



# AIR-CONDITIONING UNIT (ACU) MAINTENANCE SERVICES MANUAL

## Flow Chart

### FLOW CHART

#### 2.1 Marketing and Submission of Quotation/Bid

| Unit/Person Responsible       | Activity  | Time Frame                                 |   |
|-------------------------------|---|--|---|
| PMMS Dept. Personnel          | <p>START</p> <p>Prepares proposal/request for authority to offer ACU maintenance and repair services to prospective clients</p> | <p>Upon approval of request (per CASA)</p> |   |
| Department Head               | <p>Reviews and signs proposal/request</p>   |  |   |
| President & CEO               | <p>Approves and signs proposal/request</p>  |  |   |
| Account Officer               | <p>Prepares offer letter and forwards to the Department Head for review.</p>  |  |   |
| Dept. Head                    | <p>Reviews and signs the offer letter</p>   |  |   |
| President & CEO               | <p>Approves and signs the offer letter</p>  |  |   |
| Account Officer               | <p>Transmits and files copy of the offer letter and follows up status of offer</p>  |  |   |
| President & CEO or Dept. Head | <p>Visits prospective clients/ conducts marketing presentations/ negotiation meetings</p>                                       |  |   |
| Dept. Head                    | <p>Prepares cost-benefit analysis and drafts quotation/bid</p> <p>A</p>   |  | <p>Upon receipt of request/query from client or Invitation to Bid/TOR</p> |







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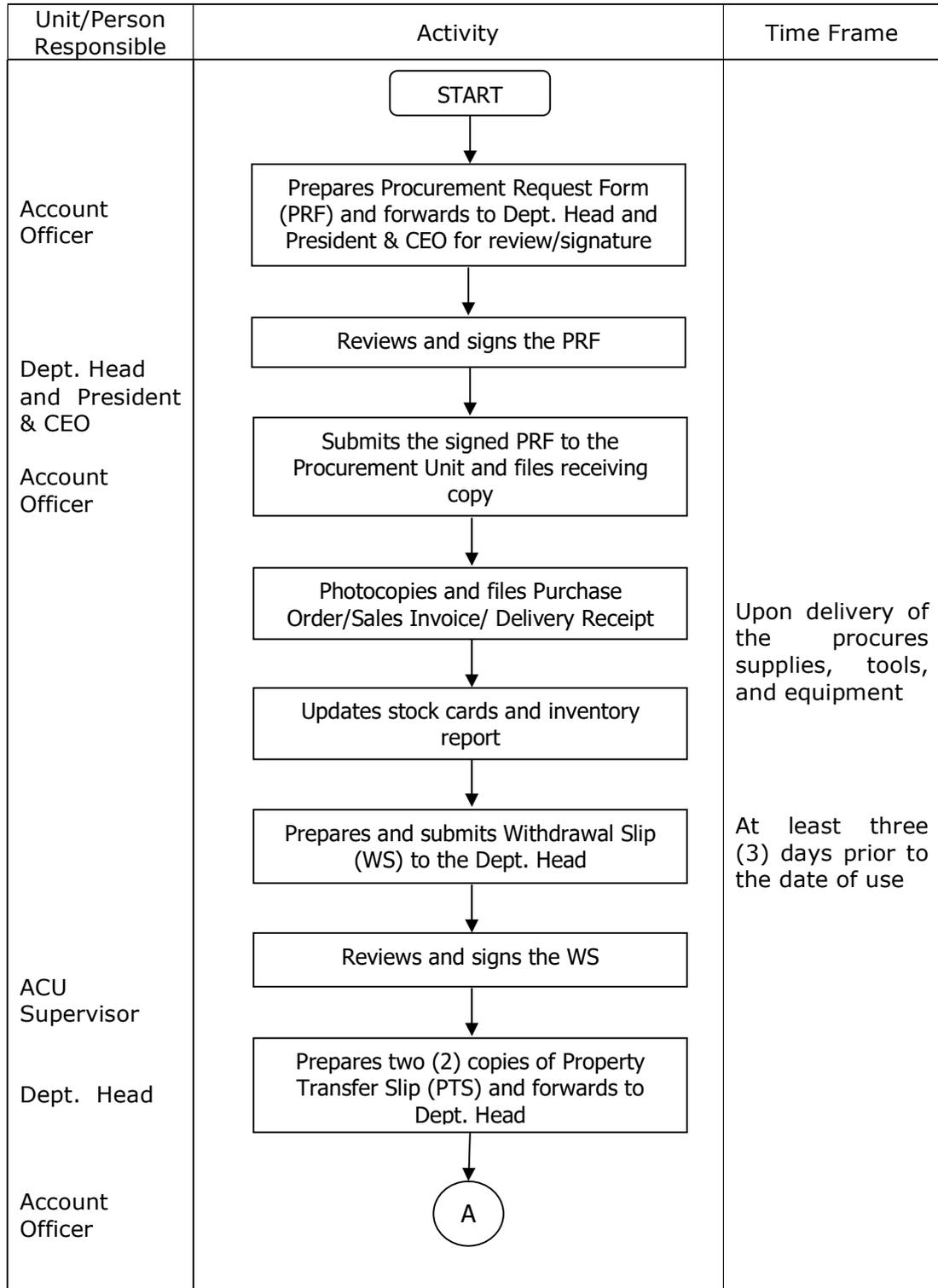
| Unit/Person Responsible  | Activity   | Time Frame  |
|--|--|---|
| Account Officer<br><br><br><br>Dept. Head and President & CEO<br><br>Account Officer | <pre>graph TD; A((A)) --&gt; B[Attaches copy of the MOA and transmits to LIBI]; B --&gt; C[Prepares request for payment of premium and submits to Dept. Head and President &amp; CEO for]; C --&gt; D[Approves and signs the request for payment]; D --&gt; E[Submits the request to the Accounting Unit for processing of payment]; E --&gt; F[Furnishes the client a copy of the performance bond documents]; F --&gt; G[END];</pre> | Upon receipt of quotation from LIBI<br><br><br><br><br><br><br>Upon receipt of the performance bond documents |



