SPP 510: Termite Production Control Forms

Section: Termite Service Procedures
Subject: Termite Production Control Forms
Approved by: Tony Massey
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Policy

TECHNICIAN SUMMARY REPORT

The *Technician Summary Report* summarizes the daily production conducted by the service technician. It is an excellent management tool. This report can be used to track the productivity and efficiency of any technician. It further helps the service center management staff evaluate the overall productivity of their service center. The information can be invaluablein identifying performance trends that influence service center profitability.

A *Technician Summary Report* will be maintained for each service technician. At the end of each day, the service technician will print out this report and sign it, verifying their production. The service manager will review the report and sign it as well. Afterward, this report will be given to the administrative team so they can post the work in the CRM. The office manager will sign the report after the posting is finished. The report is placed in the route folder and combined with other month-end documents, such as the monthly production to do. These records are kept for seven years.

The *Technician Summary Report* records all needed information except for milage, which the technician records on the printed *Technician Summary Report* each day.

- The service manager assigns the next day’s work each afternoon by using the Production to do Report. The service manager will review the upcoming day to verify that assigned hours are based on current productivity standards.

- The technician will use the iPad to properly record time spent for each service conducted. Lunch time is included.

Termite Daily Production Report

The *Termite Daily Production* Report is a monthly summary of each service technician's productivity and a cumulative summary for the service center as a whole. The service center management staff uses this accountability form to evaluate the overall productivity of their service center. The information can be invaluable in identifying performance trends thatinfluence service center profitability.

- Each service technician will be summarized with a termite daily production report. The office staff completes this report each morning after posting all work completed by the service technician during the prior day.
- The information recorded on this form is taken from the “Production Assigned and Completed” section of the *TermiteTechnician Daily Summary Report* for each individual service technician.

The management staff should review the report for each service technician every week to keep informed on the performance of the service department

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