SPP 404: Production Control System

SPP 400: Pest Prevention & Lawn Service Procedures · https://milo.masseyservices.com/docs/spp-404-production-control-system/

Section: Pest Prevention & Lawn Service Procedures
Subject: Production Control System
Approved by: Tony Massey
Effective Date: 23 November 2005
Last Reviewed Date: 6 May 2026
Policy Owner: VP Director of Quality Assurance

Policy

The Service Manager is responsible for managing the daily production of assigned services. The process is managed by the review and assessment of several reporting tools that cumulatively report the work every service person does each day throughout the month. These documents collectively are called the Production Control System and consist of the following:

- Service Reports (Invoices)
- Daily Summary Report
- Daily Worksheets (Pest, Baiting, GreenUp)
- Termite Technician Daily Summary Report
- Daily M&S Usage Summary (GreenUp)
- Account Record Change
- Production-To-Do Report
- Daily Production Report
- Production Board

Service Report

This is our primary customer communication device. It should inform and educate our customer about:

- What we saw during our service inspection
- What we did in response to our inspection findings
- What we recommend they do to help
- What to expect as a result of today’s service

The Service Manager should review these reports daily to evaluate the level of service being provided. Pay particular attention to neatness and accuracy. This document should paint a word picture for the customer so that they clearly understand and can ascertain the value of our service.

Daily Summary Report

This cover sheet recaps the day’s activities for each service person. It documents the following information:

- assigned services
- completed services
- hours worked
- collections
- vehicle mileage
- material usage

This report is used by the Service Manager to evaluate the service persons daily performance in terms of both Quality and Quantity and becomes the governing legal document for wage and hour compliance. It is to be completed everyday and turned in with the service reports. It must be signed by the service person and reviewed and approved by a Manager during the check-in process. The Office Manager signs this report after all work is posted.

Daily Worksheets (Pest, Baiting, GreenUP)

This worksheet is a detailed summary of all services completed during the day. It includes pertinent customer information such as name address and phone numbers. The service person documents:

- The time in and out and total time on the property
- Any monies collected during the service

Termite Technician Daily Summary Report

This report is completed by Termite Technicians on days when they perform termite related work other than baiting or on days when baiting is performed in conjunction with other termite related services. It includes pertinent information needed by the service person to adequately document their daily activity.

Daily M&S Usage Summary (GreenUp only)

This form is the primary document for evaluating the daily usage of materials. It is a complete record of the vehicle inventory at the beginning and end of the day. Each day the Specialist fills out this form listing the beginning inventory from yesterdays ending inventory then adds to it all products issued for that days productions. At the end of the day the ending inventory amounts are subtracted to calculate the total cost of the day’s usage. This total number is then transferred to the Daily Production Summary. This form can be used by both the Specialist and Manager to ascertain a Specialist’s compliance with the agronomic program. The Specialist signs the summary and the Manager signs it during the check-in process.

Account Record Change

Any time there is a change made to the customer’s account it must be documented via an account record change form. Phone number changes, price changes, special instruction changes, etc., should be documented and filed in the customer’s permanent file.

Production-To-Do-Report

During the month-end closing process a Production-To-Do Report is printed for the entire upcoming month. This information becomes a record of the work that must be completed for the month. This report can be printed at any time to identify unserviced accounts. Any service person that has the equivalent of ½ days production unserviced at the end of the week will be required to work Saturday to catch it up.

Daily Production Report

This document is a monthly summary that shows at a glance the activity for the entire month by day for each route within the Service Center. It is updated daily by the Customer Service Specialist or Office Manager from the service person's Daily Summary Report. The General Manager should review this document on a frequent basis to keep abreast of the overall status of the Service Center production activity.

Production Board

This dry-erase board is used as a peer incentive to foster a competitive environment among specialists/technicians. Each day they post this board to publicly display their accomplishments. The board will be filled out as follows:

The morning of the first of the month the service manager will post the header and each route's information using a black dry erase marker.

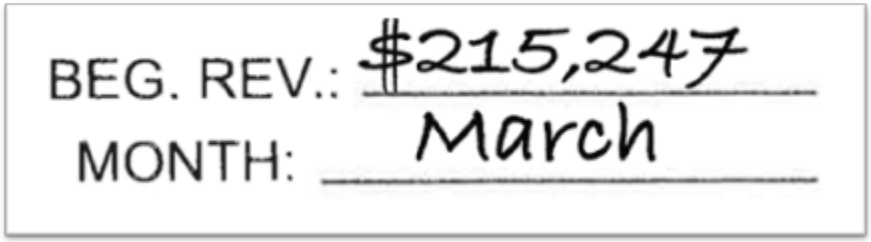


Figure 1. Example of Production Board Header

- Header (Figure 1.)
  - The total production from the Production to Do report
  - The current month

- Route Details (Figure 2.)
  - Route number
  - Technician/Specialist’s name
  - The Route value in stops and dollars
  - The daily assignment from the Production to Do report
    - Pest/termite routes will list the number of stops
    - Lawn/irrigation routes will list the number of stops over the dollars.



