Process Begins *when*
High-volume copier in school needs repair

Process is Complete *when*
Copier is repaired

GUIDES

Service request database
Copier replacement schedule
Program procedures
Program website

INPUTS

Replacement copiers
(75 annually)

Supplies
(toner, staples)

Computer parts

Technician vehicles

Online service
requests from schools

**TeamWorks
Copier Maintenance
Service**

OUTPUTS

Scheduled
maintenance

Equipment repair

Service report

ENABLERS

In-school copier service partners
Repair technicians and dispatcher, customer service specialist
Process review committee
Commercial suppliers