

# Job Assignment & Management Manual – PK Racer Faults Form

**For: Ben French – Project Manager**

Date: 16 April 2025

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## Overview

The PK Racer Faults Form (also known as the Damage, Faults, Repairs and Goods Order Ticket Form) is the central tool for managing faults. As Project Manager, Ben is responsible for triaging, assigning, and overseeing completion of all jobs submitted via this form.

### 1. Primary Objectives

- Ensure all urgent or safety-related jobs are prioritised and responded to quickly.
- Allocate each job to the appropriate staff member.
- Maintain consistent workflow, especially for Mark and Tom.
- Monitor job progress and ensure proper follow-up and closure.

### 2. Accessing the Form

Ben will use the Monday.com dashboard with the "Job Assigned To" column, which includes Quick Move automation. By selecting a staff member (e.g., Mark or Tom), the job will automatically move to their dedicated job pool.

### 3. Job Triage Procedure

#### Step 1: Review Each New Submission

- Open the submitted ticket.
- Read the description and review any photos or attachments.
- Assess if the report is valid or if more investigation is needed.

#### Step 2: Physically Inspect (if needed)

- Visit the location of the fault to assess it firsthand.
- Identify the severity, any safety concerns, and required materials.

#### Step 3: Add Details

- Record findings and observations in the Job Comments/Chat field.
- Include photos where helpful.
- Note if the issue is not valid or requires no further action.

#### Step 4: Set Repair Status

Assign a status to the job to indicate priority and urgency:

Status 1 - Needs attention but not urgent. Add to workflow to repair when time allows.

Status 2 - Minor issue, not broken. Likely an easy fix.

Status 3 - Requires attention within 30 days.

Status 4 - Requires attention within 5 working days.

Status 5 - Requires urgent attention - immediate action required.

### 4. Workflow Management for Mark and Tom

- Mark and Tom must always have at least 4 jobs assigned in their job pool.
- If either has fewer than 4 active jobs, you may assign Status 1-3 jobs to them.
- This ensures:
  - A consistent weekly workload.
  - Jobs are addressed before becoming urgent.

- The task list remains manageable and under control.

#### 5. Allocate the Job

Use the "Job Assigned To" column in Monday.com to allocate the task:

- Mark - Mechanical/engineering-related jobs
- Tom - Building, structure, and general repairs
- Lucas - Basic or support tasks
- Marcus - Electrical jobs (notify via [marcus@futureproof.nz](mailto:marcus@futureproof.nz))
- Betsy - For supplies, cleaning products, stationery
- Nick - If the job needs review or prioritisation discussion

#### 6. Assign the Job (if Status is 4 or 5)

- If the job is set to Status 4 or 5, it must be assigned immediately to ensure timely completion.
- These jobs are priority issues and may involve:
  - Health and safety risks
  - Equipment that is unsafe or out of service
  - Major facility faults
- Confirm the assignee has acknowledged the job.

#### 7. Hazard Identification

- If the issue is flagged as a hazard, consult with Nick to complete a manual Risk Assessment Form.
- Determine whether the hazard is:
  - High risk
  - Medium risk
  - Low risk
  - No risk
- Update the form with your assessment and prioritise the job based on the result.

#### 8. Completion and Sign-Off Process

##### Step 1: Mark as Done

- Once the assigned staff member completes the job, they must change the Status to "Done".

##### Step 2: Follow-Up Check

- Ben must verify the job is fully completed and meets expectations.
- If the job:
  - Involved a change to operations or layout, ensure it's recorded in the relevant logbook.
  - Requires final approval, escalate to Nick before signing off.

##### Step 3: Final Clearance

- Once reviewed and verified, Ben may apply the special status to remove the job from the active pool.

#### 9. Ongoing Communication

- Use the chat/comments function in Monday.com for tracking discussions on each job.
- Speak directly to Nick if:
  - A job is unclear or improperly reported
  - There's uncertainty about urgency
  - A risk assessment or escalation is required

#### Important Reminders

- Review new tickets daily to stay ahead of workload.
- Always prioritise health & safety issues.
- Maintain minimum job loads for Mark and Tom to prevent backlog.

- Never clear or close a job without follow-up or verification.
- Communicate early if you're unsure how to handle a ticket.