



Best practice reusable equipment management: Processes / Actions for Equipment Controllers

This paper provides an industry perspective on the best practice elements that relate to equipment control roles and responsibilities. This resource is designed to help organisations build the right foundations for effective equipment control.

These recommendations are designed as a guide for organisations to adapt to meet their business circumstances.

The following areas are covered:

- **Overview:** contributors, current environment, common pains and issues experienced, and common gains and opportunity areas.
- **Best practice resource:** Processes / actions for Equipment Controllers.

Overview: Contributors

Developed by CHEP in collaboration with CHEP customers to help drive best practice in the Australian share and reuse community.

CHEP values the contribution of our customers in developing these recommendations.



Best practice resource: Processes / actions for Equipment Controllers

Current environment

The share and reuse community deals with the physical and transactional flow of equipment on a day-to-day basis. The circular share and reuse model is based on the principle that the sender raises a transaction to notify trading partners of a transfer of reusable equipment.

The flow of equipment and associated transactions requires efficient and effective interactions between trading partners. There are often multiple contacts and varying processes and procedures within organisations and between sites that impact these interactions.



Common pains and issues experienced

- Variation in the level of knowledge, understanding and application of effective equipment control due to a lack of formal education and training, practices, processes and procedures relating to finding and supporting team members involved in managing reusable equipment.
- A business and administrative impact of inefficient trading partner interactions and handling of queries and disputes.

Common gains and opportunity areas

- Improved understanding of key skills and behaviours associated with efficient and effective equipment control provides a foundation for good account management and positive trading partner relationships.
- Increases standardisation through simpler practices and processes that are better understood and more easily managed and applied.





Best practice resource: Processes / actions for Equipment Controllers

Processes / actions

- Build and maintain an education and training program that covers all team members involved in equipment control (including truck drivers, packers and forklift drivers). Training to include key paperwork, processes, procedures and trading partner rules associated with good equipment management in your organisation. Support resources available on CHEPedia and the ALC Guideline on Pooled Equipment Management. Document all training completed by the team.
- Have a clear checklist outlining the key tasks and processes to follow for effective equipment control.
- Organise regular toolbox talks and report on trends and opportunities to improve.
- Establish a clear escalation process for any account or trading partner discrepancies (e.g. this could be as simple as a traffic light system – where **green** means you can make the decision yourself, **amber** is consult your manager and **red** is your manager needs to consult upper management given the potential costs associated with the decision / action).
- Set clear paperwork and information flows, document handling and filing processes in line with the best practice resource on reference numbers and proof of delivery ([click here to access this resource](#)). Set up processes to ensure changes to dockets are checked and verified before entry.
- Create a schedule and assign responsibilities for completing stock takes and reconciliations.
- Establish key performance indicators as a team and build visibility of the results against targets.
- Create cross skilled teams that can backfill roles if required.
- Create new business checklists to ensure equipment management is part of the commercial agreement. Agree and clearly define process for the handling of rejections between Sender, Receiver and Carrier / 3PL.
- Visit CHEPedia.chep.com for tools and recommendations on best practice process and procedures management, team responsibilities and KPIs and for convenient eLearning modules on equipment management and control.



For advice and assistance speak with your CHEP Account Manager or call us on 13 CHEP (13 2437).