



Best practice reusable equipment management:

Job description example 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:** Job description example for Equipment Controllers. This highlights what to look for when finding the right Equipment Controller for your team including key responsibilities and tasks, skills and attributes.

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.

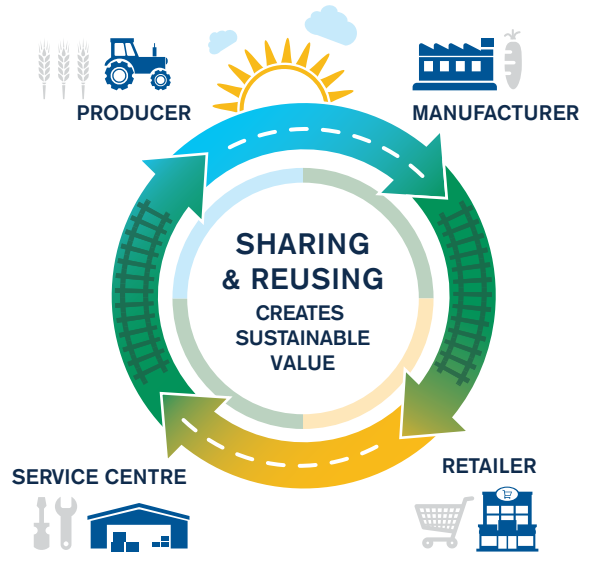


Best practice resource: Job description example for Equipment Controllers

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: Job description example for Equipment Controllers

Position purpose

The purpose of the role is to manage and maintain the accuracy of physical and transactional movement of equipment, including trading partner and internal stakeholder relationships, the education and enablement of teams, as well as lead the stock take and reconciliation process and reporting of all equipment accounts.

Responsibilities and tasks

- Develop and maintain strong relationships with relevant internal stakeholders and trading partners.
- Promote an organisational culture which recognises the value of reusable equipment and equipment control.
- Coordinate, account for and control equipment movements across entry and exit points.
- Set up, monitor and report on key performance indicators (KPIs).
- Manage daily compliance checking and action any correction/reversal activity.
- Coordinate weekly and/or monthly stock takes and reconciliation process (dependent on your business operating environment).
- Investigate and manage any variance. Escalate issues in a timely manner for resolution.
- Ensure reusable equipment transfers, hire costs and recoveries are managed and processed in accordance with supplier and customer contract terms and conditions.
- Where applicable ensure reusable equipment accounts are set up and configured nationally on a consistent basis to optimise equipment control accuracy and traceability.
- Problem solve and identify through root cause analysis areas for continuous improvement, then design and implement solutions.
- Ensure invoicing, paperwork and systems compliance are accurate, auditable and filed according to business standards.
- Train and support staff on the importance of equipment control and on key processes and procedures.
- Provide process and system advice to the business related to equipment control and management.
- Develop, implement and maintain standard operating procedures and effectively communicate these.
- Adapt and follow best practices to optimise performance, sharing insights and opportunities to improve with internal teams and trading partners.

Skills and attributes

- High attention to detail and accuracy.
- Strong verbal, written and interpersonal skills.
- Good understanding of warehouse operations activities, materials handling equipment, warehouse systems and pallet management software.
- Strong problem solving ability and focus on fair practice.
- Competent computer skills, including high levels of data entry speed / accuracy and previous experience in Excel.
- Ability to build and maintain effective working relationships with internal team members, trading partners and customers.
- Ability to work autonomously and in a team environment across all levels of the organisation.
- A team player willing and able to coach and mentor team members.
- Strong time management and organisational skills.
- Experience in managing change and driving continuous improvements.
- Previous equipment control experience (advantageous).

Key performance indicators

- Stocktake and Reconciliation Report: Complete stocktake and reconciliation within 7 working days from the date of stocktake.
- Exchange Management: Pallets owing by trading partner/s should not exceed 30 days.
- Corrections / Reversals: Corrections / reversals as a percentage of transfers should not exceed 1.25% of total transfers.
- Declare Transfers: Advise transfer to CHEP within 4 days from shipment date.
- Equipment Variance: Should not deviate month to month (+ / -) by more than 10%.

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