# Glade Ross

From: Paul Manning <paul@sharpervideo.net>
Sent: Wednesday, November 02, 2011 1:13 PM
To: glade@rossware.net
Cc: davidm@sharpervideo.net; lindac@sharpervideo.net
Subject: Error found with "not used, and part is expected back" report

Hi Glade –

For the past year we have relied heavily on this report to manage our field technicians and making sure they are returning their parts. We have found an inconsistency, however, in the logic in which the report is generated (for viewing vs. printing).

Technically speaking, under normal circumstances – it works just fine. If one tech starts and finishes a job (which is what we normally do), there's no problem. But we've had some technician turnover the past couple of months so we've had to reassign some jobs mid-repair and it has exposed this issue.

Here's how we found it: My brother Dave and my Mom sat down to do an audit on one of our newer techs, Mike Rubidoux. Dave pulled up the "SHOW" version of the "not used, and part is Expected back" report (below).
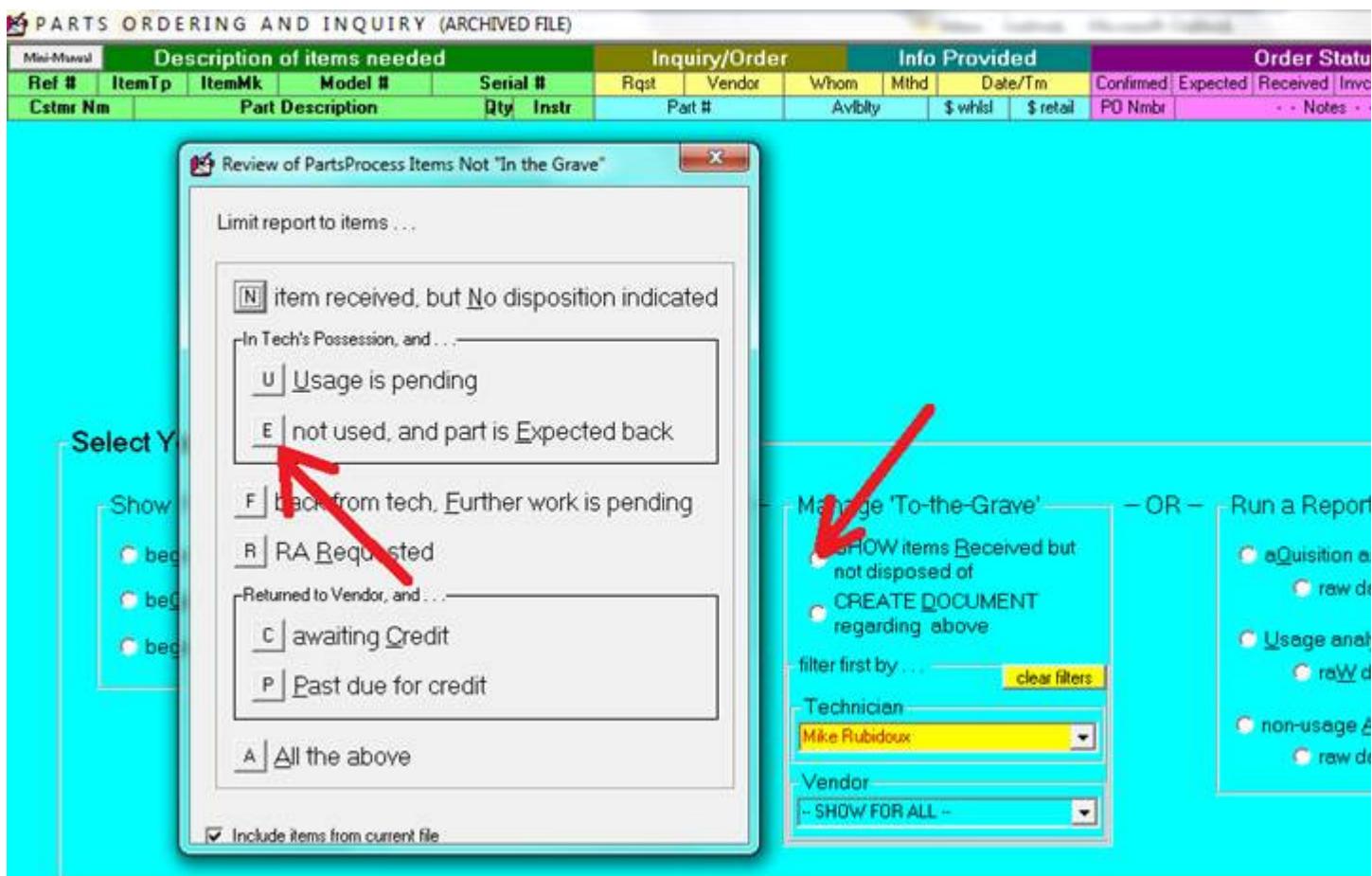

The result showed 12 parts that Mike needs to return.

