

Internal Use

1. Introduction

An account has been set up for each depot (Hemel = HEM012 and Rushden = SER002) to enable the workshop to carry out the PDI process on Syrinx; this gives us a clear view of the amount of time spent on rehired machines in the depot and the benefit of providing the customer with a Lynch PDI from the system rather than a paper copy.

2. Responsibilities

Depot or Service Manager	Overall responsibility for the PDI process.
Workshop staff	Responsible for carrying out PDIs on a rehired machine.

3. Scope

This procedure has been developed to provide guidance on how to carry out a rehired machine PDI using Syrinx.

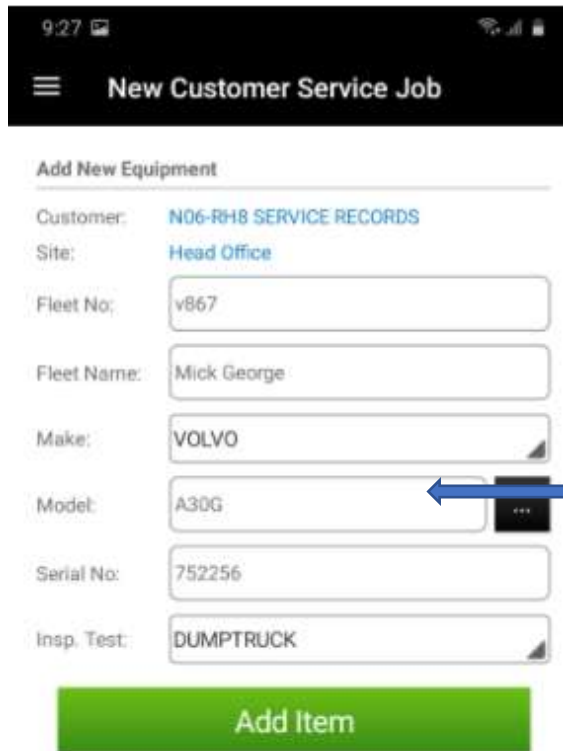
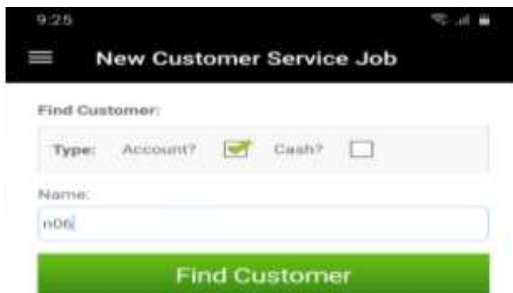
4. Details

- 4.1 Workshop staff enter “New Customer Job” onto their PDA, if equipment has already gone through the process, then the suppliers fleet number will be listed, this can be selected, or they can start a new job.
- 4.2 Once selected, enter all details, fleet number, customer, serial number and continue with PDI as normal. As this is a customer service job it will ask the user for labour and travel hours.
- 4.3 Travel should be entered at zero if this is carried out in the workshop.
- 4.4 If machine is to be stickered up or requires any repairs, then this should be added to labour hours whilst doing PDI.
- 4.5 Any parts used should be added along with net costs & any additional notes can be put in the comments box, photos are taken as per current PDI process and job is closed down.
- 4.6 The job will remain on the Open Service Jobs until Service department close it down, this is done as you would a normal Customer Service Job, but rates changed to reflect what has been agreed (currently £25 per hour); parts, fuel & ad blue all at cost.
- 4.7 For further detail see Screenshots below.

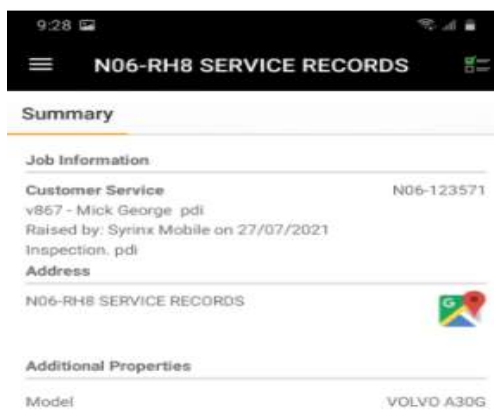
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PDA SCREEN SHOTS

ENTER NEW CUSTOMER SERVICE JOB



In Fleet name, enter name of customer where machine is going to



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9:28

New Customer Service Job

Add New Service Job

Customer: N06-RH8 SERVICE RECORDS
Site: Head Office
Equipment: Mick George
Type: Inspection
Order No:

Job Summary:

Internal Notes:

Create Job

11:16

N06-RH8 SERVICE RECORDS

Summary Tasks **Parts List** Inspection Note

Search

large mirror	X 1
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11:16

N06-RH8 SERVICE RECORDS

Summary Tasks Parts List **Inspection** Note

pdi

Complete?

Notes:

Time Taken: hrs mins

11:17

N06-RH8 SERVICE RECORDS

Tasks Parts List Inspection **Notes** Photos

FAIL PASS

Quality Control Inspection Completed

FAIL PASS

4 photos taken and provided to Service Administration Team

FAIL PASS

Fuel polished?

Enter Value: **FAIL PASS**

QR code

Enter Value: **FAIL PASS**

Ignition/Door/Adblue/Fuel keys

FAIL PASS

Remove any Customers own stickers

FAIL PASS

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The screenshot shows a mobile application interface for 'N06-RH8 SERVICE RECORDS'. At the top, the time is 11:17. Below the title bar, there are navigation tabs: 'Jobs List', 'Inspection', 'Notes', 'Photos', and 'Signature'. The 'Notes' tab is currently selected. Under 'Job Completion', there is a 'Notes' section with a text input field containing 'pdi' and 'fitted new mirror'. Below this is a 'Log' section with 'Travel Time' (0 hrs, 0 mins) and 'Hours Worked' (2 hrs, 0 mins). An 'Analysis Code' dropdown menu is set to 'INS - Inspection'. The 'Service Certificates' section includes 'Certificate Date' and 'Expiry Date' fields, both of which are currently empty.

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