



Malfunction reports

The main emphasis in facilities management is placed on simplifying the processes and improving communication in order to make business processes more efficient. The process of reporting malfunction functions and processing these reports can easily be optimised.

speedikon® SP Helpdesk is a webbased service module which improves communication and optimises the process of malfunction reporting. The users are provided with role specific user interfaces. The standard user, i.e. any person working in the company, can report a malfunction and query the status of any of his own reports. Each status is marked in colour and can thus be identified at a glance. Complaints are the instrument used to document that a malfunction report has not been processed properly.

The coordinator determines who is to deal with the malfunction. This can either be a member of his own department or of another department in the company or an external service provider. The coordinator controls all malfunction reports and their respective states, he controls how long it takes to deal with the malfunction and in case of any delays informs the person who has reported the malfunction. The person undertaking the work can reject or accept the malfunction report.

Status	Number	Processing date	Name	Room	Forwarded at	Forwarded from	Sent
Completed	1002	05.01.2005 13:55	Tajer, Achim	Office : 3116	05.01.2005 13:55	Tajer, Achim	office
Open	1003	05.01.2005 13:59	Tajer, Achim	Office : 3116			elevat
Open	1007	22.09.2005 10:00	Smith, Thomas	Office : 3108			cleani
Open	1008	23.09.2005 11:08	Smith, Thomas	Office : 3112			cleani
Completed	1002	05.01.2005 13:55	Tajer, Achim	Office : 3116	05.01.2005 13:55	Tajer, Achim	office
Completed	1002	05.01.2005 13:55	Tajer, Achim	Office : 3116	05.01.2005 13:55	Tajer, Achim	office
Open	1007	22.09.2005 10:00	Smith, Thomas	Office : 3108			cleani
Completed	1002	05.01.2005 13:55	Tajer, Achim	Office : 3116	05.01.2005 13:55	Tajer, Achim	office
Completed	1002	05.01.2005 13:55	Tajer, Achim	Office : 3116	05.01.2005 13:55	Tajer, Achim	office
Open	1007	22.09.2005 10:00	Smith, Thomas	Office : 3108			cleani
Open	1008	23.09.2005 11:08	Smith, Thomas	Office : 3112			cleani
Open	1007	22.09.2005 10:00	Smith, Thomas	Office : 3108			cleani

He allocates the report to a specific object and decides if the malfunction requires one or more maintenance work orders to be generated. As soon as the malfunction has been dealt with the matter is documented and closed.

Evaluation and controlling

The charts showing the malfunction reports can be selected according to various criteria allowing the coordinator to see the exact number of malfunctions reported in a certain period of time and to identify the plants which are most liable to malfunctions and thus may need to be replaced. He can see how much time the maintenance department or service providers have spent on eliminating the malfunctions and which kind of complaints have come in. Thus, they are able to judge the quality of service providers.

Reporter

Reporter: **Smith, Thomas** Reporting date: 14.11.2005 14:19
 Telephone: _____ Email: **Smith@fm.com**
 Room: **Office : 3116** Unit: _____

Message

Location: **Office : 3104** (Room) _____
 Sent: **office equipment** Destination: **Book keep**
 Responsibility: **janitor services** To execute until: 14.11.2005 10:00
 Security precaution: **No**

Description: _____

OK Clear

Reporter

Name: **Tajer, Achim** Date: 05.01.2005 13:59
 Telephone: _____ Email: **Tajer@fm.com**
 Room: **Office : 3116** Unit: _____

Message

Number: 1003 Status: **Open**
 Status of forwarding: not set Declined at: _____
 Location: **Office : 3116 (Room)**
 Sent: **elevators** Designation: **elevatir parking garage**
 Description: _____
 Responsibility: **janitor services** To execute until: 11.01.2005 10:00
 Security precaution: **No**

Change the responsibility for the message

Responsibility: **objektwartin**
 OK

Edit the message himself

Priority: **urgent**



Helpdesk

- usable in combination with *speedikon®* FM Service installations manager and Maintenance
- three different task profiles: reporting malfunctions (user), allocating malfunctions (administrator), dealing with malfunctions (person carrying out the tasks/service provider)
- index cards and contents designed for the different tasks
- function "reporting malfunction (user)"
- display of existing reports and their respective states (work order not yet assigned, order assigned, work in progress, malfunction eliminated) with detailed view of the reports, comments of the person who is carrying out the repairs
- search dialogue to identify the reporter (via personnel entry of the FM system or via reporting master data)
- automatic transfer of location (building, floor, room) of the reporter and malfunction (from the entries of the FM system)
- registration of report indicating priority, localisation of the malfunction (transfer from FM system), contact person, type and name of malfunction (catalogue of FM system), description
- generation of an order number
- use of additional forms is possible
- allocation of responsibilities, department assigned to deal with the malfunction
- entering date and time by which the repairs should be completed
- function "allocating malfunctions (administrator)"
- list of open reports and list of assigned reports
- modifying status indication from "open" to "forwarded"/"worked in progress"
- allocating the report to the person in charge of the repairs
- if necessary, modification of responsibilities and completion date
- prioritising malfunction reports
- function "dealing with malfunctions (service person)"
- list of forwarded reports and list of reports of "work in progress"
- modifying status indication from "forwarded" to "work in progress" and "completed"
- listing and processing complaints referring to the reports
- information about incoming reports (worked on)
- further processing and completion of reports
- allocation to a technical object or a trade
- documentation of service provider and possible further handling in maintenance