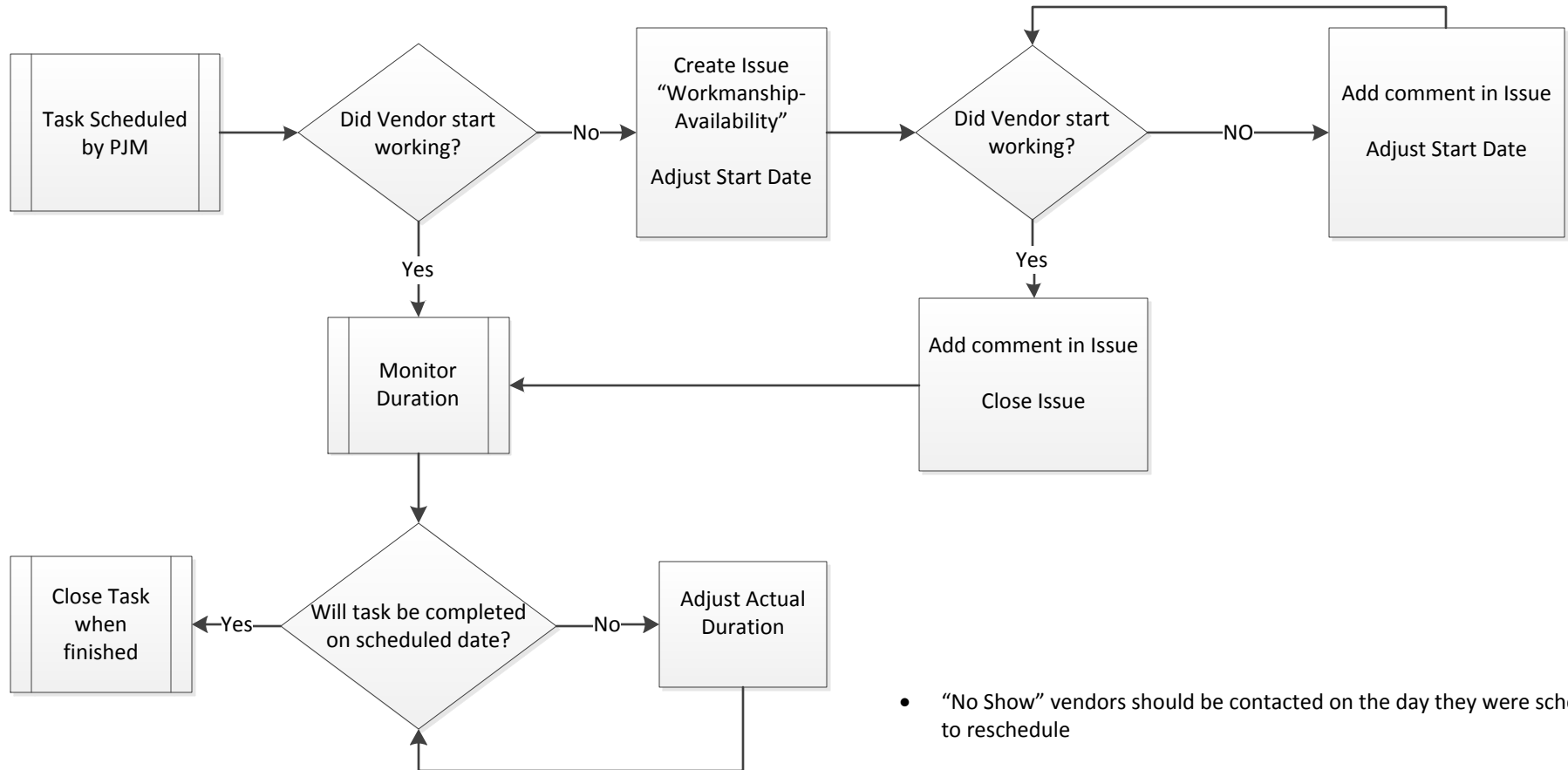


Best Practice

Vendor Availability

8/6/2015



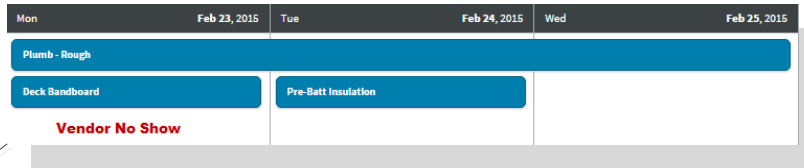
- “No Show” vendors should be contacted on the day they were scheduled to reschedule
- Issues should have the category of “Workmanship - Availability”
- Issues should be closed on the day that the vendor shows up
- Issues over 7 Days should have management involvement (PM/RPM)
- Actual Duration should match amount of time it took vendor to complete the work

Best Practices



Vendor Availability EXAMPLE

Vendor is schedule for 2/23 but does not show up

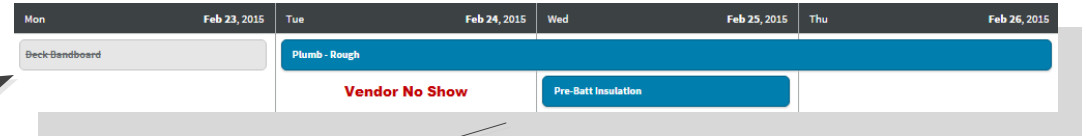


PJM creates an Issue
Adjusts Scheduled Date

Plumb - Rough

Status	Issue	Checklist	Vendor	Location	Category	Author	Date	Age
Open	Vendor did not show up today	-	ROMANOFF HEATING & COOLING	House	Workmanship-Availability	-	2/23/2015 2:00pm	0

Vendor Does not show up again

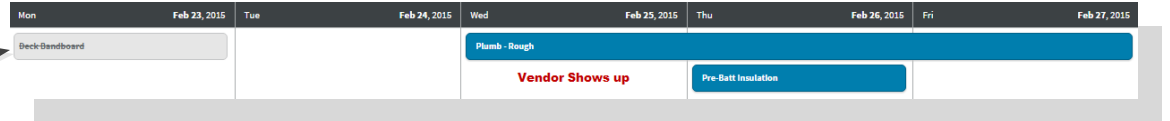


PJM Leaves a comment on the issue
Adjusts Scheduled Date

Issue - Plumb - Rough

Detail	Comments	Documents
2/25/2015	Vendor showed up	

Vendor shows up



PJM Closes Issue on the day that the vendor shows up

Plumb - Rough

Status	Issue	Checklist	Vendor	Location	Category	Author	Date	Age
Closed	Vendor did not show up today	-	ROMANOFF HEATING & COOLING	House	Workmanship-Availability	-	2/23/2015 2:00pm	2

PJM Completes task when the work is finished

