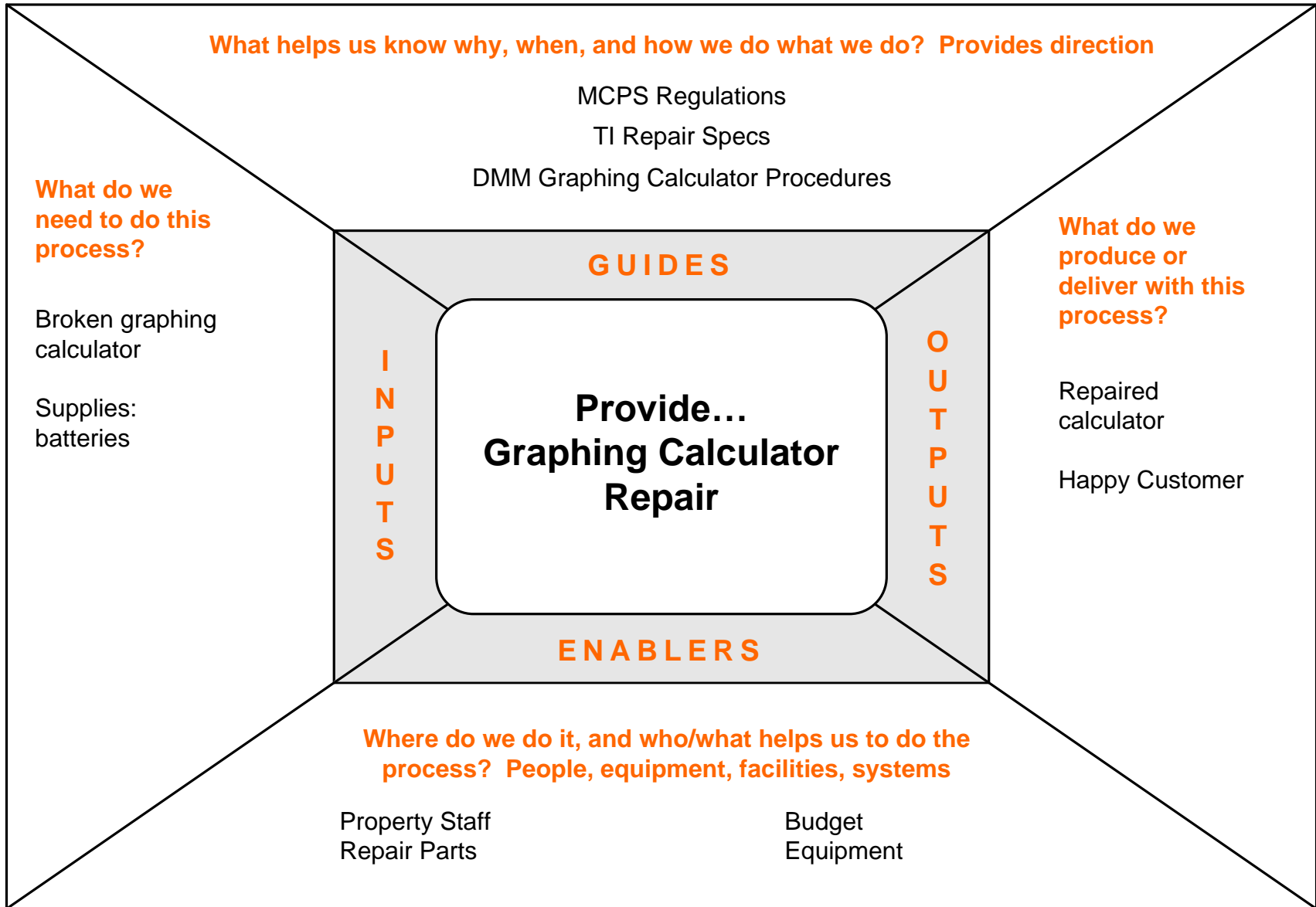


Process Begins when

Calculator repair request is received

Process complete when

Calculator is repaired and returned



