot have this anymore. We need you to change your thought process and work on the following issue asap.

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Follow through - we need you to break down the job better in to specific things so we can ask for the proper time for the job and to wash it and to test it.

Buffer - give yourself the time to do the whole job.... think about what you can ask for and how we can make money on the job instead of writing off time.

Consistency - need to have all jobs be consistent, quotes and diagnostics and all the checks and tests we all need to be the same on. We need to have the right time and take all the right steps every time.

Bottom line we have way to many things that are leaving here broken and we cant have it in our shop and we wont survive it in this market. We need to put out a premium service for charging a premium price.



I HAVE READ THIS "WARNING LETTER" AND I UNDERSTAND IF I HAVE RECIEVED A COPY OF THE SAME

Employee Signature

Management Signature

Witness Signature