

# MACHINE INSTALLATION MASTER PROCESS

DOCUMENT NUMBER : MP-04

ISSUE NUMBER: 01

DATE :

- Responsibility:**
- Operations Manager

- Physical Resources**
- High visibility jacket, Safety shoes
- Tape measure
- Vehicle for transport
- Stair Walker
- Dollies
- Sack trolley/Pallet truck

- Records**
- Installation Records
- Machine stock Record
- Purchase orders
- Machine Invoices
- PDI inspection records
- Site Surveys
- Calibration Records

- Competence, Training, Awareness**
- Relevant Driving Licence (if required)
- Machine Installation Training
- Safe Manual Handling
- AVA Health & Hygiene Training

- Quality Control**
- Paperwork checked prior to delivery
- All installation details agreed with clients
- All machines receive a PDI either internally or from manufacturer
- Access, services details checked prior to delivery
- Machines PAT tested
- All functions tested following installation

- Inputs**
- Sales of vending machines
- Lost customers or exchanges

- Outputs**
- Machine Installed/Uplifted
- Updated Operating system
- Updated Machine Park or order book

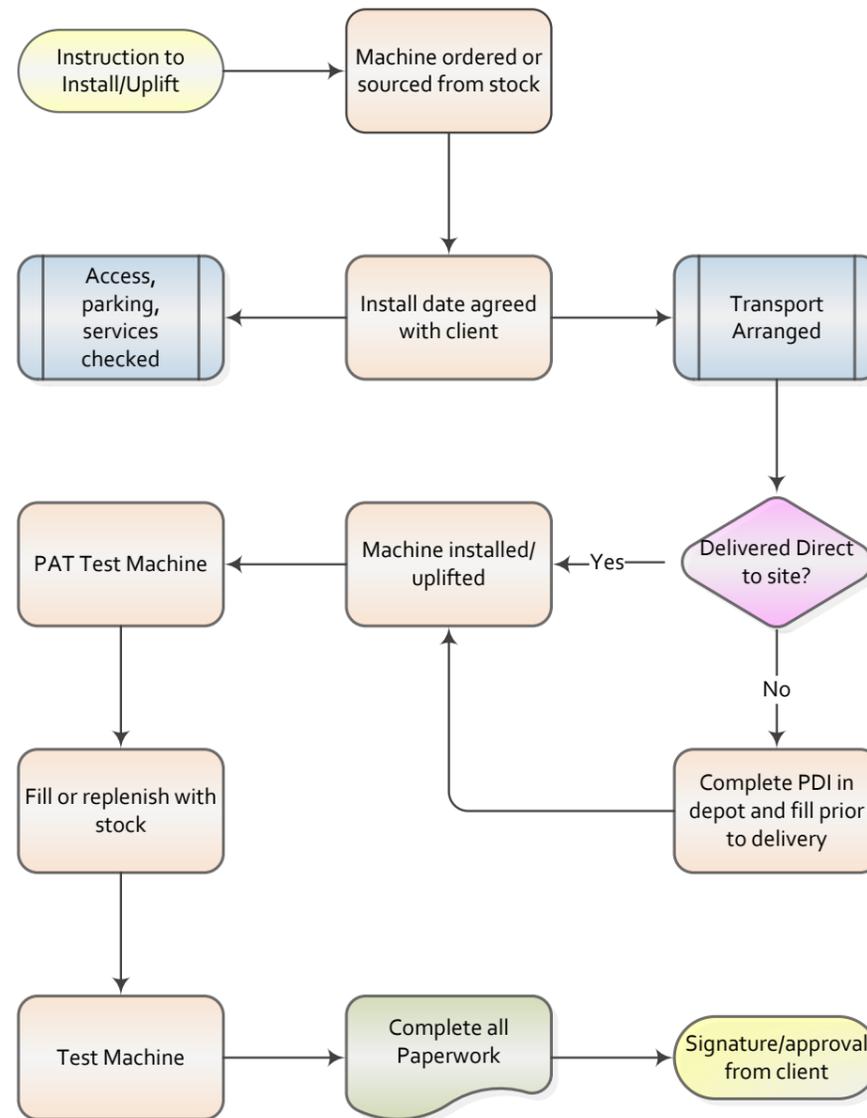
- Objectives**
- Machines installed on time, in working order, to the highest possible standard and to the customer's satisfaction.
- All paperwork to be completed correctly
- Zero failed installs
- Site surveys completed accurately

- Procedures/Activities**
- QP-01 Control of Documents Procedure
- QP-02 Control of Records Procedure
- QP-04 Non-conformance Procedure
- QP-05 Corrective Action Procedure
- QP-06 Preventive Action Procedure
- QP-07 Purchasing Procedure
- QP-08 Calibration Procedure
- Stock Requisition Procedure
- Installation Procedure
- PDI Procedure

- Master Forms/Documentation**
- MF-xx PDI Form
- MF-xx Stock Requisition Form
- MF-xx Installation Survey Form
- MF-xx Machine Movements Form
- MF-xx Installation Form
- MF-xx Client Satisfaction Survey
- MF-xx Satisfaction Survey Log
- MF-xx Calibration Register
- MF-xx Supplier Evaluation Form

- Health & Safety Objectives**
- Reduce Accidents
- Report all near misses and dangerous occurrences
- Manual Handling Risk Assessment

- Environmental Objectives**
- Reduce waste
- Recycle cardboard, plastics, Pallets
- Reduce energy – switch off lights/equipment
- Environmentally aware driving



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INTERACTIONS WITH OTHER PROCESSES

