

"EQUIPMENT SPARE PARTS REPAIR/UPGRADE TICKETS CALL CENTRE SUPPLY SCHEDULE TELEPHONE SCRIPTS"

Hello, this is Johnnie at Marine Magnet, Inc. I am in the office & connected to the spare parts quotes for maintenance/modernisation of your equipment, but with another installation at the moment. "Please tell me how I can assist you. Leave a message after the tone, *including your location, equipment condition metrics status & the best time to call. If there is a supplier cost/price schedule to provide spare parts for your maintenance/modernisation ticket I can access on the system before returning your call, please include details in your message.* I will return your call just as soon as possible."

Why is the spare part quote I need not on my service ticket?

The spare part quote that you are trying to get may be part of a service ticket dispatchers have determined cannot be subject to repair/upgrade operations. In cases such as that, the part is coded as a throw away item on your supplier cost/price schedule service ticket

How do I get changes put in a service ticket for my request?

At the back of each repair/upgrade ticket receipt are several Technical Supplier cost/price scheduling Shortfall Report forms. Recommended changes to tickets should be documented on one of those forms and forwarded to dispatchers so the work order can be completed in a timely manner.

How do I get Maintenance/modernisation System documentation developed for my request?

If Maintenance/modernisation System supplier cost/price schedule documentation does not already exist for a particular equipment condition metrics transmission, the In-Service dispatcher would be tasked to develop Maintenance Requirement Cards & Modernisation Index Pages for the service ticket

The Maintenance Requirement Card/ modernisation Index page does not agree with my service ticket request. What do I do?

Planned Maintenance/modernisation documentation takes priority over other supplier cost/price schedule requirements. In case of work order conflicts, complete a Planned Maintenance/modernisation System Feedback form & forward to service ticket dispatchers for determination of spare parts quotes.

How do I treat Planned Maintenance/modernisation System Feedback reports in my request?

As in-service dispatch agents, we understand that logistics continues during the entire life of equipment spare parts. This means we need your input on specific work orders. Specifically, we need to hear from you through alteration supply cost/price schedule feedback reports on the tickets. These reports play an essential role in our service to you, providing you with most current and accurate technical assistance for supply, repair/upgrade -maintenance/modernisation of equipment service ticket detailing appropriate supplier cost/price schedule of your installation.

"Hello, this is Johnnie at Marine Magnet, Inc. It is Sunday so I am watching an NFL game for a few hours. If your equipment condition metrics are urgently deficient & requires an immediate supplier cost/price schedule response, please contact the temporary help desk at extension 1234. Otherwise, I will be checking voice mail during commercials and at halftime, so please leave a message, including your installation's equipment registration code & the best time to call in your work order. I will return your call with a spare parts quote just as soon as possible, probably after the football game"

"Thank you for calling the Marine Magnet, Inc. dispatch help desk. This is Johnnie, *under what installation work order ID code may I direct your equipment condition metrics?* If a Marine Magnet, Inc. dispatcher is not available, an automated greeting might be: "Thank you for calling the Marine Magnet, Inc. help desk. This is Johnnie. If your supplier cost/price schedule request is urgent, please stay on the line to talk to a dispatcher connected to the spare parts quote system. Requests for work orders made by your installation are important to us and we want to make sure you are happy with your maintenance/modernisation results

If you are not able to resist placing your equipment maintenance/moderisation work order immediately, you may press * at this time to leave a detailed voice message and a Marine Magnet, Inc. dispatcher will contact you as soon as humanly possible with a spare parts quote for the work order—probably after the NFL football game. Supplier cost/price schedule inquiries are checked during commercials & at halftime. You may also send an email message to marinemagnet.com detailing what specs requirements are on the work order.

Marine Magnet, Inc. dispatchers need as much equipment condition metrics information as required to assist installation maintenance/modernisation work orders efficiently so it is important to include the following in each dispatch script: Thank you again for calling the Marine Magnet, Inc. help centre desk. *We continue to be connected to the spare parts quote system & we are making every reasonable effort to coordinate your supplier cost/price schedule request with other installations"*

It's important to say thank you for calling when maintenance/modernisation work orders are issued. Installations must feel comfortable with calling the Marine Magnet, Inc. help desk for assistance in determining supplier cost/schedule availability. If installations do not call as frequently as the calls come in over the equipment spare parts system that means they are going elsewhere for assistance in addressing equipment condition metrics problems.

