Power Climber®
INNOVATING SINCE 1972

Topic of Interest

Organizing Your Shop

Over the next few months we will be using this newsletter to discuss shop organization. The key to an efficient running shop is organization. This issue will cover prioritizing service needs of incoming hoists.

When the salesman asks you at quitting time to have 10 hoists ready for tomorrow's rental, can you tell at a glance whether or not you can do it? If you are not able to answer this question quickly, it could be an indication of how well your shop is organized.

There are probably as many ways to organize a shop as there are shops. What is important is organizing your shop to enhance your ability to safely service your equipment and meet the needs of your customers.

Receiving a Hoist into the Shop

Whether you are receiving a brand new hoist, a hoist just back from rental or a customer owned hoist in for service, you ultimately have to make choices about what hoists are serviced when and by whom.

As a service manager in charge of a rental fleet of hoists, work like a doctor in charge of the Emergency Room. Your salespeople need hoists to rent, your customers need their hoists back to do their job and everyone wants it now. What to do first?

TRIAGE

You must first evaluate the most critical needs, decide which can wait and which ones cannot wait. You must be able to decide quickly who gets assigned which hoist to diagnose, check out or repair. You need to use all of your best tools as efficiently as you can. This includes matching your most qualified mechanics to the most difficult tasks and the lesser skilled mechanics to the tasks that they are qualified for.

Safety should always be your first priority and you need to allow as much time as necessary to have the work performed to a high standard of safety. Quality of work that you have performed is the flip side of safety and should always be top priority. When the decision has to be made about what quantity you can have safely serviced by tomorrow morning, you have to make the decisions based upon what you have to work with.

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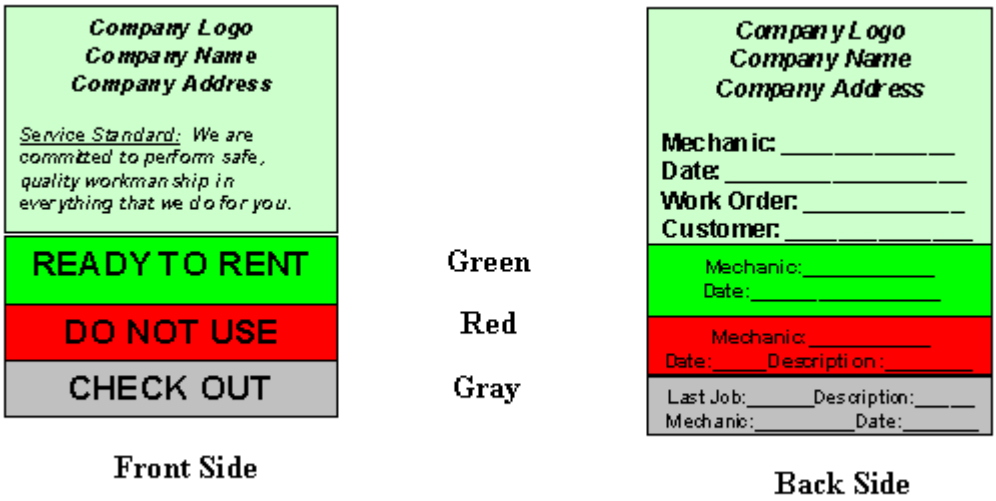

If there were forty hoists on your floor in no particular order, your decision making time is going to take longer than it should. However if there were forty hoists on your floor in three neat lines arranged by condition you could make these decisions faster.

If you had one line for incoming hoists, one for hoists in need of major overhaul and one line for hoists already serviced, you could count the hoists in each line and know immediately what you had to work with. If incoming hoists were tagged by the person bringing them in with some indication about their condition, you could immediately sort out the hoists with obvious major problems from those with simple problems.

Some shops use a colored tag system to identify these conditions quickly. The colored tags that I have seen have two tear off sections.

When someone in your company brings in a hoist, the first thing they should do is to tag the hoist with some indication as to its condition. At the very least they should put their name or initials on the tag so that a mechanic can question them about it later. These tags do not ask for a lot of information and do not take a lot of time to fill out. They do on the other hand save you a lot of time later when you need to work on these hoists.

In preparing your own tag system, consider how your shop works at this point in time and how you can make it work better. You may want to have the person tagging a machine provide more information. The comments should give specific information like "only runs up", "does not run", "brake does not work" or "Annual Service". Make this system fast and user friendly, and you can insure

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that this step is not missed by your mechanics.

When the hoist comes into the shop it should immediately be tagged showing where it came from and a general idea about how much service it might need. As soon as a mechanic can get to the hoist, he would be instructed by the tag system what to do, "CHECK OUT". This "CHECK OUT" does not need to take any longer than 15 minutes. The mechanic visually inspects the hoist for obvious damage and notes it on a work order. He then puts the hoist through an operational check list. This includes putting the hoist on the test stand and going through a safety check to see how the hoist performs and to note any deficiencies. The mechanic then notes these deficiencies and a possible diagnosis on the work order for later reference.

Depending on how work is performed in your shop, this process might be performed from start to finish by one person immediately upon receipt. If you have 5-10 hoists a day coming into your shop, just having a mechanic grab a hoist and work on it is not the most efficient way to work.

Remember This:

1. ***Match the best tools and skills to the job.***
2. ***Organize the work load.***
3. ***Diagnose first and then schedule the resources to meet the need.***

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

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