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## Flow Chart

### C. Procurement of Supplies, Tools, and Equipment





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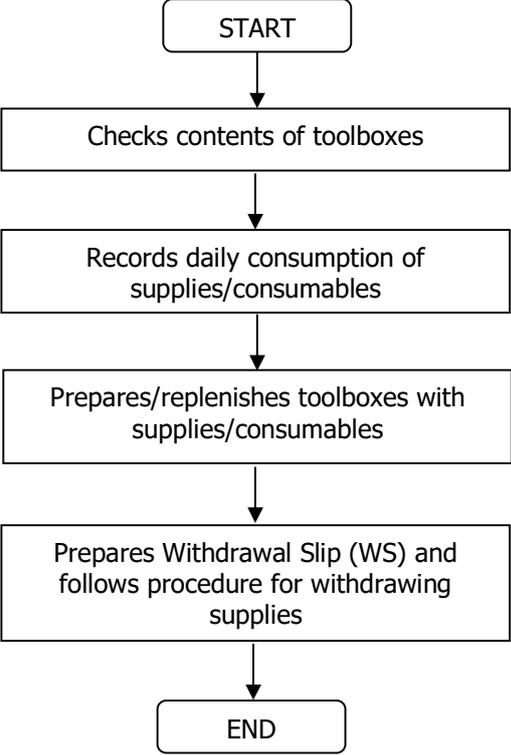
## Flow Chart

| Unit/Person Responsible   | Activity  | Time Frame   |
|---|---|--|
| <p>Dept. Head</p> <p>Administrative Assistant</p> <p>ACU Supervisor</p> <p>Administrative Assistant</p> <p>Dept. Head</p> | <pre> graph TD     A((A)) --&gt; B[Approves and signs the PTS]     B --&gt; C[Issues/releases the requested supplies, tools, equipment]     C --&gt; D[Receives supplies, tools, equipment and signs PTS]     D --&gt; E[Updates stock cards]     E --&gt; F[Collates documents required for updating of inventory report]     F --&gt; G[Prepares and submits monthly inventory report]     G --&gt; H[Reviews inventory report, counterchecks with the stock cards, and signs report]     H --&gt; I[Submits one (1) copy of the signed inventory report to the Accounting Unit]     I --&gt; END([END])           </pre> | <p>Not later than the 5<sup>th</sup> day of the succeeding month</p> |



