

SERVICE POLICY & PROCEDURE MANUAL

SUBJECT: SERVICE POLICY AND COMMERCIAL POLICY ADJUSTMENTS

From time to time there may be failures out side of the coverage term associated with a particular piece of equipment, where the Company may consider participating in the expense associated with the repair of the particular failure. Accordingly, there are two types of conditions that apply to failures outside the terms of particular coverage(s).

Service Policy Adjustment:

Service policy is based on clear technical merit. The failure must be the direct cause of a defect in material or workmanship on the behalf of Komatsu. If so judged as a technical matter, a request for Service Policy can be presented to the Komatsu Customer Support or Project Manager for consideration.

Service policy is generally granted if a machine has experienced repeat failures or a great number of failures that are considered out of the ordinary.

Service Policy Claims will continue to be entered in TIPS as "PA" claim category.

Commercial Policy Adjustment:

Commercial policy is based on non-technical issues. These issues are items whereby it is determined that participation in the expense of the repair is necessary to maintain customer loyalty or satisfaction.

Commercial policy requests are to be presented to the Komatsu District Manager for consideration.

Commercial Policy Claims will be entered in TIPS as "CA" claim category.

Eligible Products:

Products that were initially sold through Komatsu America Corp. or its predecessors are eligible for Policy Adjustment consideration.

A. PROCEDURE FOR POLICY ADJUSTMENT SUBMISSION

1. The Distributor settles with his Customer and determines that Policy Adjustment consideration is required.
2. The Distributor will complete the Policy Adjustment Request and Authorization Form (PA Request Form) which should then be e-mailed to the appropriate Company Representative, which is the Customer Support Manager or Project Manager for Service (CSM/PM) or the District Manager (DM) for Sales. All documentation that is needed to support this request must be included with this correspondence. An example of this

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**United States. Congress. Senate.
Committee on Appropriations.
Subcommittee on the Department of
the Interior and Related Agencies**

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Ordnance Corps Manual ORDM 3-2: General Supplies, Policies and Procedures United States. Ordnance Corps (Army), 1960 **The National Environmental Policy Act Process Study** Council on Environmental Quality (U.S.), 1975

The Bloomsbury Handbook of Prison Education Erin S. Corbett, 2024-10-03 Finalist PROSE Awards 2025 Education Theory and Practice Written by activists and scholars based in Australia Kenya Pakistan New Zealand South Africa Uganda and the USA The Bloomsbury Handbook of Prison Education offers the first global state of the field overview of research into educational practices and programs in prisons It covers the history of the field and puts forward future directions for research The range of topics covered include discussions of how gender race sexuality indigeneity age and faith impact incarceration rates around the world educational leadership STEM education creative writing programs distance learning abolition education after prison and education for correctional staff The book includes a Foreword by Donald Sawyer III Vice President of Diversity Inclusion and Belonging at Fairfield University USA **INTRODUCTION TO AIRCRAFT**

MANAGEMENT ANNALISA TOMBOLATO, BRET PETERS, 2024-05-20 A vital resource for any aviation professional Pilots Aircraft Maintenance Engineers Continuing Airworthiness Management Organizations Aircraft Owners Private Operators Airline companies Civil Aviation Authority Inspectors Students Flight Schools Independent Contractors Brokers Aviation Lawyers Applicable to both helicopter and fixed wing environments whether aircraft are operated privately or commercially practical information is provided on Airworthiness Maintenance and Operations and how they interface with one another Throughout their careers Annalisa because managing an aircraft is not a one person job Many of the processes and cases described in the book are applicable to most aviation professionals despite their expertise area of operations or respective regulatory requirements The Authors offer regulatory insights into some of the most common Aviation Regulatory frameworks like FAA EASA Canadian Aviation Regulation San Marino Aviation Regulation and the UK Overseas Territories requirements They depict different operational scenarios and offer dos and don ts for Aircraft Management with real life examples taken directly from their journeys in the Aviation Industry The book brilliantly merges the industry point of view offered by Annalisa s expertise with Bret s perspective as a Regulator Chapters include Chapter 1 Introduction What we d like to achieve with this book Who are the protagonists of this book Our intended audience Chapter 2 Aircraft Management what why and how What is Airworthiness Management Why is Airworthiness Management important Where did Airworthiness come from What to manage and how Maintenance Programs The importance of Traceability Aircraft Technical Records Defect Traceability Technical Records The role of Software Providers and Analysts The role of the Manufacturer in Continued Airworthiness Single Pilot Operations Aircraft Management Organizations and Airworthiness Personnel The importance of writing a good manual New Old and Transition aircraft Training Issues that we ve seen in industry Chapter 3 Operational Dynamics Aircraft Owners Vs Aircraft Operators Private Vs Commercial Operations Offshore Operations and