Mini-Manual	Description of items needed				Inquiry/Order		Info Provided			Order Status			
Ref #	**ItemTp**	**ItemMk**	**Model #**	**Serial #**	**Rqst**	**Vendor**	**Whom**	**Mthd**	**Date/Tm**	**Confirmed**	**Expected**	**Received**	**InvcNmb**
Cstmr Nm			**Part Description**	**Qty Instr**		**Part #**	**Avlbty**		**$ whlsl** / **$ retail**	**PO Nmbr**		· · Notes · ·	
213673-2 New/Holman	WASHER STATOR	LG	WM2487HWM	702KWTA06337 1 Approved	P&A Only 4417EA1002H	NEW	1of2		8/12/11 4:48 pm	8/16/11 48576101	8/18/11 Job being closed unrepaired	8/18/11	8570925
213673-4 New/Holman	WASHER ROTOR	LG	WM2487HWM	702KWTA06337 1 Approved	P&A Only 4413ER1003A	NEW	1of2		8/12/11 4:48 pm	8/16/11 48576101	8/18/11 Job being closed unrepaired	8/18/11	8570925
214282-4 Asu/Taylor	PLASMA TV LAMP POWER(Union JFC Part)	TOSHIBA	50HMX96	30402455 1 Approved	P&A Only 75002432	UNI		Fax	8/24/11 1:21 pm 87.94 / 109.93	8/30/11 82411-15	8/30/11 452285, Not the part intended	8/30/11	2622826
215789-3 New/Robbins	DRYER thermostat	WHIRL	WED9200SQ	PSEUDO9961 1 Approved	P&A Only 8557403	NEW	1of3		9/21/11 1:44 pm	9/26/11 50104035	9/27/11 1Z01W3600307068959, Pre-di	9/27/11	8470427
216238-2 Sam/Henry	DRYER dryer heater	SAMSUNG	DV331AEWX	PSEUDO10206 1 Approved	P&A Only DC47-00019A	SAM		Fax	9/30/11 11:59 am	10/4/11 93011-10	10/5/11 1076684537, Pre-diagnosis was	10/5/11	8107217
216476-1 Lge/Buss	WASHER GASKET	LG	WM2487HWM	703KWFN10435 1 Approved	P&A Only 4986ER0004C	LG		Fax	10/6/11 11:42 am	10/6/11 10611-8	10/7/11 POM111006354328, Job being	10/7/11	AI020596
216386-1 Ervin	DRYER BELT	LG	DLE5977W	501KW03150 1 Approved	P&A Only 4400EL2001A	LG		Fax	10/4/11 3:06 pm 12.04 / 15.66	10/4/11 10411-13	10/6/11 POM111004349573, Job being	10/6/11	AI020521
216386-2 Ervin	DRYER ROLLER	LG	DLE5977W	501KW03150 4 Approved	P&A Only 4581EL3001A	LG		Fax	10/4/11 3:06 pm 4.31 / 5.61	10/4/11 10411-13	10/6/11 POM111004349573, Job being	10/6/11	AI020502
217226-1 Mit/Weathers	DLP TV lamp	MITSU	WD82738	PSEUDO10698 1 Approved	P&A Only 915B441001	STK		Data	10/25/11 1:49 pm	10/25/11 65229	Pre-diagnosis was a miss	10/25/11	9336850
216983-1 New/Wahl	WASHER PCB MAIN	LG	WM0642HW	603KWGG00191 1 Approved	P&A Only 6871ER1085C	NEW	1of2		10/18/11 10:43 am	10/19/11 50841547	10/21/11 1Z2231240364677422, Incorre	10/21/11	
216897-1 New/Gron	WASHER PUMP SERVICE	GE	WLSR220JSWW	PSEUDO10531 1 Approved	P&A Only WH23X10013	NEW			10/17/11 9:38 am	10/18/11 50777309	10/19/11 1ZAT23110320883591, Pre-dia	10/19/11	