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## Flow Chart

| Unit/Person Responsible | Activity   | Time Frame   |
|-------------------------|--|--|
| ACU Supervisor          | <p><b><u>Replenishment of Supplies</u></b></p>  <pre>graph TD; START([START]) --&gt; A[Checks contents of toolboxes]; A --&gt; B[Records daily consumption of supplies/consumables]; B --&gt; C[Prepares/replenishes toolboxes with supplies/consumables]; C --&gt; D[Prepares Withdrawal Slip (WS) and follows procedure for withdrawing supplies]; D --&gt; END([END]);</pre> | Daily (before deployment of ACU Technicians to the branches/clients) |



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## Flow Chart

### D. Work Schedule

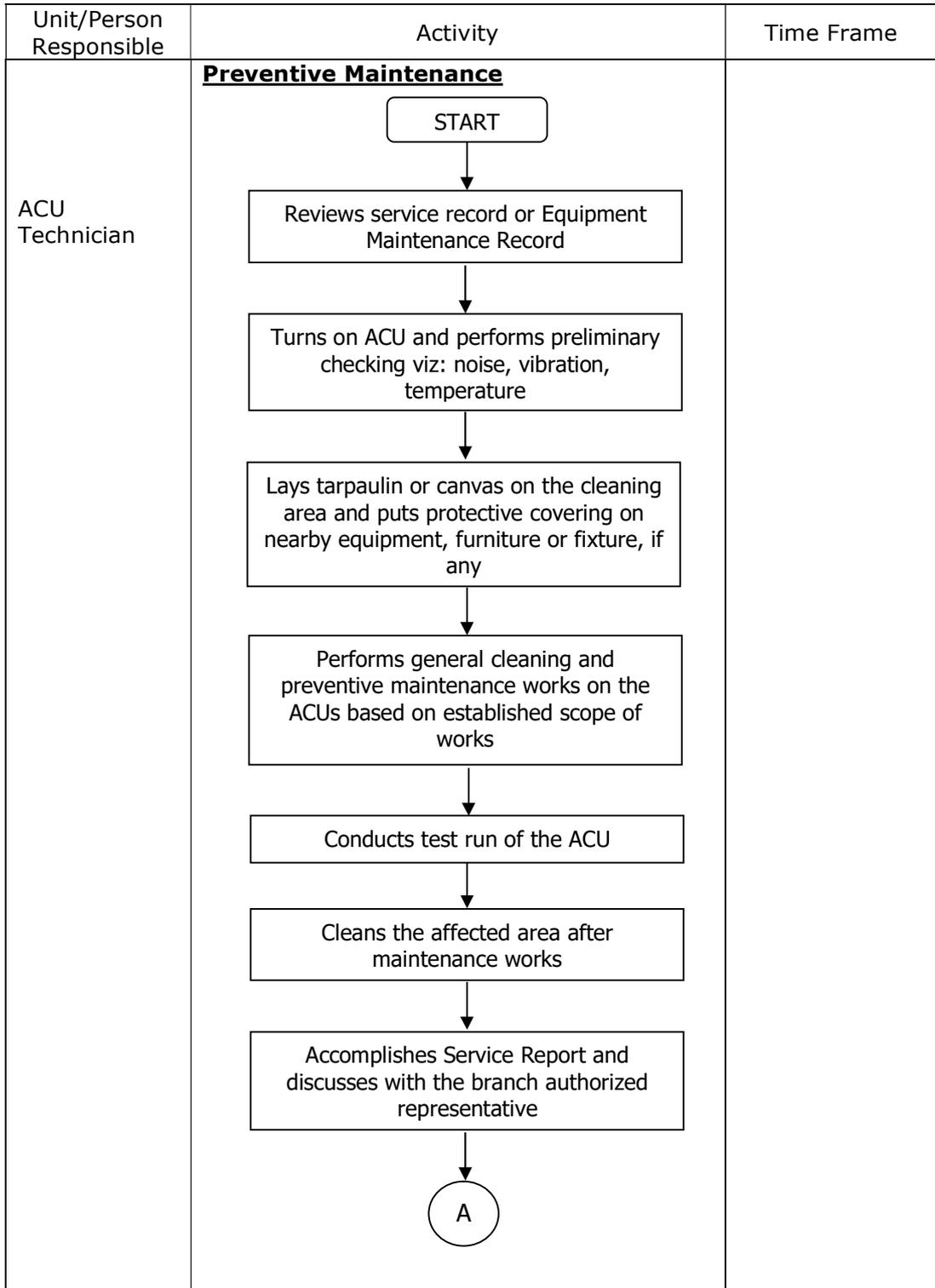
| Unit/Person Responsible   | Activity   | Time Frame  |
|---|--|---|
| <p>Account Officer</p> <p>Dept. Head/President &amp; CEO</p> <p>Account Officer</p> | <p style="text-align: center;">START</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Prepares and submits schedule of maintenance/servicing works for the succeeding month</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Reviews, approves, and signs the schedule</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Prepares two (2) copies of the schedule</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Submits/Transmits original copy to the Group Head's Office</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Provides one (1) copy to the ACU Supervisor and Technicians and files one copy for the PMMS Department</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Confirms schedules of maintenance works to the Branch</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Confirms schedule to the ACU Supervisor and Technicians</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">END</p> | <p>Not later than The 20<sup>th</sup> day of the month</p> <p>Not later than the 25<sup>th</sup> day of the month</p> <p>At least two (2) days in advance</p> |



