

BCBME	Business Area: CMMS	Document Name: External Service	Document #: SOP008
Revision #: 1.1	Revision Date: April 26, 2017	Prepared By: Doug King	Approved By: BCBME Directors

Policy

The British Columbia Biomedical Engineering Federation will record all service performed by any external vendor on any asset in the BCBME CMMS.

This SOP will describe the entry of external service into the CMMS, so that is done in a consistent manner.

Definitions

Acronym or Word	Description
BCBME	British Columbia Biomedical Engineering
CMMS	Computerized Maintenance Management System, which is the database that houses all medical device records, including repairs, inspections, purchase information, warranties, parts, etc.
External Service	Any inspection, preventive maintenance, installation, upgrade, or corrective maintenance performed by an external vendor on any asset in the BCBME CMMS

Scope

This procedure applies to all assets in the BCBME CMMS.

Procedure

1. A WO should be created in the CMMS as soon as possible after you are aware of the request or need (Reference BCBME SOP 006 – Work Order Recording).
2. Prior to allowing any service vendor to conduct service on any assets, advise them that they must:
 - Receive approval from biomedical and clinical staff to service equipment. Coordinate with clinical staff for access and arrange agreeable time.
 - Follow all instructions from biomedical and clinical staff.
 - Provide service to manufacturer standards and/or any standards of BCBME.
 - Provide service records within 14 days of completing the service, and must include at least the following:
 - Service vendor name
 - Date and time of service
 - Service vendor technician name and contact information
 - Information on the asset(s) including manufacturer, model, serial number, and location
 - Detailed description of work performed
 - Labor and travel time
 - Parts and parts cost

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3. During or at completion of any external service:

- Help provide access for vendor to equipment
- Ensure that the service vendor is made aware of any technical or clinical instructions
- Ensure that the work is performed to the standards of the manufacturer and/or BCBME

4. Following external service:

- Obtain and attach the vendor service report to the work order.
- Enter the following information in the work order:

Labor

- Create an External Time Charge for service vendor and:
 - Enter the essential comments for the work performed, including problem description and problem resolution
 - Enter the hours from the vendor service report. If hours are not outlined in service report, enter the number of hours the vendor was onsite
 - Enter the labor cost from the service report if it is going to be invoiced (estimate if not on service report)
 - Enter a labor cost of \$0.00 if it is not going to be invoiced (e.g. equipment is on service contract or warranty, or the vendor is offering service for free)
- Create a Time Charge for yourself for all time required to manage external service.

Parts

- Enter all parts that meet any of the following criteria:
 - The unit cost is > \$100, OR
 - It is a significant part that someone would need to know about, OR
 - It is a part that is failing on a regular basis
- Enter the part cost from the service report if it is going to be invoiced.
- Enter a part cost of \$0.00 if it is not going to be invoiced.
 - Note: If part is selected from parts list, remember to zero the part cost as it will auto-populate

There are fields in the work order for the following information, but recording the information is at the discretion of the Health Authority:

- Invoice Cost
- Purchase Order Number

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Revision History

Revision No.	Date of Issue	Revised By	Comments
Version 1.0	October 26, 2015	Doug King	Draft
Version 1.1	November 21, 2016	Brendan Gibbons	Revised
Version 1.1	April 26, 2017	Brendan Gibbons	Active – Approved by Federation Directors

Reference Documents

BCBME SOP006 – Work Order Recording