



How to Use HORIZON's Feedback Loop

STEP 1: Select a Report with Open Action Recommendations

After first selecting the account you wish to view, click on the lab number to see the report for any unit showing an open action item.

CLICK ON LAB NUMBER TO BRING UP REPORT.
SORT BY CLICKING ARROWS:
 ▲ - HIGH TO LOW
 ▼ - LOW TO HIGH

Sort reports by severity to address the maintenance actions requested on your most critical reports first.

Any report with a laboratory recommendation for taking maintenance action is listed as open until the action is addressed and closed.

DATE REC. ▲▼	LAB NO. ▲▼	MSG.	ACTION	SEVERITY ▲▼
12/30/07	D 020695		OPEN	4
11/10/07	D 893616		OPEN	4
11/10/07	D 893637		OPEN	4
10/31/07	D 249335		OPEN	4
10/31/07	D 248751		OPEN	4
10/31/07	D 238803		OPEN	4
10/31/07	D 239324		OPEN	4
10/31/07	D 249336		OPEN	4



STEP 2: Complete Actions Open & Send Feedback to Lab

FIRST SAMPLE :: [BACK 1 SAMPLE](#) **SAMPLE 3 OF 3** FORWARD 1 SAMPLE :: MOST RECENT SAMPLE

[GRAPHS](#) | [REPORT OPTIONS](#) | [POST MESSAGE](#) | [UPDATE THIS UNIT](#) | [ACTION OPEN](#) | [CREATE WORK ORDER](#)

UNIT ID
52-1782 FD
SECOND ID

UNIT TYPE
DIFFERENTIAL
APPLICATION
CONSTRUCTION

ACCOUNT NUMBER: 00000000000000
DATE SAMPLED: 12/27/07
DATE RECEIVED: 12/30/07
DATE COMPLETED: 01/04/07

TRACKING #: 05273 G00264
MANUFACTURER/MODEL: EATON DD404P
LUBE MFR: VALVOLINE
LUBE TYPE - GRADE: HIGH PERFORMANCE 30
NICRON RATING: 0
FILTER TYPE: NONE
SUMP CAPACITY: 4.00
HYD SYSTEM PRESSURE: 0
FLUID ADDED: 0

COMMENTS: Check for possible source of ABRASIVES & Have you switched to a different lubricant for

S	C	N
1	3	4
2	2	4
3		

Action Status - Microsoft Internet Explorer provided by Polaris Laboratories LLC

http://www.eolreports.com/Report_3_0/templates/feedback.cfm?heccid=00000000000000&hequb=52-1782 FD &labnum=030696&labid=

ACCOUNT NUMBER: 00000000000000
UNIT ID: 52-1782 FD
SECONDARY ID:
LAB NO: 030696 LAB ID:

STATUS: **OPEN**
TO CLOSE STATUS, CHOOSE A FINDING FOR EACH ACTION AND CLICK "CLOSE STATUS & FORWARD"

ACTION	WORK ORDER NUMBER	FINDING	COMMENTS / OTHER FINDINGS	ESTIMATED COST SAVINGS
CHECK FOR POSSIBLE SOURCE OF ABRASIVES ENTRY (SUCH AS FAULTY FILTER ELEMENTS, HOUSINGS, SEALS, BREATHERS, FILL POINTS, ETC), ABRASIVES (SILICON) ARE AT A SEVERE LEVEL.	395874	Found Problem	Found defective breather - replaced breather, flushed & changed oil	2000

Update & Save

Update & Email friend a copy of report

CLOSE STATUS & Forward Feedback to Laboratory Data Analysis Team

From the report, click Action Open. The report's maintenance recommendations appear in the same order in the Action Open window and a Work Order number may be assigned to any actions taken. Designate a Finding from the drop down menu, provide a brief description and an estimated cost savings as a result of the problems found and maintenance performed. Include savings estimations for parts and labor as well as downtime if known.

An open action can be closed and sent back to the laboratory only when a finding has been selected. Open actions can be saved and updated later if necessary but your feedback will not be sent to Data Analysis until the item is closed.



STEP 3: Track & Document Actions, Closure Rates & Savings

Specify a date range.

ACTION TAKER SUMMARY REPORT - BEST - DOWNLOAD PDF

ACTION FINDING SUMMARY
MAY 01, 2007 - DECEMBER 31, 2007

ABC CONSTRUCTION COMPANY
APPROX. 18
MAINTENANCE SUPERVISOR

ACCOUNT NUMBER
89000000000000000000

SAMPLES IN SEV. RANGE (3,3,4) FOR FEEDBACK ACTION - 83

Each finding is listed as a percentage of all action requests. Also included are the total and average cost savings associated with each finding as well as the average number of days it took to close an action request in each of the finding categories.

SEVERITY STATUS

- SEVERITY 2 OPEN: 0 (N/A)
- SEVERITY 2 CLOSED: 0 (N/A)
- SEVERITY 3 OPEN: 6 (72%)
- SEVERITY 3 CLOSED: 1 (12%)
- SEVERITY 4 OPEN: 1 (12%)
- SEVERITY 4 CLOSED: 7 (84%)

The Action Summary Report graphs the number of open and closed action requests by sample severity.

FINDINGS OF 8 CLOSED REPORTS

- FOUND PROBLEM: 9 (64%)
- DID NOT FIND PROBLEM: 1 (7%)
- FOUND OTHER PROBLEM: 0 (N/A)
- NO ACTION TAKEN: 8 (29%)

The number of samples in each finding category is also graphed.

ACTION FINDINGS SUMMARY FOR 8 CLOSED FEEDBACK ACTION TAKER

FINDINGS	%	TOTAL COST SAVINGS	AVG COST SAVINGS	AVG DAYS TO CLOSE
PROBLEMS FOUND	9 (64%)	\$8500	\$944	315
DID NOT FIND PROBLEM	1 (7%)			456
FOUND OTHER PROBLEM	N/A			N/A
NO ACTION TAKEN	8 (29%)			

ALL SAMPLES IN SEV. RANGE (3,3,4) FOR MAY 01, 2007 - DECEMBER 31, 2007 SUGGESTING ACTION

EQUIPMENT ID	MODEL	SEVERITY	RECEIVED	UNIT TIME	DAYS TO CLOSE
32-3770-000	80404	4	07/14/2007	3800	N/A

ACTION	WORK ORDER NUMBER	FINDING	COMMENTS / OTHER FINDINGS	ESTIMATED COST SAVINGS
CHECK FOR POSSIBLE SOURCE OF ABRASIVE DUST (SUCH AS FAULTY FILTER ELEMENTS, HOUSING, SEAL, BEATERS, PILL PORTS, ETC). ABRASIVE DUST CAN BE AT A SEVERE LEVEL.				

EQUIPMENT ID	MANUFACTURER	LAD NO.	SAMPLE	UNIT TIME	PERSON ON ACTION
32-3770-000	80100	500000	12/22/2007	3100	CLOSED

ACTION	WORK ORDER NUMBER	FINDING	COMMENTS / OTHER FINDINGS	ESTIMATED COST SAVINGS
CHECK FOR POSSIBLE SOURCE OF ABRASIVE DUST (SUCH AS FAULTY FILTER ELEMENTS, HOUSING, SEAL, BEATERS, PILL PORTS, ETC). ABRASIVE DUST CAN BE AT A SEVERE LEVEL.	39574	FOUND PROBLEM	FOUND DEFECTIVE BEATER - REPLACED BEATER, PUSHED & CHANGED OIL.	100

The report details every laboratory request for action and the subsequent findings and estimated savings for each as recorded by the customer.