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## Flow Chart

### E. Service Procedure









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## Flow Chart

| Unit/Person Responsible  | Activity  | Time Frame                              |
|--|---|---|
| <p>PMMS Dept. Head/Pres. &amp; CEO</p> <p>Account Officer</p> <p>PMMS Manager</p> <p>President &amp; CEO</p> <p>Branch Authorized representative</p> <p>ACU Technician</p> | <pre> graph TD     A((A)) --&gt; B[Reviews and signs the Request for Quotation]     B --&gt; C[Prepares quotation/offer letter]     C --&gt; D[Initials the quotation /offer letter]     D --&gt; E[Approves/signs quotation offer letter]     E --&gt; F[Evaluates/approves estimates for the repair job]     F --&gt; G[After receipt of approval, coordinates with branch representative the schedule of the repair work]     G --&gt; H[Conducts repair works and accomplishes Service report]     H --&gt; I([END])           </pre> | <p>At least two (2) days in advance</p> |



# AIR-CONDITIONING UNIT (ACU) MAINTENANCE SERVICES MANUAL

## Flow Chart

### F. Billing and Collection

| Unit/Person Responsible   | Activity  | Time Frame   |
|---|---|--|
| Account Officer<br><br>Dept. Head<br><br>President & CEO<br><br>Account Officer<br><br>Dept. Head/Pres. & CEO | <pre> graph TD     START([START]) --&gt; A[Prepares and submits billing letter with the required documents]     A --&gt; B[Reviews/initials the billing letters]     B --&gt; C[Approves and signs the billing letter]     C --&gt; D[Facilitates transmittal of billing to the client]     D --&gt; E[Furnishes the Accounting Unit a copy of the billing]     E --&gt; F[Follows-up release of payment]     F --&gt; G[Prepares monthly billing and collection report]     G --&gt; H[Reviews and signs the billing and collection report]     H --&gt; END([END])           </pre> | After ten (10) days from client's receipt of billing |