



READYPOWER

ENGINEERING LTD

NUMBER ONE FOR PLANT HIRE
OPERATED AND SELF DRIVE HIRE

Date: 18th February 2009

ON SITE FITTING DUTIES

Owing to the nature of phone calls at the weekend, plant operators for any sites that are allocated an on-site fitter will be given the name and number of that fitter who will act as the first port of call for machine defects and issues.

This will in turn speed up the response time we give our customers and allow the streaming of valuable information about failed machines and attachments to the right people.

Problems which are presented to the fitter that he cannot resolve are then to be elevated to the on-call manager for their attention and resolution.

Any calls that are received by the fitter on site and are resolved without a call to the on-call manager are to be logged by the fitter on a job sheet, including time of initial call, time spent on resolving the problem, and time the issue was closed. Doing this helps us prove that any downtime incurred does not get exaggerated by others on site and that the facts are available for use if/when needed.

The on-call manager will then update his log by speaking to the fitter at a mutually convenient time.

Machine & Attachment PDI or Weekly/Monthly Checks

Due to the fact that the workload will now be increasing we have to change our approach to PDI style checks, in reality called the Weekly/Monthly checks. If you are assigned to a worksite as an on-site fitter then, where possible, these checks are to be completed on-site at the end of the job.

This ensures the machines and attachments are fit for purpose for the next shift or job and any damage or defects normally spotted during these checks is notified immediately. It will tighten up the maintenance regime by allowing information from you to reach the office more quickly, therefore we can act sooner to rectify problems that are found or start the damage notification process to the customer.

During the shift – Is everything OK?

As an on-site fitter it is also proactive and shows initiative if you visit the area of work every few hours to ensure that plant is working correctly, not only does it make sense from a monitoring point of view but it shows the customer that you are there to assist if needed.

Andy Young
SHEQ Director