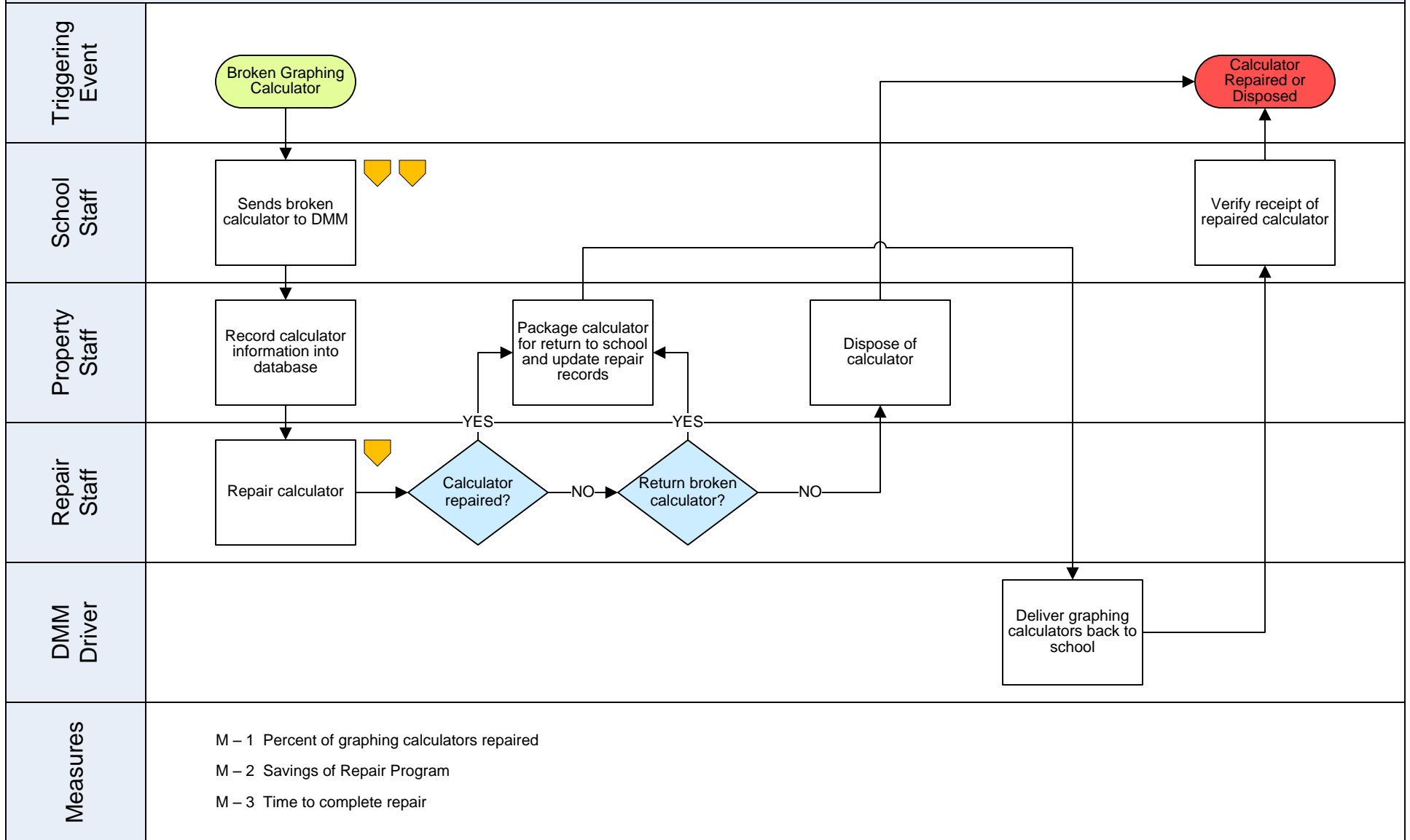
Performance Measures


- M – 1 Percent of graphing calculators repaired
- M – 2 Savings of Repair Program
- M – 3 Time to complete repair




