



Policy Name	Quality Workmanship Policy
Effective Date	April 5, 2019

I. Purpose

This policy describes the procedure that the Heavy Fleet Maintenance Division (Fleet) shall follow for all vehicles returned after repair with the same alleged symptoms, also known as a comeback. The intent of this policy is to determine 1.) If the issue was originally diagnosed and repaired properly and 2.) If it was not properly diagnosed or repaired, did the mechanic follow the appropriate practices and procedures as would be reasonably expected by other mechanics with similar experience and training.

II. Policy Application

This policy applies to all temporary, part-time, and full-time fleet employees. The Heavy Equipment Manager shall be notified of any equipment that is returned back for service/repair perceived to be the same issue as a recent service, i.e., the vehicle exhibits the same issue that it was recently brought in for service. The Heavy Equipment Manager, upon notification, shall then implement the actions outlined in this policy

III. Policy

A unit that is returned for a repair or service alleged to be the same issue previously resolved by the fleet in a timeframe that is perceived to mean that the unit was not properly fixed is considered a Comeback. A Comeback may be the result of poor workmanship. A Comeback may also be the result of an issue that is very complex and difficult for a mechanic to resolve, or the condition may not be reproducible in the shop. For example, a driver may complain that the truck has low power. However, when the mechanic looks and operates on the truck, the truck is functioning normally. Another type of Comeback is one that appears to be the same condition, but is actually different. For example, a check engine light may come on for a re-gen or it may come on for a faulty injector.

When a shop receives a Comeback, the Heavy Equipment Manager must be notified. The Heavy Equipment Manager shall oversee the next steps, but may delegate other actions. A review of the previous work order shall be conducted. A new work order shall be initiated and given to a highly competent mechanic, i.e., a Heavy Equipment Mechanic III, Service Advisor, Superintendent, etc. that was not the mechanic that worked on the previous work order. The Heavy Equipment Manager shall review the work on the completed work orders to determine if the Heavy Equipment Mechanic that completed the initial repair/service performed their work in a competent manner consistent with Department policies/practices and consistent with the performance of other mechanics with their experience and position.

The Heavy Equipment Manager shall address any performance issues with the mechanic with coaching, training, and/or disciplinary action, as necessary. It will be the responsibility of the Manager to determine if the initial mechanic needs further training or disciplinary action as necessary for repeat performance issues.




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IV. Responsibilities

It is the responsibility of all SWMD fleet maintenance employees to read, understand, and follow this policy. Managers, Superintendents, and Service Advisors must ensure that this policy is administered correctly and consistently. Failure to comply with this policy may result in disciplinary action.

Approval:



David W. Mc Cary, CPM, Director



Date