RT.	TECH.	RT.VALUE		1	2	3	4	5
3	Pest Technician Name	271 / 15645	A S	12	11	10	12	11
				12	10	11	12	10
21	Lawn Specialist Name	474 / 36277	A S	23 1593	27 1769	20 1354	24 1844	30 1983
				23 1593	27 1769	18 1204	25 1924	29 1987

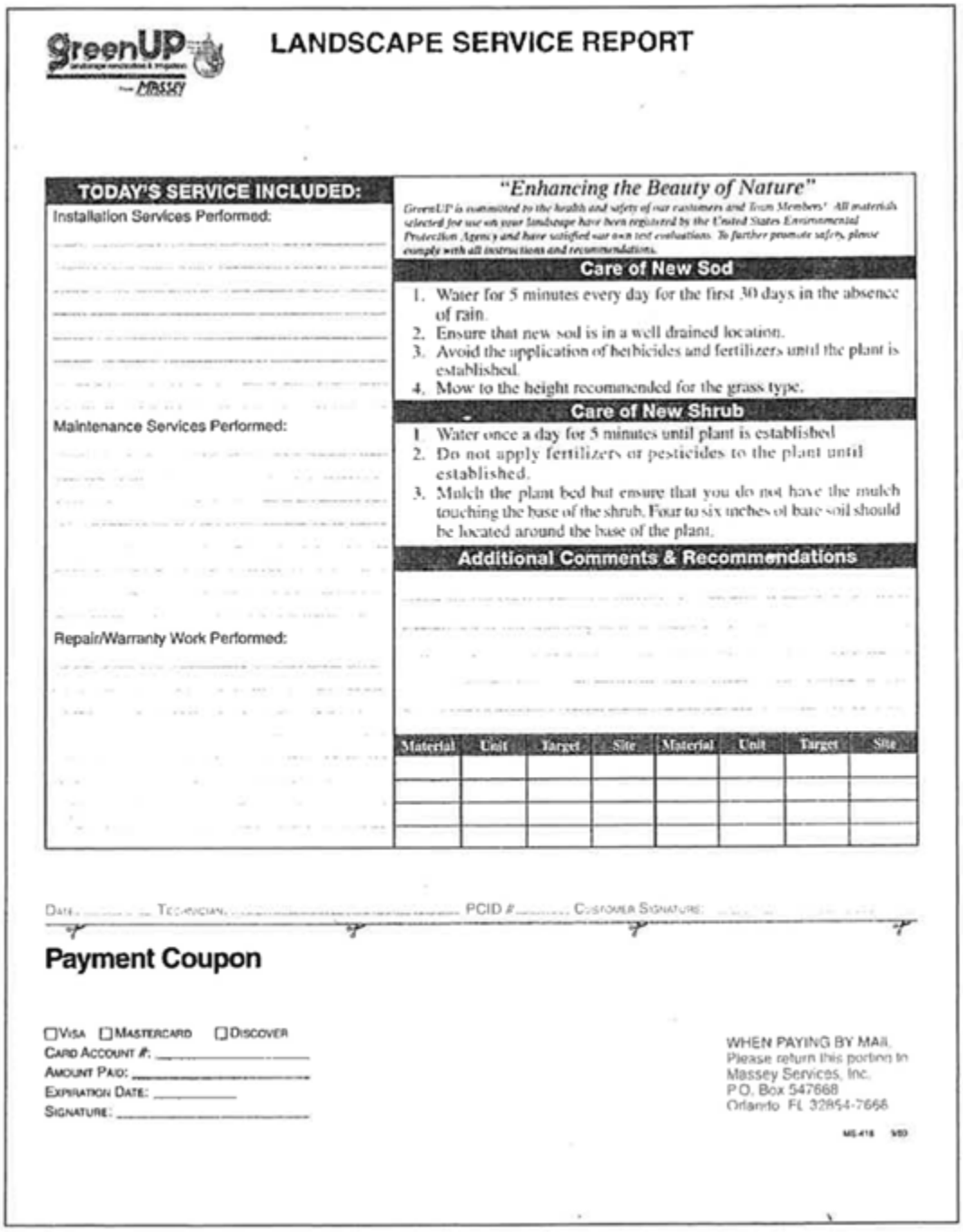
Figure 2. Example of correctly filled-out Production Board

Each day the technician/specialist will post their performance.

