Service Center Checklist

1.   How many employees work in the service center?

Comments: _____

2.   What are the hours of operation?

Comments: _____

3.   How are emergency and after hours troubles received?

Comments: _____

_____

4.   If an answering machine is used, is it menu driven?

Comments: _____

5.   Are trouble calls dispatched from the service center?

Comments: _____

6.   Does the service center document open and completed times on trouble tickets?

Comments: _____

7.   Are records maintained on computer?

Comments: _____

8.   Is the original trouble ticket maintained on file?

Comments: _____

9.   Does the service center receive new service requests?

Comments: _____

10. Does the service center track open work orders to completion?

Comments: _____