

Defects



Defects as a core pillar in Freeway

Along with Planned maintenance, Unplanned maintenance is a key feature in Freeway. A large portion of workshop time and resources are dedicated to rectifying defects to get vehicles 'fit' for operations. Freeway records and keeps track of various attributes associated with defects for customers to report on

Rapid defect entry

Defects can be captured from driver defect sheets, as a result of driver first-use checks completed on a smartphone/tablet, or from hand-held devices used by engineers within the workshop

Instant engineering / operations link

As defects arise, depending on criticality, instantly updates your operations system that the vehicle is not 'fit' for use. As soon as critical defects are rectified the vehicle is released for operation

Filter by priority

Defects are assigned different priority levels so that critical items are given focus and dealt with more timeously

Report on different defect types

Defects can be reported on and analysed in terms of their source (driver defect, remote defect, or inspection defect)

Action immediately or store for later

Defects can be instantly assigned to job-cards for immediate rectification. But where staff, a part, or the vehicle is not available Freeway stores the defect for future action. The defect can then be dragged and dropped onto a job-card at a later point (for example when the vehicle safety inspection is being carried out).

Links to separate labour records

A single defect item can give rise to multiple labour records required for rectification. Freeway keeps a separate record of the defect and the labour rectification dates and time spent

Daily inspections and nil defect reporting

Freeway assists in the management and automation of daily vehicle inspection documents (either paper-based or digitally to be carried out on a smartphone/tablet), and the provision of nil defect reports

Repeat defect reporting

Defects are maintained for the life of each vehicle and can be reported on by component (such as 'Brakes', 'Clutch', 'Cooling', 'Electric' etc.) for a vehicle, a section of the fleet or the driver/engineer that reported the defect. As a defect is being created Freeway tells you how many days ago a defect relating to the same component was created for this vehicle. This is shown in a 3 tier structure, for example at a top level: Chassis (7 days ago), at a middle level, Brakes (21 days ago), and at a component level: Brake Disc (51 days ago).

Defect actions

A newer concept in Freeway is to marry up Task, Component and Position with generic or model specific labour and parts. For example: Replace New (Task), Chassis--Brakes--Disc (component), NSF (position), and if it's a Volvo FH 16 Series (vehicle model) it should take an estimate of 1.25 hours to complete with these parts needed

Optional photographs

As drivers record defects they have the option (in some cases it's mandatory) to take and link photographs of the defects. Having more details assist engineers in making a proper diagnosis of the problem and rectifying it sooner.

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