

<b>COMPANY OPERATING PROCEDURES</b>				
<b>Repair procedures</b>				
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### **(NON-PROBE REPAIRS) PRODUCING A WORKSHEET**

**“To be used in conjunction with COP09 Repairs QA procedures”**

1. Enter Lotus Approach and click on REPAIRS.APR.
2. Click on New Record, and then enter the file number (Opera account number).
3. Enter data into all the fields.
4. Click on print.
5. On the customer paperwork stamp the accepted stamp and write on the worksheet number (found on the bottom right of the worksheet in bold) and date and initial.
6. Photocopy the worksheet and staple the copy to the original customer paperwork. File this in Repair Worksheets file.
7. Photocopy the customer paperwork and staple the copy to the original worksheet. This is placed in the ducket with the repair.
8. The ducket is passed to the Chief Engineer.
9. The worksheet number is entered in the Goods In Book in the far right column.
10. Use the duckets:
  - a. Blue - UK Repairs & Sales
  - b. Red — Urgent
  - c. Orange — Export
  - d. Green - Equipment

### **PROBE REPAIR- (OPERA ENTRY&POST OPENING)**

**“To be used in conjunction with COP/30 ”**

1. Open the package and ascertain if damaged in transit.
2. Write in the Goods In Book:
  - a. The date
  - b. The carrier (if not normal post enter the carrier no.)
  - c. The number of packages
  - d. If damaged
  - e. The number of probes to be repaired
  - f. The customer
  - g. Destination (always W/S if repair)
  - h. Your initials in the booked in by column.
3. Enter the OPERA system, click on SOP (Sales Order Processing), then Processing.
4. Click on Find, to find the customer account.
5. Type in the hospital name or company name and press enter. If more than one account appears, select the correct account by the postcode.
6. Stamp the paperwork with Opera stamp and write the Opera account code in the

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stamped box, then stamp with your initial stamp.

7. Click on Order and check if the order is already on the system. This is unlikely but check the customer order number (found on the paperwork) in the Customer Ref.

Column (found on Opera).

8. Press F5 for a new order. ENTER THE EXACT DELIVERY ADDRESS FROM THE PAPERWORK. This is very important.

9. Using the arrow keys on your keyboard, arrow down to the customer ref box and enter the customer order number (if the number is too long, type 'see below' and enter the number in the comments box).

10. Arrow down to the comments box and enter your initials. You can use this box to add unusual aspects of the order e.g. part of a call-off order.

11. Arrow down to the Reference box, this is used for the product codes. Enter ERPROBE and arrow down to the quantity box and enter the number of probes to be repaired. Arrow down until the details appears in the details box.

12. Press escape once so "F9 ACCEPT" appears on the top tool bar. Press F9, then press Yes to accept the document.