

Audit 24 the Service Logs,
Answer questions 1-4, Any non conformance generate an Issue.

Named

11-8-17

#99036

INTRASTATS STOCK MENU

~~SERVICE VISITS~~

Returns
Service Visits

All Active and Single visit services should be shown.

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Service Logs

To Add new Servicing / Start by finding the Hospital / Company via Intrastats CRM
Use the 'O' Delivery account

KEY
Recurring Service
Once Only Service

Tracking ID	Service ID	Recur Months	Opera	Location	Description	Equipment List	Due Date	Scheduled Date	ORD's				
34	12	12	00004990	Sunderland Royal Hospital	Delivery Suite and Neonatal Unit	48 Items	26/01/15	---	ORD69051				
33	9	12	00004260	Royal Preston Hospital	Resus cabinets, Delivery Suite	41 Items	03/04/15	---					
35	29	12	00000780	Burnley General Hospital	Resus Cabinets and Blenders	28 Items	11/09/15	---					
36	27	12	00000550	Royal Blackburn Hospital	Resus cabinet and blender annual service	12 Items	17/09/15	---					
14	14	0	00005210	Walsall Manor Hospital	Tom Thumb Conversions and Upgrade	4 Items	15/02/13	---					
13	13	0	00001350	County Durham & Darlington Hospital	maternity tom thumbs	10 Items	18/04/13	---					
28	28	0	00000591	Royal Bolton Hospital	Resus cabinet upgrade to include blender	32 Items	17/05/13	---					
25	18	0	00002370	Westmorland General Hospital	Resus cabinet upgrade to include blender	1 Items	19/06/14	---					
30	23	0	00003580	North Manchester General Hosp	Resus cabinet and blender annual service	16 Items	30/07/14	---					

1. Are Any service Visits Over Due?,

None overdue

Note Tracking ID 34 in the Example,

Named

2

Has the Over due Visit got any Action notes:

Click:



No overdue visits

Service Visit ID: 12 Tracking ID 34

Location Notes	
Hotel Notes	Booked in Bede Guest House from Monday 26th January for three nights. Contact name at Guest House is Pamela Tate - 07833787481
Dates Booked	Emailed Pam to advise that we Week commencing 26th January Booked in Bede Guest House from Monday 26th Jan for three nights. Had to cancel above dates as per Phil.. will re-organize once Phil is feeling better.
Engineer notes	Need to call/e-mail David Ferguson on the morning to OK the visit.
Completion notes	

Service Engineer has completed the Visit
Service Engineer has scanned all relevant parts
Service Reports Sent
Primary Contact Sent Reports
Service Reports Confirmed Received
Invoice can now be generated/sent
Service Visit is fully complete

Will flag ORD69051 Yellow in the Active List

2. Have any over due Visit NOT got any action notes?

No over-due visits

named 3

Drop out of the Service Visit Section,
Search Intrastats



Search Issues

Serial Number

In the Subject Contains Words box type: *Check The Service Visit Logs*

Search Issues and Meetings

Specific Meeting

Meeting Sub Section

Issue # / Linked Issue #

Issue Status: All Issues

Created By User:

Subject Containing Words (Comma Separate): Check The Service Visit Logs

Subject Excludes Words (Comma Separate)

Notes Containing All Words (Comma Separate)

Notes Containing Any of Words (Comma Separate)

Notes Excluding All Words (Comma Separate)

Has Attachment: On

Attachment Contains Any of Words (Comma Separate)

Account Number / Customer Name

Stock Reference / Description

Date Usage: Date Updated By, Date Created, Date Completed

Month

Year: 0

Search: Go

32 Issues Found

Issue # 53586 - Service existing Date Created 28/10/14 Created By: Auto_Calender Date Completed: 31/10/14	Check the Service visit logs System Generated 28 Oct 2014 Lisa Leggoe No services due
Issue # 53571 - Service existing Date Created 27/10/14 Created By: Auto_Calender Date Completed: 31/10/14	Check the Service visit logs System Generated 27 Oct 2014 Steve Hardaker Done.
Issue # 53437 - Service existing Date Created 21/10/14 Created By: Auto_Calender Date Completed: 31/10/14	Check the Service visit logs System Generated 21 Oct 2014 Lisa Leggoe

You should see a list of system generated tasks to 2 Different employees,
Scroll down the list,

3. Are more than 1 Issue outstanding per user?

(233) Rolling task no outstanding

4. Any problems found in the Issues system not being addressed?

NO