- Pest/termite technicians will post their completed stops using the following colors:
  - Blue- used when the completed work equals or exceeds the assigned value.
  - Red- when the completed work is less than the assigned value
- Lawn/irrigation specialist will post their completed stops using the following colors:
  - Green- used when the completed work equals or exceeds the assigned value.
  - Red- when the completed work is less than the assigned value

When evaluated as a whole, this production control system will give the Manager a clear and detailed picture of the Service Operations. Utilize the information to focus your management efforts in the right direction.

Appendices

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LANDSCAPE SERVICE REPORT

TODAY'S SERVICE INCLUDED:

Installation Services Performed:

Maintenance Services Performed:

Repair/Warranty Work Performed:

"Enhancing the Beauty of Nature"

GreenUP is committed to the health and safety of our customers and Team Members! All materials selected for use on your landscape have been registered by the United States Environmental Protection Agency and have satisfied our own test evaluations. To further promote safety, please comply with all instructions and recommendations.

Care of New Sod

1. Water for 5 minutes every day for the first 30 days in the absence of rain.
2. Ensure that new sod is in a well drained location.
3. Avoid the application of herbicides and fertilizers until the plant is established.
4. Mow to the height recommended for the grass type.

Care of New Shrub

1. Water once a day for 5 minutes until plant is established
2. Do not apply fertilizers or pesticides to the plant until established.
3. Mulch the plant bed but ensure that you do not have the mulch touching the base of the shrub. Four to six inches of bare soil should be located around the base of the plant.

Additional Comments & Recommendations

Material	Unit	Target	Site	Material	Unit	Target	Site

DATE _____ TECHNICIAN _____ PCID # _____ CUSTOMER SIGNATURE _____

Payment Coupon

☐ VISA ☐ MASTERCARD ☐ DISCOVER
CARD ACCOUNT #: _____
AMOUNT PAID: _____
EXPIRATION DATE: _____
SIGNATURE: _____

WHEN PAYING BY MAIL
Please return this portion to
Massey Services, Inc.
P.O. Box 547668
Orlando FL 32854-7668

Appendix A: Service Report

Route: 01-70
Date: 12/13/2004

Signature:
Manager:
OM/CSR:

TECHNICIAN DAILY SUMMARY REPORT

	ASSIGNED #	$	SF/LF	SERVICE TYPE	COMPLETED #	$	SF/LF
Regular Services	1	$29.50	0	Pest			
	0	$0.00	0	Landscape			
	0	$0.00	0	Lawn Care			
	0	$0.00	0	Tree/Shrub			
	0	$0.00	0	Aeration			
	0	$0.00	0	Bait / Monitoring			
Initial Services	0	$0.00	0	Pest			
	0	$0.00	0	Landscape			
	0	$0.00	0	Lawn			
	0	$0.00	0	Tree/Shrub			
	0	$0.00	0	Bait Installation			
One Time Services	0	$0.00	0	Pest			
	0	$0.00	0	Lawn			
No Charge Requests	0	$0.00	0	Pest			
	0	$0.00	0	Lawn			
	0	$0.00	0	Bait			

HOURS WORKED

	From	To	Hrs/Mins
AM Office:			
Outside:			
PM Office:			
		Subtotal:	
		Less Lunch/Personal:	
		Total Hours Worked	

Collections

Checks $ _____
Cash $ _____
Total $ _____

Ending Mileage: _____
Beginning Mileage: _____
TOTAL MILEAGE: _____
Vehicle #: _____

MATERIAL USAGE	Square Footage	Material Cost by Program	Actual Cost of Materials	Variance
Lawn Production		$	$	$
Tree and Shrub Production		$	$	$
Combined Total		$	$	$

Total M&S % (Actual Material Costs / Total Production _____%

Lawn Program Costs per 1,000 sf $_____ Tree and Shrub Program Costs per 1,000 sf $_____

I certify the above to be a true and accurate record of my time and my operation for the period shown. I understand it is my responsibility to record all hours worked accurately and correctly, without exception. I understand that Massey Services is relying on my record of hours worked for compliance with the Fair Labor Standards Act.

