Field Operations Handbook

This handbook describes the standard workflow for field teams: receiving a work order, preparing equipment, completing the visit, and reporting results. It is a sample document used to demonstrate PDF to Markdown conversion.

1. Receiving a work order

Every visit starts with a work order. Confirm the site address, the contact name, and the service window before dispatch. If any field is missing, contact the coordinator instead of guessing.

- Check the work order number against the dispatch sheet.
- Confirm the site contact and phone number.
- Note any access restrictions, such as gate codes or loading hours.

2. Preparing equipment

Equipment checks happen before leaving the depot. Missing tools cause repeat visits and delay the customer, so the checklist below is mandatory.

Item	Quantity	Check
Diagnostic kit	1	Charged and sealed
Safety gloves	2 pairs	No tears
Spare filters	4	Correct model

3. Completing the visit

On site, introduce yourself, confirm the reported issue, and explain what you are going to do. Work cleanly, protect floors and surfaces, and leave the area as you found it.

If the repair needs a part that is not on the vehicle, record the part number, tell the customer the next step, and close the visit as pending parts.

4. Reporting results

Submit the report before the end of the shift. Include the work performed, parts used, time on site, and any follow-up required. Photos are required for any replaced component.

- Work performed, in plain language.
- Parts used, with part numbers.
- Follow-up date, if the job is not fully closed.

5. Safety rules

Stop work if conditions are unsafe. No deadline is worth an injury. Report near misses the same day so the team can adjust the checklist.

6. Escalation

Escalate to the duty manager when a site is inaccessible, when a customer reports a safety concern, or when the repair needs a specialist team. Escalation is not failure; it is part of the process.