

# LAB REPAIR PROCESS

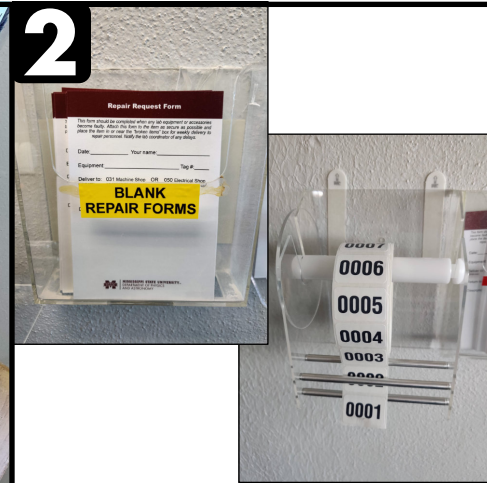
SW202001-6r3



This QR Code will take you to a video walk-through of this process!



- Separate faulty/broken equipment from good equipment; **do not** put faulty equipment back in storage with other equipment.
- Place the faulty/broken equipment in a gray "broken items" box or near it.



- Take a blank **Repair Request Form**
- Take the next numbered **sticker** and place it on the faulty/broken equipment.

- Complete the **Repair Request Form** with as much information as possible.

**!** Notice: The "Tag #" is the same as the number on the sticker from Step 2.



- Be sure to **circle the Shop** that best fits the kind of repair needed.
- This is important for **same-day service** in Step 5.



- If the repair is urgent, deliver the **gray box/equipment** and **completed repair forms** to the appropriate circled Shop; skip Step 6.
- Otherwise, go to Step 6.



- Place the completed Repair Request Form in the **completed box**.
- Email the **Lab Operations Manager (LOM)**.



- The LOM will do a **Gemba walk** every morning to check for forms.
- Forms will be queued in FIFO order in the LOM **WAITING** box.
- Electronic records will be kept of **FINISHED** repairs.