- Appendix B: Technician Daily Summary Report

Treatment Codes
SRI = Sub/Fume Reinspection
BRI = Bait Reinspection
TC = Total Coverage
CT = Conventional Treatment
BI = Bait Installation
BM = Bait Monitoring
BR = Bait Removal
WT = Wood Treatment
R = Retreatment

Pretreatment Codes
CP = Conventional Pretreat
BP = BoraCare Pretreat
SP = Sentricon Pretreat
FG = Final Grade Treatment
WD = Walks/Driveways
PD = Pool Deck
A = Addition
PT = Pretreat Retreatment

Slab Type
M = Monolithic
S = Supported
F = Floating
C = Crawl Space
B = Basement

MASSEY

TERMITE TECHNICIAN DAILY SUMMARY REPORT

Service Center _____

Technician _____

Date _____ Veh # _____

Daily Work Summary – Completed by the Technician After Each Job During the Day

Code	Location	Time		Re-Insp.	Conventional Treatments (Post and Pre-construction)						Bait		Total Coverage		Bora-Care		
		Time In	Time Out	$ Compl	Slab Type	Square Feet	Linear Feet	Flow Meter Begin	Flow Meter End	Gal Used	Linear Feet Monitor	Linear Feet Install	Sq. Feet	Gal Used	Linear Feet	Conc Used	$ Coll
	TOTALS																

I certify the information entered on this report to be a true and accurate record of my time and operation for the period shown. I understand it is my responsibility to record all hours worked accurately and correctly, without exception. I understand that Massey Services is relying on my record of hours worked for compliance with the Fair Labor Standards Act.

_____
Technician's Signature

MS-148

Rev. 03/06

greenUP lawn, tree & shrub care from MISSEY

Lawn Care Daily M & S Usage Summary - Oct & Nov 2004

Specialist's Name:_____ Month/Year:_____

MATERIAL AND SUPPLIES	A Truck Beginning Inv.	B Materials Issued	C Truck Ending Inv.	A + B - C Total Daily Usage	Cost per Unit	Extended Cost
FERTILIZERS						
28-0-14 70%SCU + Atrazine					$0.23	
17-0-17 100%SCU + Atrazine					$0.23	
19-0-7 30%SCU+ Stonewall (lb)					$0.34	
18-0-7 w/ Sprint 330 (gl)					$2.76	
0-0-62 (lb)					$0.11	
5-0-30 (lb)					$0.10	
21-0-0 (lb)					$0.11	
Limestone					$0.08	
HERBICIDES						
Atrazine 4L (not until 10/15/04)					$0.12	
Lontrel (oz)					$3.90	
RoundUp Pro (oz)					$0.36	
Quicksilver Premix (oz)					$0.22	
Manage (50000)					$2.16	
INSECTICIDES						
Talstar One (oz)					$1.06	
Talstar PL Granule (Fire Ant) (lb)					$0.74	
Talstar Slurry (oz)					$0.10	
FUNGICIDES						
Mancozeb (oz)					$0.12	
Subdue (oz)					$3.69	
Heritage (oz)					$23.25	
MISCELLANEOUS						
Liberate (oz)					$0.20	
					Sub Total	
					Tax	
					Total Cost	

Manager Signature Date

Specialist Signature Date

- Appendix D: Daily M&S Usage Summary

MASSEY SERVICES INC.

