

# OPERATOR MASTER PROCESS

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- Responsibility:**
- Operations Manager

- Physical Resources**
- Vehicle (usually van)
- Stationery (Clipboard, Pen)
- Blackberry
- Cloths, Bucket
- Pipe brushes, cleaning brushes
- Cleaning agents
- Cash bags
- Trolley

- Documents & Records**
- Vending Machine Visit Record
- Stock placed records
- Stock take records
- Cash Record Slips
- Waste Record
- COSHH Assessments
- Weekly plans

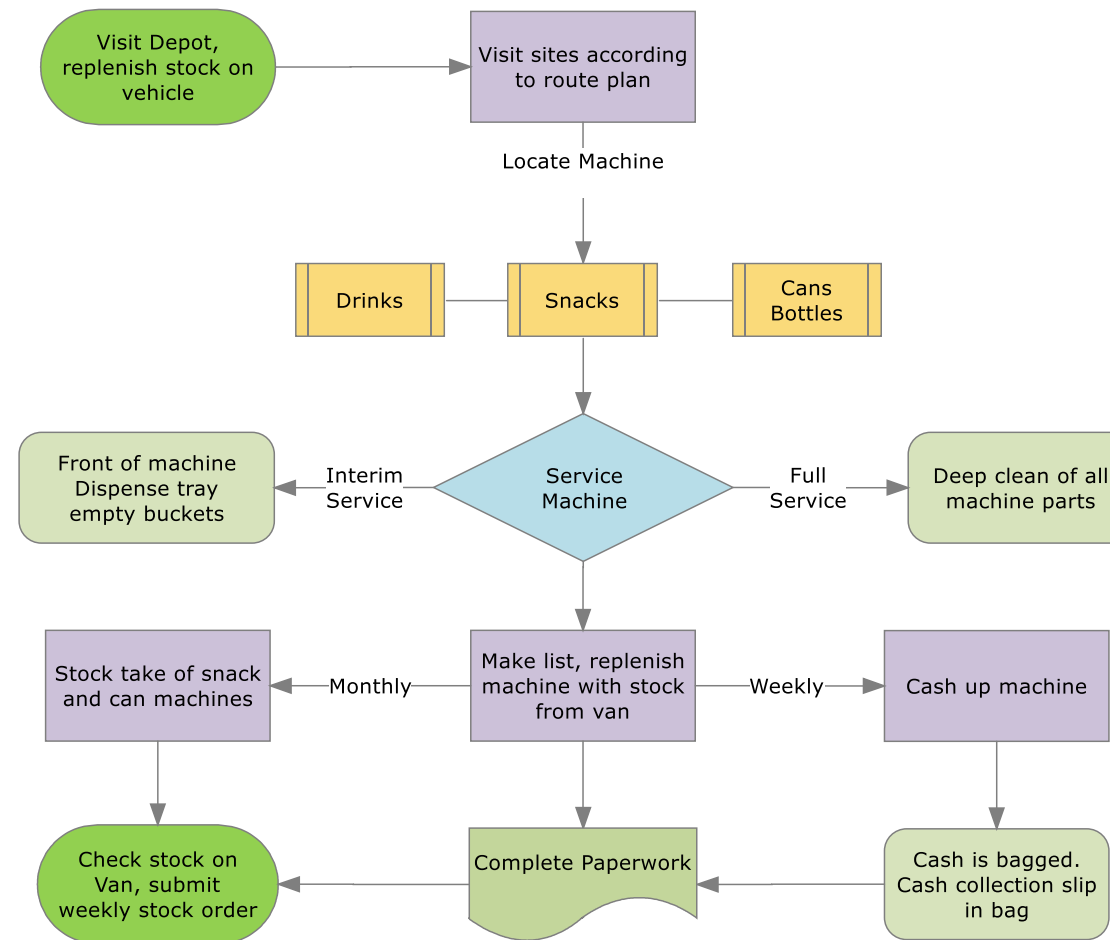
- Competence, Training, Awareness**
- AVA Health & Hygiene Certificate or:
- Food Hygiene
- COSHH
- Health, Safety & Security
- Fire Safety
- Servicing and cleaning of a vending machine

- Quality Control**
- Machines tested following service
- Feedback from end users on site
- Machine inspections/audits
- Stock checked prior to receiving/loading

- Inputs**
- Vending machines requiring re-stocking, cleaning and cashing up.
- Work is scheduled via the weekly route sheet

- Outputs**
- Clean vending machines
- Correctly stocked vending machines free from out of date stock
- Cashed machines

- Objectives**
- Clean machines to company standards
- Replenish machines to company standards
- Reduction of waste through remerchandising stock from slower machines into faster ones
- Reduction of down time of machines by prompt reporting of faults



- Procedures/Activities**
- QP-01 Control of Documents Procedure
- QP-02 Control of Records Procedure
- QP-04 Non-conformance Procedure
- QP-05 Corrective Actions
- QP-06 Preventive Actions
- QP-10 Product Recall Procedure
- QP-11 Route Operator Procedures
- Stock Control and Traceability
- Operator Stock Requisition
- EMS Control of Waste Procedure

- Health & Safety Objectives**
- Reduce Accidents
- Report Near Misses & Dangerous Occurrences
- Observe COSHH Requirements
- Good Food Hygiene Practices

- Environmental Objectives**
- Minimise use of cleaning agents
- Drive sensibly
- Recycle all cardboard and plastic wrapping
- Rotate vehicle stock to avoid waste

- Master Forms**
- Stock order sheet
- Meter reading sheet
- Cashing up sheet
- Cash collection slips
- Refund Slips
- Vehicle Check Sheet
- Plannograms

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INTERACTIONS WITH OTHER PROCESSES

