

1. In a busy rental shop it is possible that some things get overlooked. With thirty projects going at once and the salesman calls in one more hoist for tomorrow's dispatch are you able to tell him yes or no?

This process can be made simpler if you have a jobs schedule located near your workstation giving you up to date information about your committed resources. This could be a simple calendar where you write in that day's rental requirements on the day that it needs to be there. It could be more elaborate where every hoist or piece of equipment has a color coded magnet with a serial number and description of equipment.

Whatever you use must work for your company.

If you go with a magnet board, you could create one magnet for each serialized piece of equipment. You could then move each magnet to a particular part of the board for fast tracking information. Arrange the board in a way that works for you and your company.

I have used magnetic boards that you could also write on with erasable markers. This way I could move the magnets into any designation that I needed to. Have a section for down line hoists, ready line, and hoists on a jobsite. An erasable board helps out by allowing you to write the particular job name above the equipment committed to that job. (See example)

Sample of a Jobs Schedule Board

<u>Down Line</u>	<u>Ready Line</u>	<u>New Mall</u>	<u>Job Sites Condo Project</u>	<u>High Rise Offices</u>
861998 Astro 85 1000#	861993 Astro 85 1000#	861991 Astro 85 1000# Air	861994 Astro 85 1000#	861996 Astro 85 1000#
	861992 Astro 85 1000#	861990 Astro 85 1000# Air	861995 Astro 85 1000#	861997 Astro 85 1000#
	A94B1002 PC1-1000E	<u>Elevator shaft</u>	<u>Grain Silo</u>	
		A94B1021 PC1-1000E	A94B1022 PC1-1000E	

Incoming and Outgoing Rentals

In addition to a jobs schedule board, you can help organize the work load with a little help from your dispatch and/or sales force with a rental clipboard system.

Every time a salesperson does a job walk (site evaluation) they should fill out a rental contract with the necessary equipment for a particular job. When they get the job they put the contract

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onto a clipboard and hang it on the shop wall. Divide the wall into sections such as "new rentals", "incoming rentals", "ready for rent", and "future rentals".

The service manager evaluates what needs to be done to get this equipment pulled and ready to go. He then assigns the person to pull the parts. After the rental items are pulled, the clipboard moves down the wall to the "ready for rent" section.

When a rental comes off rent, dispatch prints out a copy of the rental contract and puts it on the wall in the "incoming rentals" section. The service manager assigns the person(s) to pick up the equipment from the jobsite. Whoever picks up the equipment is responsible to check the parts being received against the contract of what was rented out. The person who checks in the equipment then signs and dates the contract and puts it back into the section marked "incoming rentals". Dispatch will check the wall for checked in equipment and take the contract back into the office.

The "future rentals" section could have a copy of the job walk forms completed by the sales force with a projected date that equipment will be supplied. This will help the service manager predict more accurately what may be upcoming.

2. Secrets of Organization

The secret to organization with these plans is three fold:

- **Communication**
- **Maintenance**
- **Follow-through**

Clear communication to all that are or may be affected by this plan is essential. Everyone must have a clear concept and understanding of what they must do for this plan to succeed. When you're developing a plan or a process, ask all the key people to sit down and discuss how this can be put into action in the simplest most effective way. This will help to insure that everyone follows the procedure because they will not be burdened with something that is terribly complicated or that they didn't participate in creating.

Maintaining this system is the responsibility of all involved. If you must swap out a hoist in the field, make sure someone updates the board. If a hoist has been serviced by a mechanic, the hoist should be moved out of the "down line" section into the "ready line" section.

Follow through is the final step that makes sure every step has been completed properly. Since most of this process will occur in the shop it is the responsibility of the service manager to make sure that the steps are being followed.

The final result will be a smoother running shop and more satisfied customers. Customers will benefit from your well organized and implemented system because they will know what to expect and when to expect it.



Organize the Work Load

For questions or comments, contact Customer Service at 1-800-560-CLIMB (2546) or customerservice@safeworks.com.

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