











SOP Reference #: MAIN008

Operation/Task:	<b>Maintenance Ordering Parts and Services</b>			Equipment:	<b>N/A</b>
Owner:	Manufacturing Manager	Date Created:	5/28/14	Department:	Manufacturing Support
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

**Purpose:** This SOP/work instruction describes the process of effective controls for maintenance ordering parts and services for building maintenance/reactive maintenance/TPM.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		Determine project requirements	Review what parts, supplies and or service provider are needed utilizing parts book, input from maintenance supervisor and department manager input.	To ensure maintenance staff has necessary items needed to perform the task at hand.
2		Determine specific requirements for any parts or outside service needs.	Review that parts, supplies and or service provider are available.	To schedule when the parts, supplies or service will need to be available to the maintenance staff.
3		Order Parts or service	ENPOINTE orders parts in three ways: 1. Credit Card Purchases 2. Purchase Order 3. On account	Orders are placed on credit cards when they are one off purchases or need to be done and time does not permit establishing credit. Orders are placed using purchase orders to specify parts or service needed and is the preferred manner of placing orders. Orders are placed on account with suppliers we order parts or services to keep the business moving forward.
4		Purchase Approval	Purchases require the approval of any of the following: Maintenance Supervisor, Manager of Purchasing & Manufacturing Support, or Director of Manufacturing (St. Paul Campus Only).	To ensure funds are being appropriated correctly.
5		Verify parts or service when received	Initial the packing slip or sign the service receipt as appropriate.	Confirm ENPOINTE received what was requested.
6		Notify supplier of any part or service that doesn't meet specifications	Contact supplier directly via phone or email and in the case that Purchasing placed the order provide them with what the discrepancy is and any other information that may be useful.	Get a new part shipped out of a service supplier to review the work performed. In the case of an incorrect part obtain RA # if a part needs to be replaced.

7	◆	Return parts	Package part to prevent damage. Return in original packaging whenever possible as long as the original packaging is in suitable condition to prevent the part from being damaged. Give the RA# to shipping and address to be returned.	Make sure the part is returned safely and in a timely manner to receive credit.
8	☑	Forward packing slips or service receipt (when applicable)	A folder for paperwork goes to Accounting. In St. Paul this folder resides in Receiving and in Brooklyn Park this folders resides with the Maintenance Supervisor.	This paperwork is proof that ENPOINTE received the part or service requested and is then married up to the invoice for payment.

Notes:

Definitions:  
**Track-IT** – Electronic work order logging system  
**TPM**– Total Preventative Maintenance  
**RA#**– Return Authorization Number

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Rick Hamann	5/28/14
Rev 2	Added Revision History table	Rick Hamann	8/1/16
Rev 3	Updated to current SOP format; branding updates: font, company name; Manager review – no changes	Rick Hamann	4/21