ACCOUNT RECORD CHANGE

Customer Name _____

Service Address _____

Billing Address _____

Account # _____ **Route #** _____

Date Changes are to occur: _____

Name (Service) _____ Route # _____

Service Address _____ Grid # _____

Telephone # _____ Service Day _____

Billing Address _____

Service Charge _____

Other Change(s) _____

_____

Reason for Change(s) _____

_____

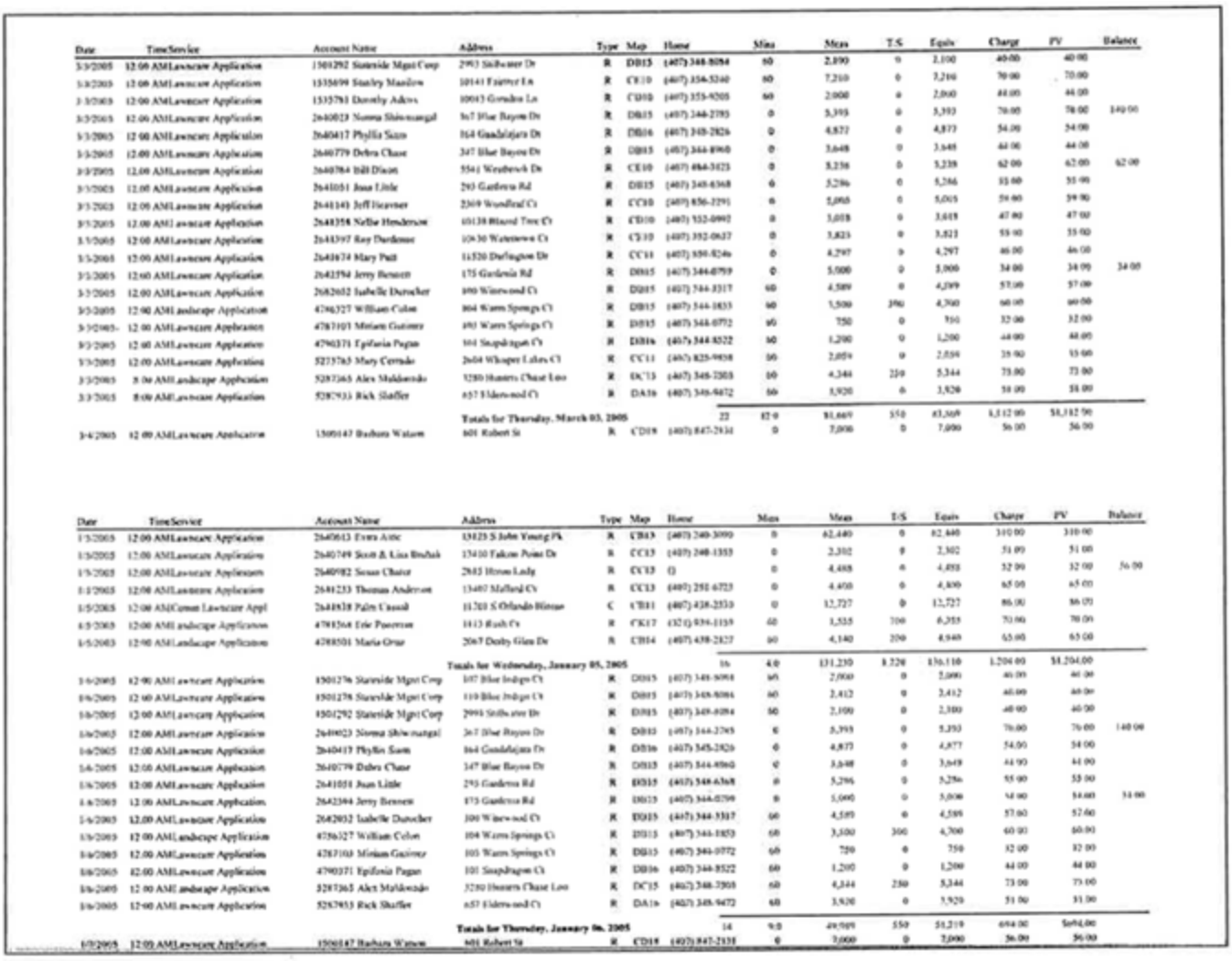
Please initial your acknowledgment of these changes.

