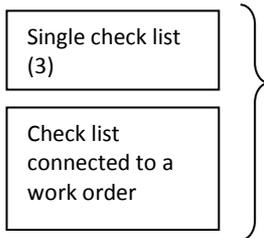


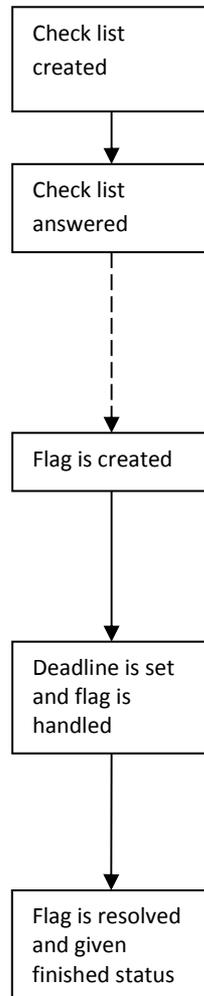
DMM Check lists and flags (1)

Check lists are sometimes answered single or from within work orders:

Check lists are created in the system's check list builder



Some check lists can create flags, but not all. Flags are always created by answering a check list:



Check list answers can be viewed in the appropriate windows and in reports. Flags are handled and resolved:

When a check list is created, then it is for example decided if and depending on which conditions questions can create flags (2), but a flag indicates that something is inadequate. Likewise flag e-mail recipients can be set.

Answered check lists can be viewed in the window Check list sessions (4). In addition individual answers can be more closely inspected in the window Check list answers. It is possible to print the report *Trend* for all check lists. For some check lists special reports have been made, see *Crystal Reports*.

If flag conditions have been added to a question, then flags can be created when the check list is answered. DMM sends e-mail to those who the check list specifies and/or to those who receive e-mail for flags in their department (set in employee window)

Manager can change flag deadline. Manager has 3 resolution options:

1. Finish flag himself with comment
2. Put flag onto a work order for resolution
3. Assign flag to an employee, which can then receive e-mail the following day

An employee enters into a flag what the resolution steps were and gives it "finished" status. He does this either from within a work order, see option #2 above, or he finishes the flag in the appropriate window and finishes it without a connection to a work order, option #3

- (1) Another word for flags can be set in the DMM translator.
- (2) Flags are of "inner type" green, yellow or red. A green flag is not serious and has a long or no default deadline. A red flag is usually serious and has a short default deadline.
- (3) It is possible to create a so called Check list schedule, which spawns check lists to be answered with a regular interval and assigns them to a specified employee to be answered, that employee will then get e-mail.
- (4) The window Check list sessions has different names at companies that use DMM. But these words as well as others every company can choose as is best suited to the process.

