



WORK INSTRUCTION MANUAL

Title	BREAKDOWN CALL			
Revision	Date	Document No.	Prepared	Approved
1	5/8/2020	PHN/WI/GP/04	Khairul Anuar Harun	Nurulhidayah Rahmat

A. PREPARATION	
Man	Process Owner (Procurement and Vendor Development)
Machine	
Method	Visual, execution
Material	Breakdown Call Memo
Environment / Location	PHN SA office (PVD Dept)

INSTRUCTION

Flows	Narration	Document	PIC
<pre> graph TD A[Machine breakdown] --> B{Verification by end user} B -- OK --> C[Repair in-house] C --> D[End] B -- NG --> E[Breakdown call] E --> F[Identify potential supplier] F --> G[User to seek approval from CEO WA/email] G -- NG --> H[End] G -- OK --> I[Memo of breakdown issuance & PR Creation] G -- OK --> J[Supplier to proceed breakdown call job] I --> K[Submit to PVD for endorsement] J --> L[Supplier to submit quotation to PVD] K --> M[Endorsement by HOD PVD] L --> M M --> N[] </pre>	<p>End user to prepare internal breakdown report and verify the in-house capability to repair and troubleshoot. If incapable, to proceed with breakdown call process.</p> <p>End user to justify the breakdown call issue is related to Quality, Delivery of Safety only.</p> <p>End user & PVD to identify potential supplier based on their capability and availability to attend the breakdown.</p> <p>End user to seek approval from CEO via Whatsapp conversation or email</p> <p>Upon approval by CEO, end user to call the potential supplier to attend the breakdown call.</p> <p>End user to prepare breakdown call memo and issue ePR in Baan system</p> <p>End user to submit breakdown call memo to PVD within three (3) working days from breakdown occurrence date. PVD to validate the memo and supporting documents</p> <p>HOD PVD to endorse breakdown call memo</p>	<p>Internal Breakdown Report</p> <p>Internal Breakdown Report</p> <p>Internal Breakdown Report</p> <p>Internal Breakdown Report</p> <p>Service Report or Delivery Order (DO)</p> <p>Breakdown Call Memo and ePR</p> <p>Breakdown Call Memo and supporting documents</p> <p>Breakdown Call Memo</p>	<p>End User</p> <p>End User</p> <p>End User / PVD</p> <p>End User</p> <p>End User</p> <p>End User</p> <p>End User / PVD</p> <p>PVD</p>

<pre> graph TD A[Order processing] --> B[PO issuance to supplier] B --> C[Maintain receipt] C --> D[PO closing] </pre>	<p>PVD to process the PR</p> <p>PVD to email PO to supplier and release PO in Baan system for maintain receipt process.</p> <p>End user to maintain receipt in the system based on the service report/delivery order</p> <p>PVD to close PO in the system</p>	<p>PR/PO</p> <p>PO</p> <p>PO / Service Report</p> <p>PO</p>	<p>PVD</p> <p>PVD / End User</p> <p>End User</p> <p>PVD</p>
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Legend :

PO (Purchase Order) | PR (Purchase Requisition) | PVD (Procurement and Vendor Development)