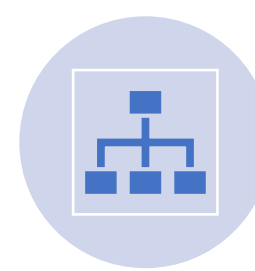


Training Topics



PPM TASKS:



COMMUNICATION WITH
CUSTOMERS ON PPM TASKS &
SCOPE OF WORKS.



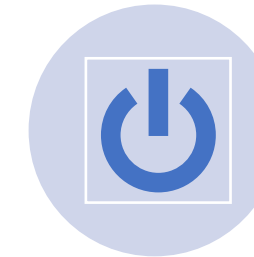
WEARING PROPER PPE'S
WHILE ENTERING THE
APARTMENTS / UNITS.



FINDING DEFECTS DURING
PPM WORKS AND UPDATING
ON GROUPS & HANDLING
TOOLS & USAGE OF TOOL BAGS



GENERAL CLEANING OF
AREAS IN APARTMENTS
AFTER PPM TASKS.



FSI UPDATE ON NO
ACCESS.

PPM Tasks:



Always make sure you reach the apartment / unit on the proper scheduled time slot or at least 5 minutes prior. Never be late.



If you be late and don't accept the task on time. The Task in FSI will get Breached. This will fail our SLA (Service Level Agreement) with our clients.



You have one hour to complete the task properly.

Introduction & Greeting The Customer While Going For PPM.

- Always greet the customers with a smile on your face.
- Say Good Morning / Good Afternoon Or Good Evening according to the time.
- Mention to the Customer that we have come to carry out PPM works for all the AC / Electrical & Plumbing systems in your apartment.
- Explain All The Scope Of Works Of The PPM Tasks.
- On completion of works make sure to greet the customer and say Goodbye.



Ask for customer contact details.

Give the TAB to the customer to write their own details to avoid mistakes

- Name
- Phone number
- Email address
- Comments

10:05
5G
43

Close
TaskActivity
Language

Task: TST:2023-24/105

Proof of Attendance
As part of the Task process you are required to scan the Barcode Tag of the Location

If more than one identity tag is shown in the list, you are only required to scan one. If you are unable to scan the identity tag for any reason, please indicate below

Expected Tag(s) 0

☒ Unable to Scan

Customer Name

Troy

Phone

0564083424

Email

troy@hotmail.ae

Comments

+ Submit

↩ Back

	1. FAN COIL UNIT:
1	Access the FCU units' power and switch off.
2	Remove air filter, wash and fix back.
3	Clean drain pan tray and flush the drain line.
4	Check unit's blower motor condition and fir any abnormal noise.
5	Check cooling coil condition and any blockages due to dirt.
6	Isolate chilled water line valves.
7	Remove, clean strainers and carry out coil and line flushing.
8	Switch on the FCU power and check for thermostat and actuator operations.
9	Clean all airflow grills and diffusers
10	Check both grill and room temperatures.
11	Grill Temperature
12	Room Temperature

	2 ELECTRICAL SYSTEM:
1	Open electrical DB cover.
2	Isolate main power using (LOTO) Lock Out Tag Out.
3	Carry out cleaning and dusting with air blower
4	Check for any loose cables and tighten.
5	Check for any damaged or burnt cables.
6	Fix back DB cover.
7	Reinstate power supply.
8	Check for any components overheating.
9	Check tripping of ELCB with test button manually.
10	Check amps as per the available load schedule in the DB
11	Carry out visual check of all electrical switches, sockets and light fittings.

	3 PLUMBING:
1	Access water heater and check for any rust, damage and leaks from fittings.
2	Check thermostat and heating element operations.
3	Carry out visual inspections of all sinks and drain lines. Check for any leaks.
4	Check for any blockages in all washbasins and sinks.
5	Open floor trap covers and check for any blockages and clear the same.
6	Remove all mixture taps aerator filters, wash and fix back.
7	Check water pressure and water flow from all taps.
8	Check all water closets for any crack or leaks.
9	Visual check of bathtubs and cracks on it.

PPM SCOPE OF WORKS:



Property Safety & Wearing Proper PPE's

Before Commencing Any PPM or Reactive Works Make Sure The Area Is Covered With Polythene Sheets. By Doing So Any Kind Of Damages To The Property Can Be Avoided

Always Make Sure You Wear Your PPE's Provided – Safety Shoes, Hand Gloves (Cotton Or Rubber) – Shoe Covers.



**Personal
protective
equipment must
be worn**

FINDING DEFECTS DURING PPM WORKS AND UPDATING ON GROUPS & HANDLING TOOLS & USAGE OF TOOL BAGS

Make	Always make sure to take a note of all the defects or damages of any equipment's or materials while carrying out the PPM's.
Update	Update the same in the PPM WhatsApp groups and make sure to raise a FUM task ID against the same.
Update	Update the task accordingly to Quotation Pending so the quote for the same can be sent to the customer for approval.

GENERAL CLEANING AFTER ALL PPM & FUM TASKS:

- Before cleaning the AC / FCU Filters. Kindly make sure to take permission from the Tenant if can be washed in the bathtub ?
- Only wash the filters in the bathtub if permitted. If not kindly wash the filters out in the common areas.
- Make sure to clean all the areas inside the apartment wherever dust or dirt is fallen during the PPM or FUM tasks.
- Clean the area even if the customer says we will clean it. As this could turn out to be a complaint against us later.
- Kindly do not throw any debris over the false ceiling.





No Access Updating For PPM Tasks

- As mentioned above – All PPM tasks needs to be attended exactly on the scheduled time slot or at least prior to 5 minutes.
- If NO ACCESS – Task needs to be updated in FSI within the first 5 minutes without fail.
- Once status is changed in the TABS – Techs need to wait at the door and should not leave until a confirmation is received from your concerned zone coordinator to leave.
- Once confirmation from coordinators is received - AL Mufeed PPM No Access door hanger needs to be filled and hanged on the door without fail.

FSI Updates / Changes From Customer Comments To Star Ratings.

The screenshot shows the 'FSI GO' mobile application interface. At the top, there is a blue header bar with a back arrow, the text 'FSI GO', and a 'LANGUAGE' dropdown menu. Below the header, the task ID 'Task: TST:362' is displayed. The main section is titled 'Rate Us!' and features five empty star icons for rating. Below the stars are two blue buttons: '+ Add Customer Signature' and '+ Add Technician Signature'. Under the technician signature button is a text area labeled 'Technician Completion Comment' containing the text: 'PPM completed and found issue with lights, small crack on bathtub. we have inform the customer.' At the bottom, there is a green bar with a checkmark icon and the text 'Complete Task', and a blue bar with a back arrow icon and the text 'Back to Task'.

Customer 5 Star Rating

Technician to add proper completion comment, add all the findings found while doing PPM or fixing FUM issues



Usage of Proper Tools & Tool Bags

Note

- Kindly note that always use your tools properly and avoid damage.

Use

- Use the right tools at the right places.

Clean

- Always clean your tools after every work shifts.

Use

- Always use proper tool bags provided by the company.

Never Use

- Never use Polythene bags to carry tools.





AL Mufeed Group
مجموعة المفيد



THANK YOU