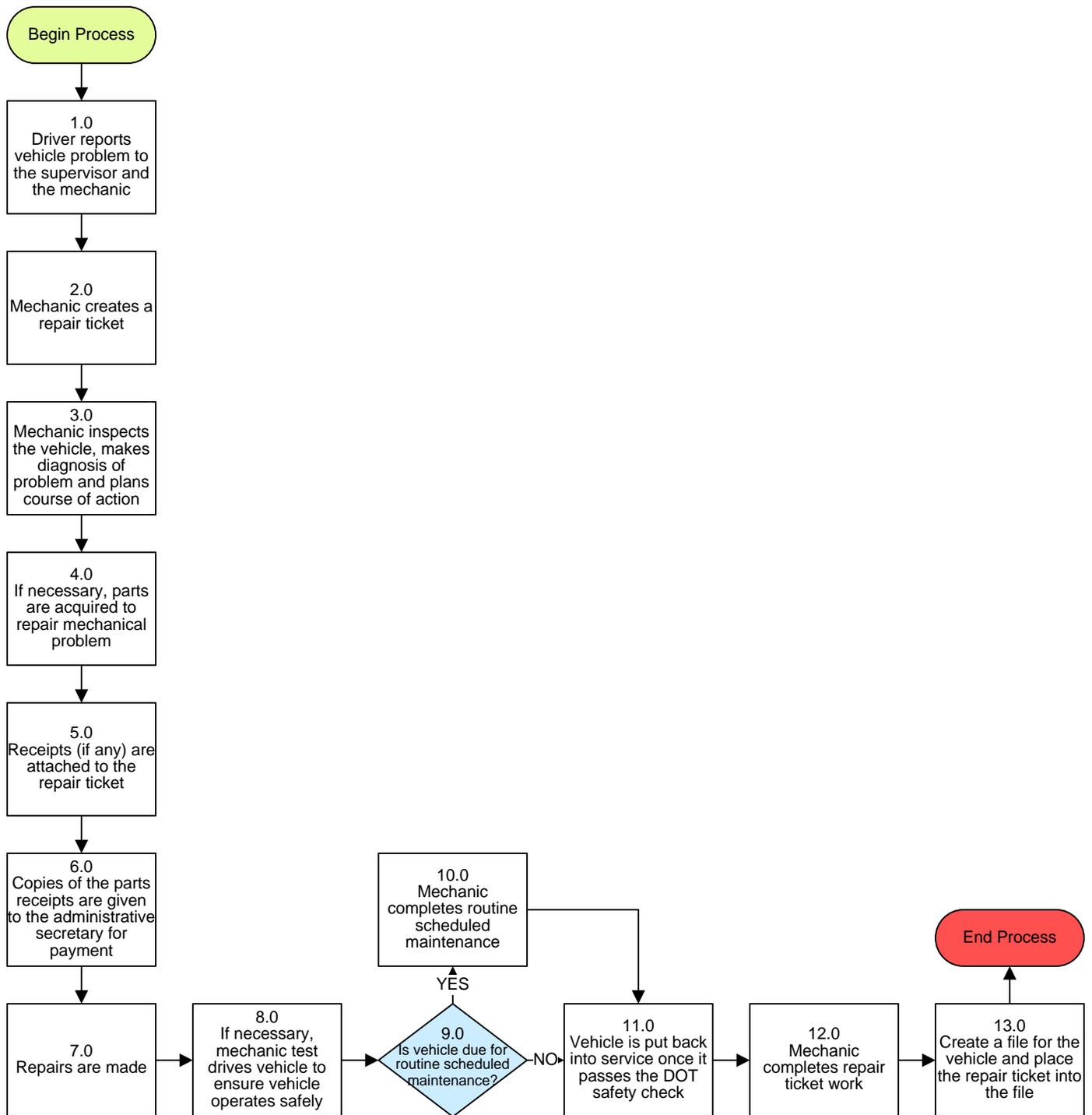


Logistical Services – Vehicle Repair Process



Logistical Services – Vehicle Repair Process

3. PROCESS AREA/BUSINESS AREA DESCRIPTION

Step 1.0: Driver reports vehicle problem to the supervisor and the mechanic

If vehicle is operational and safe to operate, it is driven to the truck repair shop. If the vehicle is not operational then the vehicle is towed to the truck repair shop.

Step 2.0: Mechanic creates a repair ticket

Step 3.0: Mechanic inspects the vehicle, makes diagnosis of problem and plans course of action

Step 4.0: If necessary, parts are acquired to repair mechanical problem

Step 5.0: Receipts (if any) are attached to the repair ticket

Step 6.0: Copies of the parts receipts are given to the administrative secretary for payment

Step 7.0: Repairs are made

Step 8.0: If necessary, mechanic test drives vehicle to ensure vehicle operates safely

Non-mechanical repairs would not require a test drive. (i.e. light bulb replacement, etc.)

Step 9.0: Is vehicle due for routine scheduled maintenance?

If yes, proceed to step 10.0. If no, skip to step 11.0.

Step 10.0: Mechanic completes routine scheduled maintenance

Step 11.0: Vehicle is put back into service once it passes the DOT safety check

Before mechanic puts vehicle back into service he must complete and pass the DOT (Department of Transportation) safety check.

Step 12.0: Mechanic completes repair ticket work

Step 13.0: Create a file for the vehicle and place the repair ticket into the file



Return to Key Process