**Defect / Repair Management**

Your assets are valuable and can be critical to your ability to operate your business and when they need repairing or replacing you want to keep track of where they are and be kept informed of progress.

Effective repair management not only reduces downtime it also helps prevent greater damage to your assets, optimising their operational life.

The Redkite Defect Management module will keep you up-to date and will help reduce downtime.

When reporting a fault, users may elect to leave an asset operational or, if they deem the fault to be critical, take it 'out of service'.

The Redkite Defect Management facility initiates the repair process the moment a notifiable fault is reported and tracks the asset through the repair process keeping relevant people informed via email or SMS, where available, at key stages.
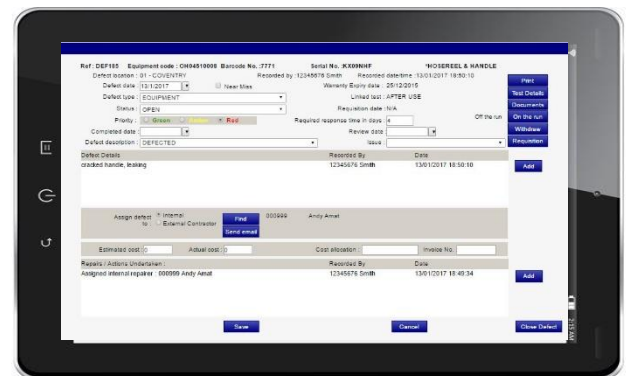
Repair work order shows details of the fault and actions taken to remedy.

- electronic defect reports / repair work orders are automatically created the moment a defect is reported on the system
- responsible personnel receive email and optional SMS notifications of new, updated and completed defects with a direct link back to the defect record
- colour coded defect priorities for ease of use
- multiple technicians can be assigned to a job
- details of the repair(s) undertaken are stored against the asset. This can include documents, pictures, etc.
- information held can include details of parts used and time spent on the job
- the system automatically reports progress at key stages during the repair process
- on the Defect search screen, a 'status' feature showing Total Defects Closed, Total Defects Open, Total Defects Pending, Total Defects Replacements needed, etc. is always visible
- records the Mean Time Between Repairs for each asset and the Mean Time to Repair, allowing future cost / time comparisons. The Mean Time Between Repair (MTBR) will show how frequently the asset has had a fault. The Mean Time to Repair (MTTR) will also show how much time is being spent repairing the asset
- can be used by external repair contractors to update work orders, subject to access rights
- details of all defects and repairs are recorded and maintained for the life of the asset
- will save time and money.
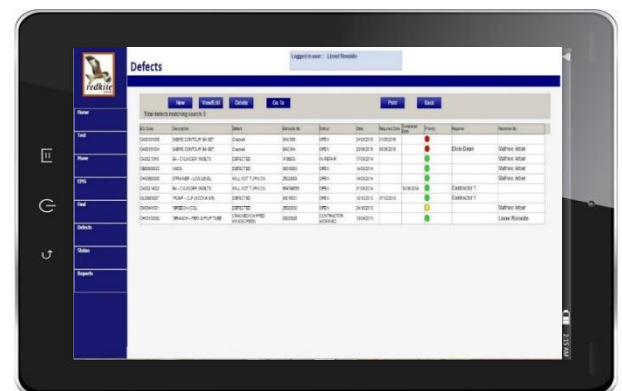
Defect list for assets at a location. Colour coding quickly shows priority of the fault and whether the repair is 'open' or 'closed'.