

Repairs

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Tags: 8.9

Repair is work done on a completed item. Whilst repair is the word that is normally used, strictly speaking, it is also rework if it is considered to be a quality loss, i.e., repair and rework.

Rework and repair are similar except that rework is done on an item in WIP. Rework is time considered to be a quality loss. Work that is done on a completed item is usually a quality loss, although you can have a repair that isn't a quality loss. For example, a service performed on a completed item. Under that circumstance, we'd create a repair workflow but the operations wouldn't be marked as rework operations.

The two ways to spawn a repair task are **Start Schedule Repair** and **Start Manual Repair**.

Start Schedule Existing

You have a job to start the repair and you add the item you want to repair to the job (start node - *Start Schedule Existing*). This could be for an item that was returned for a repair. You want to schedule a job to repair it and you want to execute a workflow. The **Start Scheduled Existing** workflow would look for an existing item to work on rather than creating a new inventory item.

After you created the start node, you will need to add one of more operations.

Process for starting a repair:

1. Navigate to the **Schedule Manager** screen.
2. Pick a job that has a **Start Schedule Existing** to open the **Job Serial Numbers** screen.
3. In the **Add Serial Numbers** screen, you can click the **Add Repair Serial Number** which searches for an existing item to repair

Start Manual Repair

Process for starting a manual repair:

1. Open the **Item Status** screen and search for the item.
 2. Click the **New Task** button to open the **Choose New Task Visit** which launches the repair job. It creates an asynchronous task.
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