

RCM Case Management Page

Case Management

Updates Logout

Fleet Reliability Portal

- Fleet Overview
- Root Cause Analysis
- Asset Performance
- Trends
- Engine Interventions Validation
- Case Management
- Instructions
- Jobs
- Profile

Case Management

TOC Select Class Select Unit Select

22 reports 15 reports 7 reports 2 reports

Total Reports New Reports Completed Reports Rejected Reports

SELECTED CASE
CASE-001 – Brake pressure warning
Status: New - Priority: High - Unit: Class 170 - Vehicle: 170101

Add New Record Edit Case Edit Records Reject Case

Records Work Orders Meeting Notes Sensors

DATE RECORD

2024-05-10	Initial report logged by driver.
2024-05-11	Inspection completed, parts ordered.
2024-05-13	Awaiting part delivery ETA 2024-05-15.

Description

Intermittent brake pressure drop reported during acceleration and deceleration on car 2 fail to latch on first cycle.

Cable temp spikes after 20 mins. likely sensor drift.

Rows per page: 100 1-3 of 3

Clicking case brings up modal with buttons to:
- Add New Record
- Edit Record
- Edit Case
- Reject Case
- Add meeting notes

Modal has tabs for:
- Records
- Work Orders
- Meeting Notes
- Sensors readings

Ability to reject proposed case

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Cases

ID	Work Order	RFS	Unit	Vehicle	Status	Priority	Title	Description
CASE-001	WO-04821	RFS-104	Class 170	170101	New	High	Brake pressure warning	Intermittent brake pressure drop reported during acceleration.
CASE-002	WO-04898	RFS-118	Class 180	180101	Monitor	Medium	Door control fault	Forward doors on car 2 fail to latch on first cycle.
CASE-003	WO-04877	RFS-125	Class 190	190009	Completed	Low	HVAC overheating	Cable temp spikes after 20 mins. likely sensor drift.

Proposed Reports are those raised automatically that have not yet been accepted or rejected.

Colours indicate if case raise on sub-system

Selectable elements indicate sub-systems on which case has been raised.

Process for building cases:
Picture of train with highlights against system. Click on it. Shows incidents. Review them, approve, or create new case.

Click an arrow and takes to next unit that has been flagged.
See whole unit at once, but distinguish which vehicles are responsible.