



Running re-order report



Process for Truck—Parts Re-ordering: Index

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PURPOSE:

- Maximizing the Technician's ability to increase their first-time call rate.
 - This is achieved by maintaining the necessary truck stock, at the same time minimizing any time spent or needed at a supply house.
- Keeping truck stock at proper working levels by adhering to Min/Max.
 - Re-order reports are to be run on a regular schedule. They can also be run additionally on an as needed basis. The goal is reducing in-house and truck inventory costs

RESPONSIBILITY OF:

The Director of Materials Management is to implement this procedure. Procurement, Warehouse and Dispatch Team members are to follow-up and adhere to this SOP, and all tasks pertaining to it.

SECTION 1: PROCESSES TO ACHIEVE GOALS

1. The re-order report should be run weekly for every truck.
2. Dispatch should notify Procurement anytime a Technician is going to be in the Corporate Facility, both after-hours and within working hours. This includes truck repair, job cancellation, early completions, etc....
3. Parts Department will run the truck stock, re-order report for the Technician(s) coming to the warehouse and have the parts retrieved by Warehouse Personnel.
4. Technician truck stock will be left at the receiving desk and picked up during working hours. The truck stock shall be checked and signed-off per previous SOP. If the Technician is picking up parts during off-hours, the parts will be left in the shed, (also following previous policy regarding verification of parts pulled).
 - Both the Technician and team member releasing the parts should verify that a Re-order Report has been filled-out. If not, they must notify Purchasing Manager to have it run and pulled before the Technician leaves
 - In addition, the team member releasing the parts should verify with the Technician that the Re-order Report is correct.
5. If we are delivering parts to Technicians for jobs via our company Driver, a reorder report should be run for those Technicians, and any truck stock should be delivered as well. Previous policy dictates procedure to be followed.

SECTION 2: MIN/MAX AND WORK ORDERS (EXCEPTIONS AND INCLUSIONS)

1. If a Technician is in NHP (New Hyde Park), during open-hours, and has used a part that has yet to fall below the set minimum, the part can be replenished to its set maximum if:
 - A work order number is supplied and the part can be verified as *used* on that work order
2. Under no circumstances, are parts to be issued in a quantity greater than the set maximum unless approved by the Service Manager and Director of Materials Management.

3. If certain Technicians have been determined to use-or-sell parts in excess of the maximum, the Min/Max can be adjusted for individual needs, but only with the approval of the Service Manager and Director of Materials Management.
4. The Min/Max will be revisited every 6 months and decisions will be made to increase or decrease the Min/Max based on usage during that period.