Marine Magnet, Inc. dispatchers receive a wide variety of requests to administer service categories to guard against deficits in equipment condition metrics. Through experience & better understanding of equipment service supplier cost/price schedule patterns, the work order ID process becomes less overwhelming. For critical situations, consider asking these questions: 1) Is this a recurring problem & should history of installation requests for spare parts quotes be reviewed 2) how critical is the problem to your immediate maintenance/modernisation activity & Is there a work-around?

If the installation work order request is straight-forward or a how-to question, consider this response: *"Let me search our equipment specs knowledge base. I'm typing some information into the spare parts quote system. Now I'm waiting for a supplier cost/price schedule to come up on the screen. It should be just a few seconds..."* For ongoing complaints that have involved failure to diagnose an equipment condition metrics problem correctly, do not make excuses & address requirements for equipment repair/upgrade directly, focusing on the objective of getting the installation up and running.

Consider a response like: *"In reviewing your call history I can see that we have looked at this equipment condition metrics problem several times. In most cases, we are equipped to handle diagnosis & repair/upgrade ...However this supplier cost/price schedule situation does require that I dispatch another service ticket. This is our standard operating procedure for work order situations like this that require spare parts quote service"*

"May I have the location & work order ID code of your installation? I would like to ask you a few basic questions about your maintenance/modernisation requirements, so that we can process your supplier cost/price schedule inquiry more efficiently the next time you call the Marine Magnet, Inc. help desk for a spare parts quote."

Installation supply cost/price schedule information is added to the spare parts quote system before proceeding to Qualify the Call. When Marine Magnet, Inc. dispatchers are clear on what the equipment condition metrics indicate the response is as follows: *"Yes, the equipment service supply cost/price schedule pattern is a standard, supported product, and we will install the specs for you. I can easily create a service ticket to have the spare parts service ticket installed. The response time for new installation work orders falls within the spare parts quote standards set by your installation. Is this an acceptable time frame for you?"*

If not, Marine Magnet, Inc. dispatchers are charged with making an assessment of an appropriate time frame for determination of supplier cost/price schedule patterns. Service ticket approaches vary, depending on the techniques applied for equipment service registration of work order requirements. If the maintenance/modernisation operation requires field support Tech at the installation site, Marine Magnet, Inc. dispatchers schedule a resolution date: *"Would you like to schedule an installation date & time that accommodates your supplier cost/price Schedule?"*

When Marine Magnet, Inc. dispatchers do not have an immediate response to the supplier cost/price schedule inquiry it's OK not to know the answer, but not acceptable is to mislead the installation into thinking that a work order solution is at hand, or to guess. If it's necessary to perform some fact-digging about proposed maintenance/modernisation requirements or specific tasks to address the request, avoid dead air space. This can lead to installation frustration & Marine Magnet, Inc. dispatchers need to communicate what steps are being taken to assist the installation and use this time to build a positive relationship.

"I do not have an immediate answer to your request, because your transmission of equipment condition metrics is not on our standard, supported spec list. What I'd like to do is consult with my team & garner full group participation. Let me first be absolutely certain that I understand your work order situation, so that I can provide accurate supplier cost/price schedule information to the team. I will call you as soon as I have an answer to your questions."

Marine Magnet, Inc. dispatchers perform the equipment supplier cost/price schedule pattern computations as the front-line help desk tries to resolve as many work order issues as Possible for the installation at the time of the initial call. If the maintenance/modernisation conference call begins to exceed acceptable time limits & issues are complex, or if the installation lacks a detailed assessment of the equipment condition metrics to resolve the issue, the call may be routed or escalated to another support team.

For straightforward maintenance/modernisation requests, the response is simple: *"I can help you with that work order & thank you for calling the Marine Magnet, Inc. help desk."* Using polite closings--e.g., *"Have a nice day"*-- will make installations feel better about their equipment crisis, advancing their assessments of the supply cost/price schedule estimation services provided by Marine Magnet, Inc. dispatchers.

