



MAINTENANCE OPERATIONS STANDARD PRACTICE

Work Order Standard
Operating Practice

INSTRUCTION NUMBER:
75-0016

Creating (QC Repair Type) Work Orders

Monitoring service performance is essential for ensuring quality service and repairs are being made on all equipment. The **QC Repair work order type** allows us to use our documented negative QC issues as a positive tool to drive continuous improvement and quality assurance by monitoring and recording quality control repair occurrences anytime corrective action is necessary. Examples include:

- QC issues found on assets on the branch ready line.
- Assets that have been misdiagnosed
- Avoidable Come Backs (Assets not fixed right the first time or caused by conditions or actions in your workshop that are directly within a branches power to control or change.
- Rework of Assets recently repaired previously &/or wasn't performed the right way the first time.
- When performing a Make Ready and repaired item is found as not meeting our standard.

Work Order Documentation Process

QC repair work orders **must always** include the supporting documents, pictures & video of the QC issue uploaded into BOX and then attached to the applicable QC repair work order, <https://gvtv.box.com/s/uf9qdmfmfqk2o8m2fbt4qtkr69eyxgpwz>, this is the link to a step by step procedure showing how to perform these tasks. This must be followed up with a good and thorough description of the details of the issue in the Comments field of the work order. With any good programs comes communication and this is done when inputting the affected branch in the **(Affected Branch:)** data input field of your emaint work order. With so many of these QC repairs being repetitive as we communicate it, we will only see further improvement, and better communication throughout Gravity.

WO TYPE:	QC REPAIR
TASK #:	
Asset Desc:	NATURAL GAS GENERATOR
Model No:	TG100
Category:	ENGINE
Sub-Category:	HEAD & VALVETRAIN
Labor Operation:	Timing Cover and/or Gasket-1
Operation:	E5036
Labor Operation Guide Hours:	6.1
Assignment	
Assign To Type:	Employee-91
Assign To:	Select Fullname
Assign ID:	Select ContactId
Office Location:	Cleburne (CRF) TX
AFFECTED BRANCH:	

WO TYPE:	QC REPAIR
TASK #:	AUCTION REQUEST
	AUCTION REPLY
Asset Desc:	BRANCH OPERATIONS
Model No:	CORRECTIVE
Category:	DOT INSPECTION
Sub-Category:	GPS
Labor Operation:	LONG TERM REPAIR
Operation:	MAKE REPAIR
	PU REPAIR
	QC REPAIR
ration Guide Hours:	SUBLET REPAIR
	TSB
	WARRANTY REP

Improvement process

The test of a good branch is measured by how well it positively responds to QC issues when they do occur, (even after everyone has done everything possible to prevent them) and how well the branch personnel addresses the great potential for a costly rippling effect of service dissatisfaction inherent in every QC issue (regardless whether the QC issue is considered to be "avoidable" or "unavoidable"). It is possible to create measures of prevention that virtually eliminates the dissatisfaction caused by deficiencies in Service Quality. The Maintenance department stands ready to assist anyone that has any questions with this or any other maintenance related issue at Maintenance.Department@gvty.com.