Helicopter Management Key insights for managing all types of Operations Chapter 4 The Airworthiness Operations Maintenance Workflow General duties and responsibilities for Flight Ops Airworthiness and Maintenance Management with examples Joint Procedures Manual JPM Aviation School Imprints Chapter 5 Quality Safety Culture What is Quality and what is Safety Management Quality what why and how to manage it Safety Management System what why and how to manage it Risk Management what why and how Issues with Quality and Safety and how to avoid them Chapter 6 Audits Inspections Definition and purpose of an audit Are they really important Types of audits Examples of Non compliances in Aircraft Management Consequences of Non compliance Chapter 7 Civil Aviation Authorities What are they and what are their goals Authorities the different structures Responsibility oversight and Bilateral Agreements Who checks on Civil Aviation Authorities How to choose an Authority Chapter 8 Moving Aviation forward Ethics and Aviation In person relationships and communication Management disconnections Leadership and teamwork Multitasking is it really effective Personnel Management and Human Development Time to jump to another level At the end the Authors share their ideas for the future of aviation They discuss how we move forward with some provoking thoughts about the importance of ethics in aviation the inefficiencies of multitasking disconnection of the management class teamwork and real leadership Finally they offer their thoughts on a more profound approach to Human Resources and the importance of taking care of the Human part to move the Aviation Industry that they are so passionate about into the future The Mutual Agreement Program Helen Loschnigg-Fox, Susan D. Kramer, Monica C. Davis, 1979 Grazing Policy Changes Proposed by the U.S. Forest Service ,

Grazing Policy Changes Proposed by the U.S. Forest Service United States. Congress. Senate. Committee on Appropriations. Subcommittee on the Department of the Interior and Related Agencies, 2006 **Remote Emergency Medical Treatment Manuals Combined: NPS EMS Protocols And Procedures, DHS Austere Emergency Medical Support (AEMS) Field Guide & USMC Wilderness Medicine Course Materials** U.S. Government , Well over 900 total pages 1 National Park Service EMERGENCY MEDICAL SERVICES PROTOCOLS AND PROCEDURES How To Use This Manual Manual Organization Sections the manual is organized into four sections Subjects are organized alphabetically within the sections and numbered as follows see Table of Contents General Information Section 0000 0999 Procedures 1000 1999 Protocols 2000 2999 Drugs 3000 3999 Subject each individual subject is identified in the subject page header and footer by Subject Title Header Manual Title Footer lower left Manual Revision Date Footer lower left Manual Section Footer lower right Subject Number Footer lower right Table of Contents Each Procedure Protocol and Drug is listed by section in alphabetical and numerical order Gaps in the number sequence allow future entries to be inserted in the correct order 2 Homeland Security Austere Emergency Medical Support AEMS Field Guide The following protocols outline the emergency medical support that can be administered under austere conditions by emergency medical services EMS providers credentialed by the Department of Homeland Security DHS Office of Health Affairs OHA These protocols are intended to

supplement the DHS OHA Basic Life Support BLS and Advanced Life Support ALS protocols when providers are operating in austere environments The protocols guide the management of individual patients while considering the circumstances under which patient evaluation and treatment may occur Any given patient may require the use of a single protocol a portion of a protocol or a combination of several protocols OHA expects that providers will use the protocols to assess and to establish a treatment plan for each patient

3 United States Marine Corps WILDERNESS MEDICINE COURSE STUDENT HANDBOOK
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Monthly Catalog of United States Government Publications ,1991 **The National Environmental Policy Act Process Study** VTN Environmental Sciences (Firm),1975 The Service s and the Bureau s land use planning and environmental analysis systems were evaluated and the findings validated using case studies of selected resource development activities to determine the stages at which environmental issues were included and to track the decisionmaking process **Unified Work Program for Fiscal Year ...** Illinois. Department of Transportation. Office of Planning and Programming,2010 *Regional and Local Land Use Planning* ,1970 Resources in Education ,1980-10 **Department of the Interior and Related Agencies Appropriations for 2000** United States. Congress. House. Committee on Appropriations. Subcommittee on Department of the Interior and Related Agencies,2000 **Federal Energy Regulatory Commission Reports** United States. Federal Energy Regulatory Commission,2004-07 **Department of the Interior and Related Agencies Appropriations for 2000: Secretary of Agriculture** United States. Congress. House. Committee on Appropriations. Subcommittee on Department of the Interior

and Related Agencies,1999 **Nomination** United States. Congress. Senate. Labor and Public Welfare Committee,1975
Hospitals ,1960 *Monthly Catalogue, United States Public Documents* ,1991 Federal Register ,2012-11

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