Service Technician _____ Administration _____

Service Manager _____ General Manager _____

MS-002 8/98

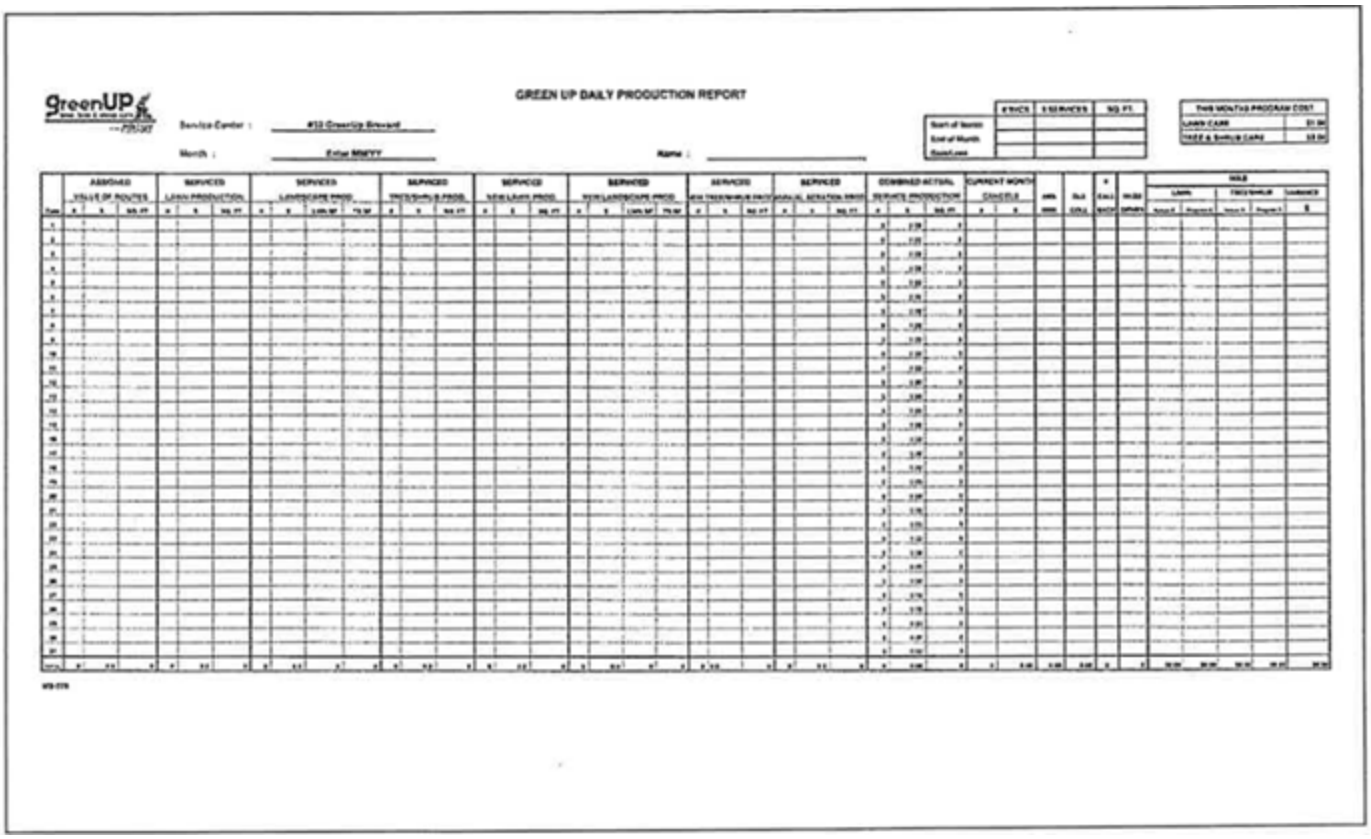
- Appendix E: Account Record Change



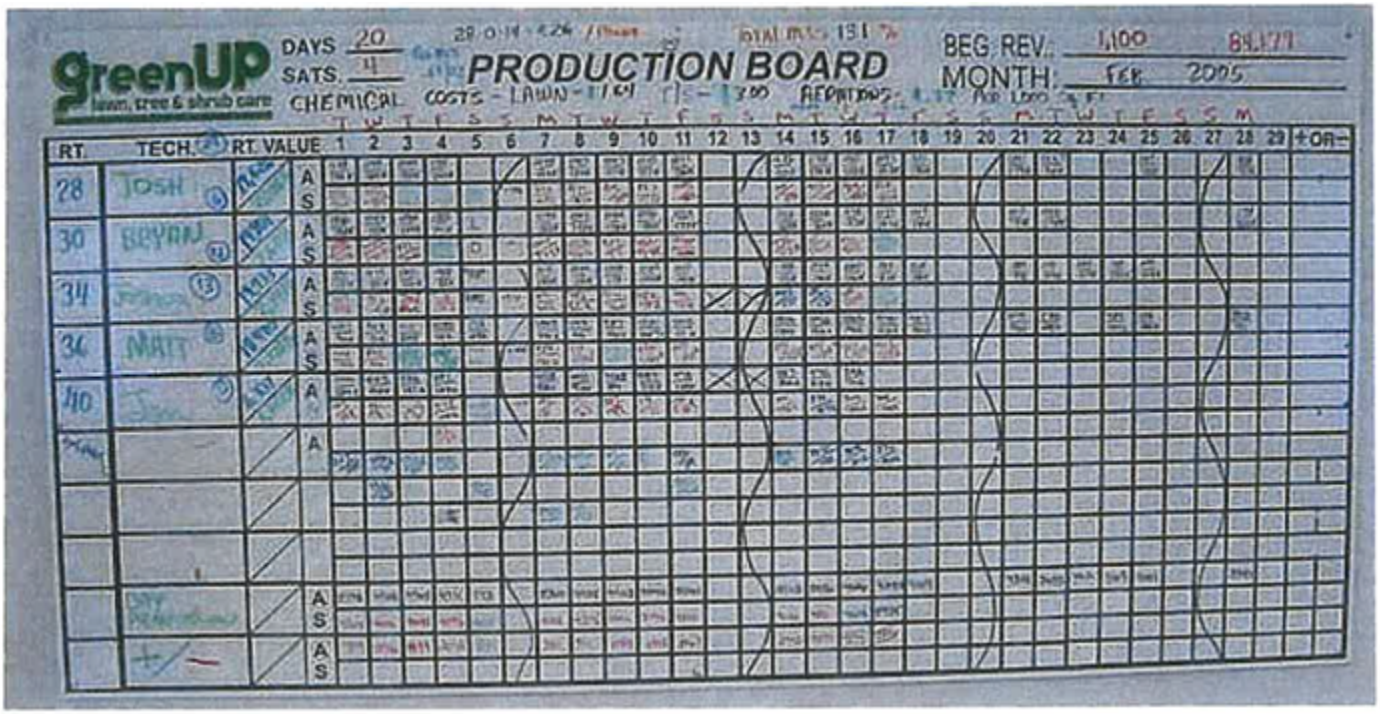
Date	TimeService	Account Name	Address	Type	Map	Home	Miles	Mows	T/S	Equip	Charge	PV	Balance
1/3/2005	12:00 AMLawncare Application	1501292 Stateside Mgmt Corp	2993 Stillwater Dr	R	DB15	(407) 348-8054	60	2,890	0	2,100	40.00	40.00	
1/3/2005	12:00 AMLawncare Application	1535699 Stanley Manilow	10141 Fairway Ln	R	CE10	(407) 354-5240	60	7,210	0	7,210	70.00	70.00	
1/3/2005	12:00 AMLawncare Application	1535781 Dorothy Adcox	10043 Gondra Ln	R	CE10	(407) 355-9205	60	2,000	0	2,000	44.00	44.00	
1/3/2005	12:00 AMLawncare Application	2640023 Norma Shivnarayan	367 Blue Bayou Dr	R	DB15	(407) 344-2785	0	5,395	0	5,395	70.00	70.00	140.00
1/3/2005	12:00 AMLawncare Application	2640417 Phyllis Sum	164 Guadalajara Dr	R	DB16	(407) 345-2826	0	4,877	0	4,877	54.00	54.00	
1/3/2005	12:00 AMLawncare Application	2640779 Debra Chase	347 Blue Bayou Dr	R	DB15	(407) 344-8960	0	3,648	0	3,648	44.00	44.00	
1/3/2005	12:00 AMLawncare Application	2640784 Bill Dixon	5541 Westbrook Dr	R	CE10	(407) 486-3123	0	5,258	0	5,258	62.00	62.00	62.00
1/3/2005	12:00 AMLawncare Application	2641051 Jean Little	293 Gardenia Rd	R	DB15	(407) 345-6368	0	5,296	0	5,296	55.00	55.00	
1/3/2005	12:00 AMLawncare Application	2641143 Jeff Heavner	2369 Woodland Ct	R	CC10	(407) 856-2291	0	5,005	0	5,005	59.00	59.00	
1/3/2005	12:00 AMLawncare Application	2641358 Nellie Henderson	10138 Bland Tree Ct	R	CD10	(407) 352-0992	0	3,018	0	3,018	47.00	47.00	
