**Maintenance Procedures - Standard Operating Procedure for University Drive**

* Has the car been APPROVED for service by the customer? If yes, proceed. If no, inform FOH to contact customer for approval
* Are all the parts required to service the car ready and onsite? If yes, proceed with maintenance. If no, do not initiate work on the car
* Pick up work order from FOH and coordinate with FOH concerning other issues pertaining to the car and execute maintenance actions to meet customer expectations
* In mission control, change the status of the car to “Service” and then click “Start” to record maintenance hours
* Inspect all tools and equipment required to perform maintenance and ensure the necessary consumables are onsite to complete the job. This will prevent work shortage
* Perform maintenance per the service manual in a safe and expeditious manner while providing quality service
* If a tech spends over an hour diagnosing a vehicle, the Tech lead must assist the struggling technician or contact the engineers for assistance.
* Once a part is ordered against a car, the status of the car must change from service to part hold, for instance
* When a job is complete, write up the specifics of the