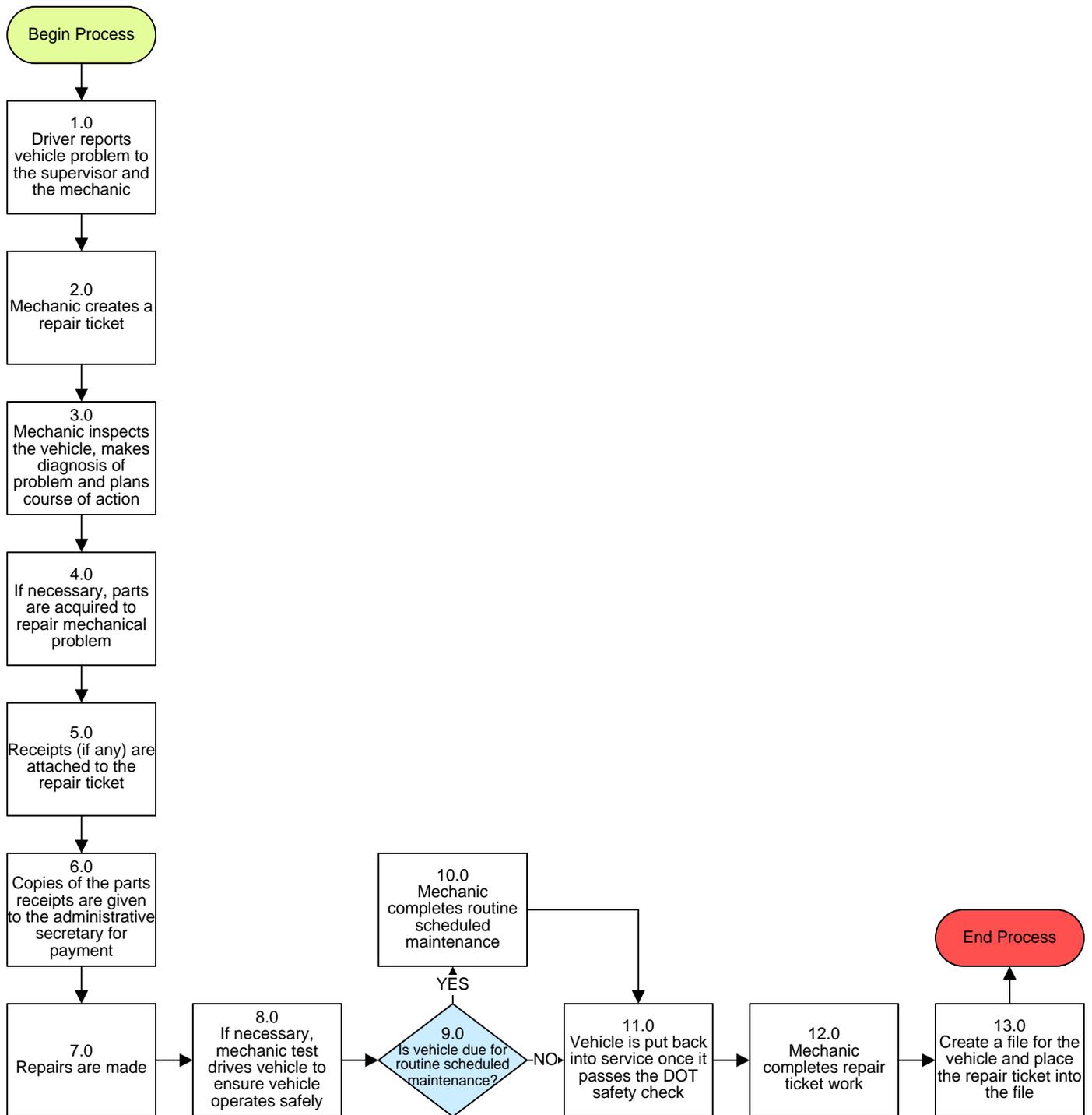


## Logistical Services – Vehicle Repair Process



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### 3. PROCESS AREA/BUSINESS AREA DESCRIPTION

**Step 1.0: Driver reports vehicle problem to the supervisor and the mechanic**

If vehicle is operational and safe to operate, it is driven to the truck repair shop. If the vehicle is not operational then the vehicle is towed to the truck repair shop.

**Step 2.0: Mechanic creates a repair ticket**

**Step 3.0: Mechanic inspects the vehicle, makes diagnosis of problem and plans course of action**

**Step 4.0: If necessary, parts are acquired to repair mechanical problem**

**Step 5.0: Receipts (if any) are attached to the repair ticket**

**Step 6.0: Copies of the parts receipts are given to the administrative secretary for payment**

**Step 7.0: Repairs are made**

**Step 8.0: If necessary, mechanic test drives vehicle to ensure vehicle operates safely**

Non-mechanical repairs would not require a test drive. (i.e. light bulb replacement, etc.)

**Step 9.0: Is vehicle due for routine scheduled maintenance?**

If yes, proceed to step 10.0. If no, skip to step 11.0.

**Step 10.0: Mechanic completes routine scheduled maintenance**

**Step 11.0: Vehicle is put back into service once it passes the DOT safety check**

Before mechanic puts vehicle back into service he must complete and pass the DOT (Department of Transportation) safety check.

**Step 12.0: Mechanic completes repair ticket work**

**Step 13.0: Create a file for the vehicle and place the repair ticket into the file**



Return to Key Process