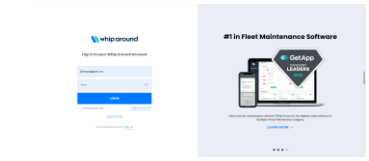
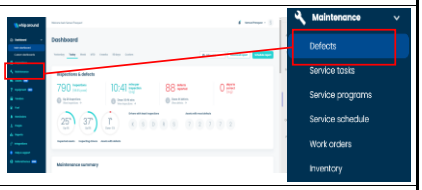
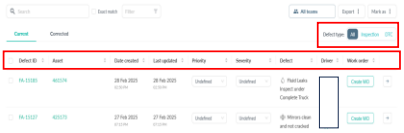
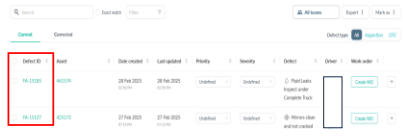
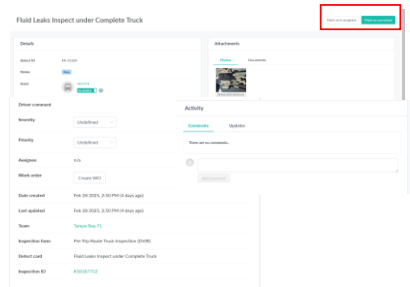
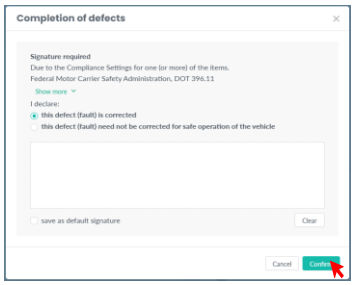
Standard Work - Transactional

PODS Moving & Storage	Core Process - Fleet Management	Date Created:	2/25/2025
		Date Revised:	
		Version:	V1.0
	Process Name: Defect Resolution	Leadership Sponsor	Rich Schwartz
		Process Owner:	Brannon Hufstetler

Steps		Key Points & Background		Visuals & Job Aids
Completed by Origination Location				
1	**Defect Resolution**	1.1	Login to Whip Around	
		1.2	**Inspection History** *Hover cursor over far left side of user dashboard *Collapse Menu will expand *Select Maintenance *Select Defects	
		1.3	**Sort and Filter** *You have the ability to "Sort" or Filter by any of the records attributes, as well as search *Note: "All" defect type is the suggested setting to get a complete view of Defect list	
		1.4	**Select Defect** *Review Defects and Status' *Determine Defect you wish to address *Click on the "Defect ID" of the identified Defect to expand view	
		1.5	**Expanded View and Resolution** *From this view you can analyze the following: Type of Defect Who created Defect Photos associated with Defect Notes How and when created Current status *If Defect is being worked but not complete Select "Mark as in Progress" *If Defect has be fixed/repaired Select "Mark as Corrected"	
		1.6	**Confirm Completion of Defects** *Manager must declare completion of defect *Sign off on correction *Confirm defect has been addressed *Note: Manager may save signature as default for future resolutions	
		1.7	Video Aid	