1/3/2005	12:00 AMLawncare Application	2641397 Ray Dardenne	10630 Watertown Ct	R	CE10	(407) 352-0627	0	3,823	0	3,823	53.00	53.00	
1/3/2005	12:00 AMLawncare Application	2641674 Mary Pait	11320 Darlington Dr	R	CC11	(407) 859-8246	0	4,297	0	4,297	46.00	46.00	
1/3/2005	12:00 AMLawncare Application	2642594 Jerry Bennett	175 Gardenia Rd	R	DB15	(407) 344-0759	0	5,000	0	5,000	34.00	34.00	34.00
1/3/2005	12:00 AMLawncare Application	2682602 Isabelle Durocher	390 Wentwood Ct	R	DD15	(407) 384-3317	60	4,589	0	4,589	57.00	57.00	
1/3/2005	12:00 AMLandscape Application	4786327 William Colon	804 Warm Springs Ct	R	DB15	(407) 344-1833	60	3,500	300	4,300	60.00	60.00	
1/3/2005	12:00 AMLawncare Application	4787103 Miriam Guzmez	693 Warm Springs Ct	R	DB15	(407) 344-0772	60	750	0	750	32.00	32.00	
1/3/2005	12:00 AMLawncare Application	4790371 Epifania Pagan	101 Snapdragon Ct	R	DB16	(407) 344-8522	60	1,200	0	1,200	44.00	44.00	
1/3/2005	12:00 AMLawncare Application	5273765 Mary Cerrato	2604 Whisper Lakes Ct	R	CC11	(407) 825-9858	60	2,059	0	2,059	35.00	35.00	
1/3/2005	8:00 AMLandscape Application	5287365 Alex Maldonado	3280 Hunters Chase Loo	R	DC15	(407) 348-2303	60	4,344	250	5,344	73.00	73.00	
1/3/2005	8:00 AMLawncare Application	5287953 Rick Shaffer	657 Elderwood Ct	R	DA16	(407) 349-9472	60	3,920	0	3,920	51.00	51.00	
			Totals for Thursday, March 03, 2005				22	82.0		83,369	1,112.00	$1,112.00	
1/4/2005	12:00 AMLawncare Application	1505147 Barbara Watson	601 Robert St	R	CD15	(407) 847-2131	0	7,000	0	7,000	56.00	56.00	

