

VOP			
Viamed Operating sub Process			
SERVICING			
Created:	27/03/06	VOP 14	Issue 1
Revised:	13 September 2011	Last printed 3/29/2006 03:54:00 PM	Page 1 of 1
<u>Charts: 03 & 21 See VM3COP 09</u>			

ON-SITE SERVICING

This procedure details the system used within the company for controlling the requirements of On-site servicing of Viamed equipment. This procedure is used in conjunction with other procedures as necessary. It is the responsibility of the relevant Sales Manager to ensure that the customer requirements are defined and that adequate resources and personnel are available to complete the service. It is the responsibility of the service engineer to ensure that the job is completed to the customer requirements.

Upon receipt of a service requirement, the office staff will produce a picking list and a work sheet for the Service Engineer. Once the Service Engineer has received his Paperwork he will ascertain which rating of equipment requires servicing. When this is known he will print out the appropriate Operating Procedure and the associated Test sheet.

At the appointed date for the service, the Engineer will ensure that he has all the correct tooling and Calibrated test equipment together with a folder containing his paperwork. Once arrived at the hospital, the Engineer will perform the service and subsequent calibration in line with the requirements of the Operating procedure. He will then complete, sign and date the Test report (in duplicate), a copy of which must be left with the Hospital for their records. The other copy will be returned to Viamed and a further photocopy attached to the customer order.

The copy of the Test report left with the Hospital serves as their Service / Parts Warranty date for the next period.