

MAINTENANCE STOREROOM AND MATERIALS MANAGEMENT COACHING OVERVIEW



Your productivity experts.

TAKE YOUR TRAINING TO THE NEXT LEVEL

Often, organizations send their MRO and purchasing personnel for education to learn about best practices concepts and techniques, with little action upon returning from the event. Studies have shown that the major issues often are focused on inventory control, work processes, supplier interaction, buying, and storeroom management. Many deem the storeroom as ineffective, which results in emergency buying typically from unapproved vendors and ultimate receipt of poor quality parts. Unknown to many is how this leads to hidden stores (hiding of parts). This is due to a multitude of reasons such as a lack of understanding of the role and other supporting roles necessary to drive effectiveness, staffing or spans of control issues, lack of partnerships across the organization, ineffective or no established performance measurements and other issues.

People and Processes, Inc. has long recognized the typical constraints relative to the Materials Management function and offers coaching and mentoring to ensure success of this critical role in support of proactive practices. By utilizing this approach, our "Coach" works side-by-side with the MRO function to identify obstacles and barriers while reinforcing and embedding effective material management practices. This follow-on coaching builds upon the techniques received from the MRO educational activities to help migrate from a classroom learning environment to a hands-on practical application in your organization's operating environment. If the organization conducts a Materials Management Assessment prior to the coaching activity, results are often obtained quicker since issues are identified and known.

TYPICAL COACHING ACTIVITIES INCLUDE:

- Job shadowing ("day in the life" approach) to understand the current cultural and other items both benefiting and prohibiting effective Materials Management within the organization.
- Roles, responsibilities, and accountabilities (assigned and assumed)
- Analyzing Suppliers or Vendors and their effectiveness
- Work processes, and reevaluating current standard operating procedures and policies
- Establishing in/out controls with sound inventory control techniques
- Use of feedback forms and continuous improvement loops
- Metrics/key performance indicator measures applied, setting stage to measure the benefits achieved
- The management of Materials Management (layouts, staffing, controls, shelf life, etc.)
- Exit briefing of findings and opportunities for review and continuation assignment and execution

Typical coaching sessions occur in a week-long fashion with MRO personnel and those associated with the function in the organization.