

Gross Repair Operations Supervision System (GROSS) User's Guide

1. Introduction

Thank you for being a GROSS user! This simple manual is a guide to help you figure out how best to be a productive repair team. The Gross Repair Operations Supervision System is designed to help your laboratory best manage a large, multi-task, repair job, so your entire repair crew can be most efficient.

If you are reading this manual, most likely something has gone wrong in your laboratory and your GROSS administrator has set up our system frantically in an effort to coordinate multiple repair crews like yourself, and has handed you this User's Guide because that is what the Administrator's Guide is telling him to do.

2. Overview

While the administrator is panicking, let us tell you about how the system works. There are multiple Technical Accident Service Cases, or TASCs, that require repair. These TASCs will each be uniquely numbered in GROSS. Any individual TASC will be in one of these states:

Functioning (green)

Malfunctioning -- Fresh (red)

Malfunctioning -- Assigned (yellow)

Malfunctioning -- Abandoned (purple)

The entire system is repaired when all TASCs are **Functioning**. Accidents and other incidents can cause **Functioning** TASCs to become Malfunctioning. A Malfunctioning task is initially **Fresh**, but can become **Assigned** to a repair crew by the Administrator. The repair crew can either fix the TASC, making it **Functioning**, or fail to fix the TASC, making it **Abandoned** (at which point the TASC is no longer assigned to the crew).

Each TASC also has an accompanying Service Contribution Overall Recognition Evaluation, or SCORE. The Administrator should have assigned the SCORE for a TASC based on how difficult it is to repair that TASC. The GROSS system can track the total SCOREs of all the TASCs a repair crew has done and keep track of them. It is up to your GROSS Administrator to decide how they would like to reward merits or demerits based on SCOREs.

3. Detailed TASC descriptions

3.1. Fresh TASCs

A **Fresh** TASC is one that has never been assigned to any repair crew. These TASCs may or may not be more difficult to repair than Abandoned TASCs, but at least you know that no one has attempted it yet.

3.2. Assigned TASCs

An **Assigned** TASC is one that is currently assigned to a repair crew. Although only one crew can be assigned to a given TASC, it is possible that multiple crews have previously worked on this TASC and abandoned it. If you are a repair crew, you should try to repair the **Assigned** TASCs that you have.

An **Assigned** TASC that was ever assigned to you adds to your QUIT total (see section 4), even if it is not currently assigned to your team.

3.3. Abandoned TASCs

An **Abandoned** TASC is one that has been assigned to crews in the past, but is not currently assigned to any crew. (Perhaps the crews that have worked on it were not successful in repairing it.) The *only* difference between an **Abandoned** TASC and a **Fresh** TASC is the number of crews that have worked on it -- if zero, the TASC is fresh; otherwise, the TASC is abandoned.

An **Abandoned** TASC that was ever assigned to you adds to your QUIT total (see section 4).

3.4. Functioning TASCs

A **Functioning** TASC is not in need of repair. Perhaps it was never broken. However, there is no guarantee that a task that is currently Functioning will not malfunction in the future. However, if a **Functioning** TASC malfunctions, it becomes a **Fresh** TASC, with all of its history (if any) forgotten. As a repair crew, you need not concern yourself with **Functioning** TASCs.

4. Quality Underwriting Incompetency Tally (QUIT)

Each repair crew gets a Quality Underwriting Incompetency Tally (QUIT), which represents the number of malfunctioning TASCs that the repair crew had ever been assigned to. If your QUIT total is too high, the GROSS system may bar you from getting more TASC assignments. If you have a high QUIT total, please deal with the TASCs that are currently (or have ever) been assigned to you. If they are all currently assigned to other crews, try to find those crews and help them.

5. Interface

Your Administrator will give you a crew ID and a passcode. Please use that information to log into the GROSS system.

When you log into the GROSS system, you will see a list of all the Malfunctioning TASCs. The TASCs that are currently Assigned to you, as well as the TASCs that contribute to your QUIT score, will be in a special section on top. The list is refreshed periodically.

Next to each TASC will be a button that represents what you can do to that TASC. The possible buttons are described below.

Request: This appears next to Abandoned and Fresh TASCs. Clicking here will request that the TASC be assigned to you. Note: If your QUIT total is too high, you cannot request a TASC that you have never worked on. Your Administrator may have also set a limit on the total number of TASCs that can be Assigned to you.

View: This appears next to TASCs that are assigned to you. Clicking here will send you to a system-specific page, where you can see whatever information might be needed to repair the TASC.

Abandon: This appears next to TASCs that are assigned to you. Clicking here will make the TASC **Abandoned**. Your Administrator may have set a minimum time you must have a task assigned to you before you may Abandon it, to discourage repeated Abandoning of TASCs. Note that Abandoning a TASC will not affect your QUIT total, but will allow other crews to Request the TASC.

6. Conclusion

We hope that GROSS aids your laboratory in the management of TASCs in what is undoubtedly a frantic and crazy time. Thank you!