If the installation request requires Call Routing or Escalation redirecting complex maintenance/modernisation issues to another dispatch team, the supply cost/price schedule determination conference call should further document the situational status of the installation and provide work order status updates to the front-line staff. If service tickets extend beyond the service level agreement response and resolution time, follow up with the installation should be considered.

Communication in defining maintenance/modernisation requirements is everything. *"Your work order request will be given to a tech specialist immediately & I will get back to you within an acceptable time frame If we do not have a complete answer to your supplier cost/price schedule inquiry, I will let you know what I have learned about our ability to provide a service ticket for your equipment. When would be a good time for me to follow up with your installation on your supplier cost/schedule issues?"*

Marine Magnet, Inc. dispatchers recognise the importance of not making the installation repeat equipment condition metrics information when there is a transfer ticket being Processed for another repair/upgrade team, which should be fully briefed with the supplier cost/price schedule information documented in the spare parts quote system service files. Internal tracking & good communication practices for assessing work order status should be common knowledge and relayed in turn to the installation.

Marine Magnet, Inc. front-line dispatchers are usually responsible for the spare parts quote service ticket throughout the ticket life cycle. If for some reason the request is not resolved quickly & additional work order registration for equipment condition metrics requirements are necessary to complete the service, it is the responsibility of the front-line dispatchers to provide installations with periodic updates on supplier cost/price schedule patterns & if the equipment condition metrics problem has reached a critical stage follow up on the maintenance/modernisation operations is always required.

Marine Magnet, Inc. dispatchers may relay the following supplier cost/price schedule information to provide spare part quotes for equipment maintenance/modernisation: *" We are still analysing the situation detailed in the work order, and have not yet identified a solution to the equipment condition metrics problem. At this time we are unable to provide an estimated time for equipment repair/upgrade. I know you don't want to hear this, and I regret that this happened over the course of your inquiry. We will fix the supplier cost/price schedule problem as quickly as possible*

Sometimes it may be necessary to alter the greeting in order to maintain installation maintenance schedule sync, such as during the provision of work order status update due to system outages, or when special maintenance/modernisation events occur that compromise the transmission of equipment condition metrics, so special supplier cost/price schedule scripts are usually created for these situations.

For example, in the event that an equipment maintenance/modernisation work order file over the spare parts quote system is down or saturated, installations might initially hear this automated status message: *"We are currently experiencing technical difficulties with our supplier cost/price schedule estimate process. The estimated downtime is currently unknown. If you need further assistance, please stay on the line."*

Marine Magnet, Inc. dispatchers have developed systems to evaluate equipment condition metrics in order to give installations work order options in accessing spare parts quotes over the equipment service system, so the greeting script might end with an instruction: *"If your installation would like to access the spare parts quotes immediately, dial extension 1234 and a dispatcher will assist you."* Marine Magnet, Inc. dispatchers are available 24/7 to deal with changing equipment maintenance/modernisation issues so the greeting may reference a number where installations can reach another dispatcher with the key to the supplier cost/price schedules

If this is an emergency spare parts quote inquiry, please page me at the following number to investigate your work order: 555-1212. Otherwise, you can always leave a message after the tone detailing your equipment maintenance/modernisation requirements, *"Please include your installation, Equipment condition metrics and the best time to call. I will return your call just as soon as possible as supplier cost/price schedules become available."*

"Takin' Out Da Trash!" Sample List of Equipment Parts Discarded by Navy in 2013: Itemised Cost Receipts

\$1.2 M: Speed Gear Assembly [1]

\$1.3 M: Helical Gear Set [1]

\$27K: Power Drum Winch [1]

\$400: Mast Adapter [1]

\$42K: Main Tube Assembly [1]

\$2.5K: Power Supply [1]

\$150: Circuit Card Assembly [1]

\$6.2M: Alternative Generator [1]

\$3.5M: Aircraft Parts Kit [1]

\$1.5M: Launching Valve [1]

\$430K: Resonator/Receiver [1]

\$1.4M: Rotor Hub Assembly [6]

\$300K: Inner Tube [900]

\$4.5M: Counter Transmitter [12]

\$4M: Digital Comparator [6]

\$135K: Fuselage Section [1]

\$2.1K: Holding Fixture [1]