

**SITXFIN005 Manage Physical Assets - Portfolio 3 – dishwasher**

| Criteria  |  |
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| <b>The following criteria relate to: A copy of the Procedures to monitor the utility of Asset to meet business needs that included:</b> |  |
| Named the asset by type and brief description of asset.   | Underbench dishwasher<br><br>- Kitchen equipment   |
| Detailed training to be provided to personnel before they are authorised to implement required monitoring protocols.                    | <ul style="list-style-type: none"><li>- key operational characteristic of the asset</li><li>- How to correctly fill in the utility report</li></ul>  |
| Described specific monitoring protocols to be applied to the individual nature of the asset.  | <ul style="list-style-type: none"><li>- talk to staff that are using it</li><li>- by observation and inspection</li><li>- check on report data</li></ul>   |
| Listed resources required to obtain/capture required monitoring data.   | <ul style="list-style-type: none"><li>- supplier technician</li><li>- external thermometer to check if the oven working correctly on term of temperature</li><li>- check the seperate electric metre to see if the oven working properly</li></ul> |
| Nominated personnel with authority/ permission to undertake required monitoring protocols.  | <ul style="list-style-type: none"><li>- maintenance officer</li><li>- head chef</li></ul>  |
| Gave frequency with which monitoring protocols are to be applied.   | quarterly  |

| Criteria  |  |
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| Specified reporting data sets to be addressed by the report (as appropriate to the asset type) – such as: | Refer to the Asset Utility Monitoring Report below |

| Asset Utility Monitoring Report       |  |
|---------------------------------------|--|
| Asset Name: Dishwasher                | Date: 03/09/2019   |
| Location: Kitchen                     | Done By: Kathlin   |
| Areas                                 | Comments   |
| Usage Rate                            | 80% of the time and it is overuse.   |
| Operational Issues                    | - temperature not raising up correction  |
| WHS Issue                             | Water leaking that could make the floor slippery   |
| Integration and assimilation problems | the electric supply is not very smooth   |
| Operational efficiency                | can wash up  |
| Overall Comments:                     | The dishwashing machine is working in fair condition but it can be crashed sometime because we overuse it. |

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| Indicated internal procedures for forwarding obtained information for further processing.                            | the information will be distributed to engineer for further processing |
| <b>The following criteria relate to: A copy of the Procedures to provide regular financial reports on the asset:</b> |  |

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| Gave appropriate title/name to the Procedures.  | Procedure to analyse financial performance of assets   |
| Indicated what the Procedures applied to and purpose of the Report.                                       | It applied to all relevant assets that could affect the financial performance of the hotel business so that asset expenses and productivity could be properly controlled.                      |
| Named personnel with responsibility for completing the financial reports.                                 | Finance Manager  |
| Indicated frequency with which reports are to be completed.   | quarterly  |
| Provided blank copy of financial report to be completed.  | Refer to the financial report below  |
| Indicated figures, data or information that must and/or can be used as source material for these reports. | <ul style="list-style-type: none"> <li>- electricity consumption data</li> <li>- water consumption data</li> <li>- maintenance and repair expenses</li> <li>- productivity capacity</li> </ul> |
| Specified reporting data sets to be addressed by the report   | Refer to the financial report below  |

| Financial Analysis Report on Asset Performance    |  |
|---|--|
| Asset Name: Dishwasher                            | Period: from 01/04/2019 to 31/06/2019  |
| Location: Restaurant Kitchen                      | Date: 07/07/2019   |
| Done by: Kathlin                                  |  |
| Areas   | Outcomes   |
| Operational costs (Actual vs. Budget)             | Actual \$1,200 Budget \$1,400  |
| Unscheduled maintenance, service and repair costs | \$350  |
| Down-time in hours for the period                 | 6 hours  |
| Lost opportunity costs due to down-time           | \$1,000  |
| Output/productivity achieved by asset             | 80% working properly(800 glasses per hour and 900 plates per hour)   |
| Overall Comments:                                 | The overall performance is fair, The oven sometime doesn't work properly and need to be fixed on unschedule maintenance. |

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| Indicated internal procedures for forwarding completed financial reports for further processing.      | the information will be distributed to financial controller for further processing |
| <b>The following criteria relate to: A copy of the Procedures to record feedback about the asset:</b> |  |
| Explained protocols to follow to solicit and record informal feedback from customer.                  | - through restaurant staff to ask customer about the restaurant service            |

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| Explained protocols to follow to solicit and record informal feedback from staff.   | - through debriefing session after the service on the performance of the machine from F&B steward team. |
| Explained protocols to follow to solicit and record formal feedback from customer.  | - Based on staff survey from different team.  |
| Explained protocols to follow to solicit and record formal feedback from staff.   | - Focus group interview on how are the operation of the dishwasher.                                     |
| Provided copy of all 'Customer Comment Cards' and feedback forms and records to be used to solicit and capture all forms of feedback. | Refer to the copy below   |

