1. **Purpose**
   1. Hoist repair will assume the lead on jobs brought it for repair. This procedure discusses the process to properly execute the work and communicate with the customer. Providing one concise price rather than multiple makes the repair process easier for the customer.
2. **References**
   1. **NA**
3. **Precautions**
   1. **NA**
4. **Frequency**
   1. When Received
5. **Responsibility**
   1. Coordinators are primarily responsible for the proper handling of linked jobs.
   2. HR coordinators are responsible for direct communication with the customer to prevent confusion.
   3. Department Managers are to act as backup to the coordinators and ultimately responsible for proper handling of linked jobs.
6. **Receipt of the job** 
   1. HR will bring in a motor or Hoist for MR repair in-house
      1. HR tech will tag the motor/hoist with the customer name and the name of the technician who brought the asset in for repair. A brief description of the issue with the hoist should be included.
      2. The tagged item is to be placed in the incoming area, in front of the garage door access to the VPI tank
      3. The motor shop coordinator will write up the job in ACS, tag it, and get any other needed details from the HR technician/HR coordinator. In the event the motor/hoist is a rush job, the motor coordinator shall be notified by the HR coordinator of the customer’s expectations and direction for repair.
      4. The motor shop job will be linked to the HR job for tracking and reference
7. **Initial Inspection**
   1. The motor shop shall perform a full inspection of the unit with a detailed report showing required repairs.
   2. The motor shop shall provide an estimate in ACS detailing the price and timeline of the repairs
   3. The HR coordinator shall take the motor shop repair report and costs, combine them with the HR report/quote and provide a price to the customer.
   4. In the event the customer does not wish to repair, the HR coordinator shall provide the customer with an inspection fee.
8. **Repairs**
   1. After the HR coordinator receives approval for the repairs the HR coordinator will work with the MR coordinator to have the repairs completed in the customer’s expected time frame.
   2. The MR coordinator will schedule the repairs to meet the request of the customer.
   3. Upon completion of repairs the MR coordinator will notify the HR coordinator and provide the associated report.
9. **Invoicing**
   1. The MR coordinator will provide the job folder/costs to the HR coordinator to be turned in when the HR department completes the job.
   2. The HR coordinator will invoice both linked jobs on the same PO.
   3. MR shall be notified when jobs have been invoiced.
10. **Revision Changes**

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| --- | --- | --- | --- | --- |
| **REVISION #** | **DCO #** | **EFF. DATE** | **Location of Changes** | **SUMMARY OF CHANGES** |
| **0** |  | 4/14/21 |  | New Instruction |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
| 6 |  |  |  |  |