To Key Process

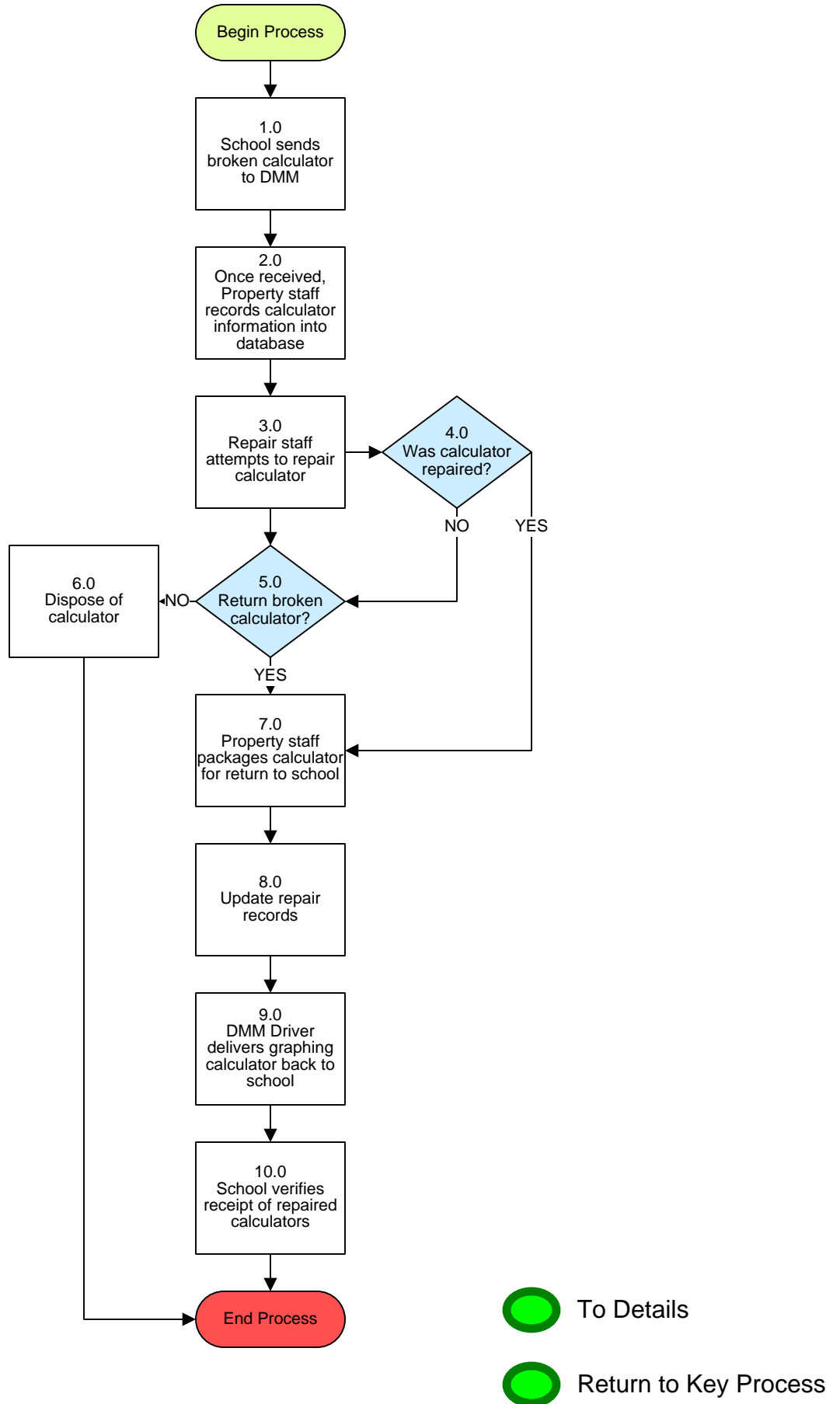
Property/Fixed Assets: Graphing Calculator Repair Process



 To Sub Process

 Return to IGOE

Property/Fixed Assets – Graphing Calculator Repair Process



Property/Fixed Assets – Graphing Calculator Repair Process

3. PROCESS AREA/BUSINESS AREA DESCRIPTION

Step 1.0: School sends broken calculator to DMM

Refer to DMM Service City's Recycling Store webpage for graphing calculator repair and repair request form.

Step 2.0: Once received, Property staff records calculator information into database

Step 3.0: Repair staff attempts to repair calculator

Refer to DMM Service City's Recycling Store for calculator repair tips and instructions.

Step 4.0: Was calculator repaired?

If no, proceed to step 5.0. If yes, skip to step 7.0.

Step 5.0: Return broken calculator?

If no, proceed to step 6.0. If yes, skip to step 7.0.

Step 6.0: Dispose of calculator

Step 7.0: Property staff packages calculator for return to school

Step 8.0: Update repair records

Step 9.0: DMM Driver delivers graphing calculator back to school

Step 10.0: School verifies receipt of repaired calculators

The completion of this step ends this process.



Return to Sub Process