#### Customer survey on quality of the crockery and cutlery

|   | very satisfy | Satisfy | Not satisfy |
|---|--------------|---------|-------------|
| The cleanliness of the crockery and cutlery |              |         |             |
| The Cleanliness of the glassware            |              |         |             |
|   |              |         |             |
| Additional Comment                          |              |         |             |

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| Indicated processing of feedback received to optimise use of the assets and benefit to customers and the business.   | the information will be distributed to F&B Manager and director engineering for further processing        |
| <b>The following criteria relate to: A copy of the Procedures to integrate day-to-day condition reports on Asset into standard operating procedures of the business:</b> |   |
| Gave appropriate title/name to the Procedures.   | Procedure for Asset Condition Report  |
| Indicated what the Procedures applied to and purpose of the Report.  | It is created to check on the asset conditions to avoid asset failures, damages or deterioration.         |
| Named personnel with responsibility for completing the condition reports.  | - Sous chef   |
| Indicated frequency with which reports are to be completed.  | Weekly  |
| Provided blank copy of condition report to be completed.   | Refer to the condition report below   |
| Detailed how compilation of condition reports is to be assimilated into SOPs for the area/department.  | The duties, responsibility and frequency of condition reports are stated clearly in the departmental SOPs |

Specified reporting data sets to be addressed by the report (as appropriate to the asset type) – such as:

Refer to the report below.

### Asset Condition Report

Asset Name: Dishwasher

Date:

Location: Kitchen

Done by: Kathlin

#### Areas

#### Conditions

State of connections to utilities.

very well condition

Cracks.

There are no Crack but scratch according to operation.

Leaks.

Water leak could appear but rarely.

Stability.

Well stability.

Operational damage.

NIL

Malicious or public damage.

NIL

Issues arising.

When it is working it can be very noisy.

Wear and tear.

The side of the machine is teared according to operation.

Environmental issues.

Consuming more water than expected.

Other Comments

The machine is working well but there are some minor issue such as Water leaking when full loaded.

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| Indicated internal procedures for forwarding completed condition reports for further processing.   | the information will be distributed to the director of engineering for further processing                                     |
| <b>The following criteria relate to: A copy of the Procedures to schedule inspections or audits for Asset:</b>                             |   |
| Gave appropriate title/name to the Procedures.   | Procedure to schedule asset inspection  |
| Indicated what the Procedures applied to and purpose of the inspections or audits.   | To conduct a comprehensive examination of assets periodically to ensure the optimum conditions and performance of the assets. |
| Named internal and external personnel with responsibility for completing the inspections/ audits and accompanying reports.                 | <b>Internal</b><br>- engineering supervisor<br>- HRS<br><br><b>External</b><br>- supplier maintenance technician              |
| Indicated frequency with which inspections/ audits are to be undertaken.   | Annually  |
| Provided blank copy of report specific to the asset type to be completed as result of the inspection/audit.                                | Refer to the inspection report below  |
| Indicated timing of inspections/audits to lower impact on venue operation, minimise inconvenience to customers and reduce effect on sales. | After operational hour and during low season  |



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| Detailed inspection points to be checked as part of the inspection (as appropriate to the type of asset).                   | Refer to the report below   |
| Indicated internal procedures for forwarding completed inspection/audit reports for further processing.                     | Director of engineering   |
| <b>The following criteria relate to: A copy of the Procedures to schedule management reports on the operation of asset:</b> |   |
| Gave appropriate title/name to the Procedures.  | Procedure to schedule asset management report   |
| Indicated what the Procedures applied to and purpose of the reports.  | They provide the facilitate accurate financial records for asset accounting, maintenance, performance and management of assets. |
| Named personnel with responsibility for completing the reports.   | Director of engineering   |
| Indicated frequency with which reports are to be prepared.  | Annually  |
| Provided blank copy of report to be completed.  | Refer to the management report below  |

Indicated internal procedures for forwarding completed management reports for further processing.

