

**Background: (How Did We Get Here & Why Is It Important?)**

Over the past year we inspected our low-rise lifts. Upon results of our lift inspections we questioned other pieces of equipment in our stores and their condition. Inspections of equipment will provide a preventative maintenance program where down time of equipment will be greatly reduced and safety increased.

**Current Condition:****What is Currently Happening:**

The current maintenance program is "Fix it when it is broke". We have several regions rebuilding or repairing equipment at the store or in the Warehouse. Some of these maintenance personnel have  $\frac{3}{4}$ -ton trucks loaded down with equipment, parts, and tools. Very few of these personnel are certified or trained by the equipment manufacturer to perform these repairs.

**What Problem(s) Are You Trying to Solve:**

Worn or unsafe equipment from being worked on. Down time and expense of equipment when it breaks.

**What We Want To Achieve:**

Develop a maintenance program that inspects and schedules preventative maintenance on the equipment in our stores. This will reduce down time and increase the safety of our equipment. Inspect equipment under warranty and verify it is still correctly operational

**Analysis:****How we know what the "True Problem" is:**

The current maintenance program of "Fix it when it is broke" does not allow us to know the condition of our equipment in the stores.

**What we believe is causing the problem:**

The lack of a preventative maintenance program or regular inspection of equipment.

**Proposed Solutions:****What we believe solves the problem**

Develop a program where an inspector visits every store in a region quarterly. The inspector would work in conjunction with the regional staff and managers to maintain, repair, or replace equipment. This inspector would also validate charges for repairs and validate equipment was fixed or replaced. The stores are developing an AOR for regular daily maintenance. This Inspector position would verify daily maintenance is being performed as well as perform more in depth inspections.

**How we'll check the results**

Store inspector visiting stores

**When we'll check the results**

Quarterly visits

**RESULTS:****Recommendation:**

Continue to develop a store inspector in every region over the next year. This will help develop a maintenance program which will catch equipment that wears out under warranty, reduce repair costs and down time while increasing safety.