Date	TimeService	Account Name	Address	Type	Map	Home	Miles	Mows	T/S	Equip	Charge	PV	Balance
1/5/2005	12:00 AMLawncare Application	2640613 Evers Attic	13125 S John Young Pk	R	CB13	(407) 240-3099	0	62,440	0	62,440	310.00	310.00	
1/5/2005	12:00 AMLawncare Application	2640749 Scott & Lisa Bullock	13410 Falcon Point Dr	R	CC13	(407) 248-1353	0	2,302	0	2,302	51.00	51.00	
1/5/2005	12:00 AMLawncare Application	2640982 Susan Chase	2845 Heron Lndg	R	CC13	()	0	4,488	0	4,488	32.00	32.00	36.00
1/5/2005	12:00 AMLawncare Application	2641233 Thomas Anderson	13407 Mallard Ct	R	CC13	(407) 251-6723	0	4,400	0	4,400	65.00	65.00	
1/5/2005	12:00 AMCommLawncare Appl	2641838 Palm Coastal	11701 S Orlando Blvd	C	CB11	(407) 438-2353	0	12,727	0	12,727	86.00	86.00	
1/5/2005	12:00 AMLandscape Application	4788564 Eric Peterson	1413 Rush Ct	R	CK17	(321) 939-1159	60	1,535	700	6,235	70.00	70.00	
1/5/2005	12:00 AMLandscape Application	4788501 Maria Cruz	2067 Dusty Glen Dr	R	CB14	(407) 438-2827	60	4,140	200	4,940	65.00	65.00	
			Totals for Wednesday, January 05, 2005				16	4.0	131,230	1,320	136,110	1,204.00	$1,204.00
1/6/2005	12:00 AMLawncare Application	1501276 Stateside Mgmt Corp	107 Blue Indigo Ct	R	DB15	(407) 345-8098	60	2,000	0	2,000	40.00	40.00	
1/6/2005	12:00 AMLawncare Application	1501278 Stateside Mgmt Corp	110 Blue Indigo Ct	R	DB15	(407) 345-8086	60	2,412	0	2,412	48.00	48.00	
1/6/2005	12:00 AMLawncare Application	1501292 Stateside Mgmt Corp	2993 Stillwater Dr	R	DB15	(407) 345-8054	60	2,100	0	2,100	40.00	40.00	
1/6/2005	12:00 AMLawncare Application	2640023 Norma Shivnarayan	367 Blue Bayou Dr	R	DB15	(407) 344-2785	0	5,395	0	5,395	70.00	70.00	140.00
1/6/2005	12:00 AMLawncare Application	2640417 Phyllis Sum	164 Guadalajara Dr	R	DB16	(407) 345-2826	0	4,877	0	4,877	54.00	54.00	
1/6/2005	12:00 AMLawncare Application	2640779 Debra Chase	347 Blue Bayou Dr	R	DB15	(407) 344-8960	0	3,648	0	3,648	44.00	44.00	
1/6/2005	12:00 AMLawncare Application	2641051 Jean Little	293 Gardenia Rd	R	DB15	(407) 345-6368	0	5,296	0	5,296	55.00	55.00	
1/6/2005	12:00 AMLawncare Application	2642394 Jerry Bennett	175 Gardenia Rd	R	DB15	(407) 344-0759	0	5,000	0	5,000	34.00	34.00	34.00
1/6/2005	12:00 AMLawncare Application	2682602 Isabelle Durocher	390 Wentwood Ct	R	DD15	(407) 384-3317	60	4,589	0	4,589	57.00	57.00	
1/6/2005	12:00 AMLandscape Application	4786327 William Colon	804 Warm Springs Ct	R	DB15	(407) 344-1833	60	3,500	300	4,300	60.00	60.00	
1/6/2005	12:00 AMLawncare Application	4787103 Miriam Guzmez	693 Warm Springs Ct	R	DB15	(407) 344-0772	60	750	0	750	32.00	32.00	
1/6/2005	12:00 AMLawncare Application	4790371 Epifania Pagan	101 Snapdragon Ct	R	DB16	(407) 344-8522	60	1,200	0	1,200	44.00	44.00	
1/6/2005	12:00 AMLandscape Application	5287365 Alex Maldonado	3280 Hunters Chase Loo	R	DC15	(407) 348-2303	60	4,344	250	5,344	73.00	73.00	
1/6/2005	12:00 AMLawncare Application	5287953 Rick Shaffer	657 Elderwood Ct	R	DA16	(407) 349-9472	60	3,920	0	3,920	51.00	51.00	
			Totals for Thursday, January 06, 2005				14	9.0	49,909	550	53,219	694.00	$694.00
1/7/2005	12:00 AMLawncare Application	1505147 Barbara Watson	601 Robert St	R	CD15	(407) 847-2131	0	7,000	0	7,000	56.00	56.00	

- Appendix F: Production to Do Report



Appendix G: Daily Production Report



Appendix H: Production Board

Downloads

Embedded media: https://milo.masseyservices.com/wp-content/uploads/2025/09/SPP404-Production-Control-System-v1_1-FINAL-050626.pdf

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