Documents will be forwarded to financial controller and Departmental managers

## Assets management report

From : Director of Engineering

To : General manager, Financial controller, Departmental managers

Date : 30 June 2019

### **Table of content**

1. Purpose of the report
2. Asset performance summary
3. Maintenance and repair expenses analysis
4. Training
5. Major Schedule maintenance
6. Depreciation and asset valuation
7. Asset replacement
8. Plan for asset acquisition
9. Asset management effectiveness

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| <b>The following criteria relate to: A copy of the Procedures to develop and maintain an assets register for asset:</b> |   |
| Gave appropriate title/name to the Procedures.  | Procedure to develop and maintain asset register  |
| Indicated what the Procedures applied to and purpose of the register.   | To help the company to plan future needed and to meet accounting standard, maintain legislative compliance and monitor performance. |
| Named personnel with responsibility for completing the register.  | Maintenance supervisor  |
| Indicated frequency with which register is to be updated.   | Quarterly   |

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| <p>Showed details of acquisition of Asset</p>                     | <ul style="list-style-type: none"> <li>• Dimensions 845(H) X 600(W) X 635(D)mm</li> <li>• Material Stainless Steel<br/>Output 1000 glasses/800 plates/hr<br/>Temperature Range 65°C<br/>Voltage 240/415V</li> <li>• Warranty 5 Years (Cabinet) 2 Years (Wash Pump) &amp; 1 Year Parts &amp; Labour</li> <li>• Weight 92kg</li> <li>• Thermal &amp; acoustic insulation with smooth action drop down door</li> <li>• 2.4 litres per cycle hot water consumption</li> <li>• Up to 1080 glasses per hour / 1500 plates per hour</li> <li>• Assured final rinse - 316 grade stainless steel rinse tank and rinse booster</li> <li>• Reverse osmosis compatible for spot free results</li> <li>• Electronic controls with enhanced functionality</li> <li>• Multi-cycle options - 1,2 and 3 minute cycles with manual cycle mode, Ecopower, Soft Start and Self Cleaning cycle</li> <li>• Service diagnostics for error recognition</li> <li>• Enhanced filtration and active waste removal</li> <li>• Dual chemical injectors</li> <li>• Drain pump</li> </ul> |
| <p>Showed movement in value of Asset over its effective life.</p> | <p>See depreciation table below</p>  |

| Diminishing value method |                    |            |
|--------------------------|--------------------|------------|
| Year                     | Depreciation Value | Book Value |
| Year 0                   | 0                  | \$6,269.98 |
| Year 1                   | 835.99             | \$5,433.98 |
| Year 2                   | 724.53             | \$4,709.45 |
| Year 3                   | 627.93             | \$4,081.52 |
| Year 4                   | 544.20             | \$3,537.32 |
| Year 5                   | 471.64             | \$3,065.68 |
| Year 6                   | 408.76             | \$2,656.92 |
| Year 7                   | 354.26             | \$2,302.66 |
| Year 8                   | 307.02             | \$1,995.64 |
| Year 9                   | 266.08             | \$1,729.56 |
| Year 10                  | 230.61             | \$1,498.95 |
| Year 11                  | 199.86             | \$1,299.09 |
| Year 12                  | 173.21             | \$1,125.88 |
| Year 13                  | 150.11             | \$975.76   |
| Year 14                  | 130.10             | \$845.66   |
| Year 15                  | 112.75             | \$732.90   |

Showed disposal of Asset

- They will be a highly potential for the asset to be sold on a second hand market such as Ebay, amazon.
- Sell it in lower price - Donate to charity
- Join RAD Program which will collecting, recycling the old appliances. (source : <https://www.epa.gov/rad> )

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| <p>Showed details of acquisitions to replace Asset at end of its effective life.</p>   | <p>We will do a purchase analysis in order to get the valuable asset after the previous one end of its effective life.</p>  |
| <p><b>The following criteria relate to: A copy of Procedures for maintaining records of financial agreements relating to acquisition of asset:</b></p> |   |
| <p>Gave appropriate title/name to the Procedures.</p>  | <p>Procedure to maintain records of financial agreements for assets</p>   |
| <p>Indicated what the Procedures applied to and purpose of the register.</p>   | <p>The purpose of this procedure is all legal documents which list your and other companies responsibilities and liabilities. Evidence of purchase supports warranty and expenses claims.</p>   |
| <p>Identified person/s with responsibilities under these Procedures.</p>   | <ul style="list-style-type: none"> <li>- Accountant</li> <li>- Maintenance manager</li> </ul>   |
| <p>Provided explanation of physical asset and records of financial agreements covered by these Procedures.</p>   | <p>The financial agreement will covered all physical asset obtained from purchase, lease or hire.</p>   |
| <p>Listed requirements to duplicate records of financial agreements and store in at least three different locations.</p>                               | <p>The hard copy will be kept by Financing Department.</p> <p>The soft copy will be kept will be kept on the internet by the Finance Department.</p> <p>The duplication will be send to the User department and Engineering Department.</p> |

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| Identified three different locations where such records needed to be stored. | <ol style="list-style-type: none"><li>1. Engineering department</li><li>2. Purchasing department</li><li>3. Financial department</li></ol> |
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