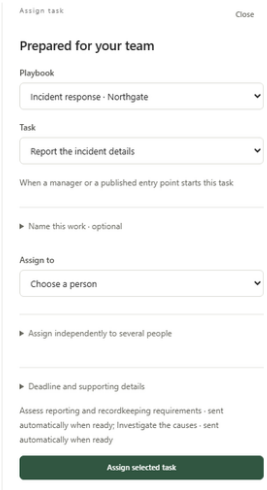
FIX AN EQUIPMENT PROBLEM AND VERIFY IT

Give equipment specialists an assignment they can plan from

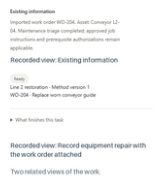
Help the team lead clarify the equipment problem, then record priority, assignee, action, due date and parts needed. The specialist receives the context and expectations needed to plan the work.

Report the problem > Triage and assign > Repair and record > Verify and close

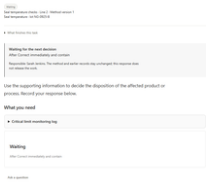
SkillSmith · Choose prepared work and its recipient — incident-response example



SkillSmith · Keep the imported work order attached to the repair task



SkillSmith · Keep the next disposition decision with its responsible reviewer



Choose prepared work and its recipient - incident-response example

Pay only when you see results

Agree the outcome for your first workflow with our team.

SELECTED CLIENTS FEATURED BY SKILLSMITH

verizon · KEYSIGHT TECHNOLOGIES · AMERICAN EAGLE · Berkeley UNIVERSITY OF CALIFORNIA

YOUR TEAM / THE DECISIONS THAT MATTER

The people involved in the working method

Each role has a defined contribution. Your team selects the people responsible for those parts of the work.

Your role	The contribution	SkillSmith support
Person raising the issue	Report the problem	Respond with asset, location, photos and priority.
Team lead	Triage and assign; Verify and close	Respond with action, assignee, due and feedback.
Designated specialist	Repair and record	Respond with downtime, parts, photos and work done.

Clarify the report enough to choose its owner

In a worked example, the report cannot yet be assigned to the right specialist; triage clarifies the equipment and problem rather than passing on an empty assignment.

WORKED DECISION

Decision point	Information to use	Responsible next step
Working material	Work request and Response form	Open the selected material for this occurrence.
Recorded response	priority, assignee and action	Save the response with its work context.
Review point	due and parts needed	Agree the next action with the person responsible for this decision.

Review the selected material, this occurrence's response and any conditional follow-up.

CONNECTED WORK / PREPARED PLAYBOOKS

Fix an equipment problem and verify it

Bring work request and response form into the prepared work. Person raising the issue, Team lead and Designated specialist each receive the context needed for their part.

01 Report the problem Record asset, location, symptom, priority and photos.	**02 Triage and assign** Record priority, assignee, action, due and parts needed.
03 Repair and record Record work done, parts, downtime and photos.	**04 Verify and close** Record verified / returned and feedback.

Prepare the useful part of the workflow

Use the prepared sequence with the resources and responsibilities selected for your team.

Fix an equipment problem and verify it

Anyone can report an equipment problem; maintenance triages, repairs and records; the requester or lead verifies the fix - one work order per problem, with parts and downtime captured.

Work orders · Equipment (all)

YOUR INFORMATION / CONNECTED WORK

The materials that make this method usable

Keep the relevant material available at the point it is used. The resource choices below support different parts of the work.

Your work context > SkillSmith > Your next contribution



Work request The task uses this material	The work order request.
Response form The task uses this material	The 'work completed' record.
Assets The task uses this material	The asset the order is against.

YOUR DELIVERY PLAN / OUR TEAM

Prepare the first useful playbook

Start with the materials and people you already have. We help make the setup choices explicit before your team uses the method.

01 Select the working material

Choose work request, response form and assets from the resources your team uses.

02 Agree the responsibilities

Confirm person raising the issue, team lead and designated specialist for this method, then choose the people eligible to receive its work.

03 Walk through the selected route

Choose the task, eligible recipients and deadline, then walk through the actual response fields.

We are here to help



Rohit Singh
VP of Strategic Partnerships



Brent Jackson
Director of Customer Success

Prepare the method for your team

What stays with the recorded response?

The response for this occurrence retains priority, assignee, action, due and parts needed. It belongs to the work being reviewed, rather than replacing a different occurrence's record.

Which materials do we need to bring?

Bring work request, response form and assets. We use those choices to prepare the working context, then check that each task opens the material it needs.

How do people receive the prepared work?

Select the prepared task and the relevant recipients when assigning work. Making a playbook available to a group and giving a person a task are separate setup choices.

What is the outcome for the wider workflow?

Verified close with parts, downtime and cause recorded.

WHY SKILLSMITH / YOUR NEXT STEP

Bring your work; we help prepare the method

We work with your team to organize the source material, responsibilities and review choices. Start with one useful example, then carry the agreed method into everyday work.

Without connected follow-through	With SkillSmith
The next person receives an action without the preceding result.	Keep the preceding result attached when the next responsible person receives work.
A person cannot tell which contribution is ready for them.	Make ready work and its requested contribution visible in My Tasks.

Walk through this method with us

Bring one real example and the material your team uses. We will walk through the task sequence and the decision that matters to you.

- Who should own this reported equipment problem and what context do they need?
- The resource choices for this method
- Each responsible person's response
- The conditional route and wider outcome

Request a demo

skillsmith.com/contact