

# PCS Service Priority Rating



Each rating and description is as follows:

## **1. Critical**

The received item has a significant impact on the customer's core business or process (Down time) and requires immediate attention.

PCS is to perform an evaluation within 24 hours of receipt of item and respond to customer with findings. PCS will also present customer (where possible), available options for both a temporary workaround solution as well as the permanent fix. If a suitable workaround is found and accepted by customer, the category 1 issue will then be downgraded to a category 2.

A surcharge may be applicable for work under this category.

## **2. Urgent**

The item returned has a significant impact on the customers business or process but a work around or substitute unit is in place to allow normal operations to continue.

PCS to perform inspection/Test within 36 hours of receipt of item and respond back to customer with findings.

This category will also apply to stock items which need modifications to bring them to saleable condition or required configuration and an order has been received from customer, e.g. special scale for PT Flow Meters.

## **3. Normal**

The item received from customer does not require a fast turnaround, or is a return to stock for credit requiring a QA inspection. PCS to perform inspection and (where necessary), report back to customer within 5 working days.

## **4. Background tasks**

Cat 4 tasks are generally assigned to internal tasks requiring modifications to stock items prior to being accepted into store, e.g. 3 pin plug and lead fitted to Aqua pumps.

### **NOTES:**

- The nominated time allowances do not include weekends.
- If a category is not nominated the default will be 3. Normal
- If there is no nominated Action required in the Service Record this will result in no-action being taken. The Action required is the instructions from the customer to the Service Person.