📋 Items Still in Current -- Not Used by Tech, and Expected Back

Mini-Manual	Description of items needed				Inquiry/Order		Info Provided			Order Status			
Ref #	**ItemTp**	**ItemMk**	**Model #**	**Serial #**	**Rqst**	**Vendor**	**Whom**	**Mthd**	**Date/Tm**	**Confirmed**	**Expected**	**Received**	**InvcNm**
Cstmr Nm			**Part Description**	**Qty Instr**		**Part #**	**Avlbty**		**$ whlsl** / **$ retail**	**PO Nmbr**		· · Notes · ·	
216164-1-2 Lge/Olsen	LCD TV main board s/4 EBU60935405	LG	42LE5400	010RMQK0G596 1 Approved	P&A Only EBT61155902	LG		Fax	9/28/11 4:28 pm	9/28/11 92811-33	9/30/11 POM110928338115,, Job being	9/30/11	AI02029
					CORE	LG	RETURN						

Then they pulled up the "CREATE DOCUMENT" version of the list (because my Mom likes to touch a report, also because we use this version to cut/paste into emails that we send to techs to let them know what parts we're expecting back from them.
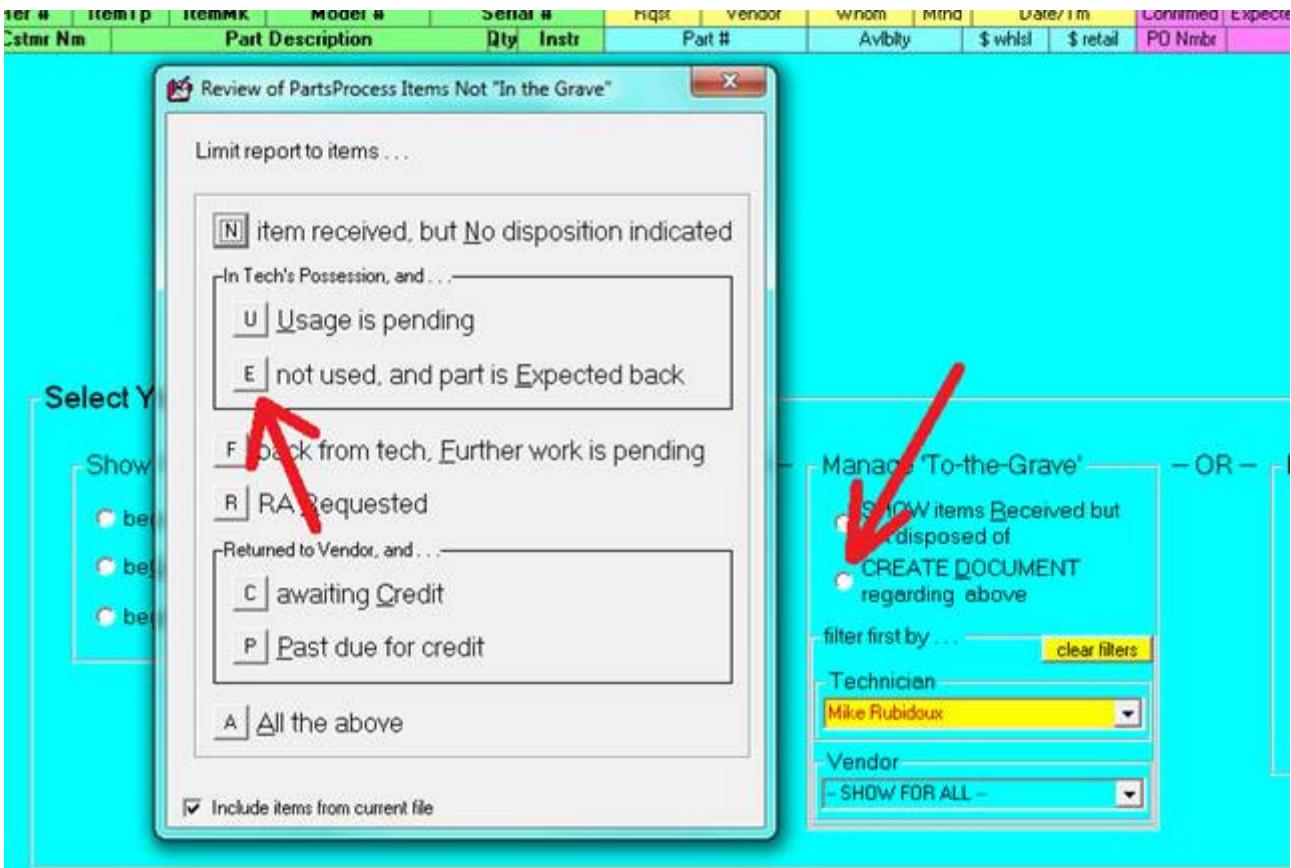
And the report that it generated only had 9 parts on it, 3 less than the "SHOW" version of the same report.

REPORT ON S/O PARTS NEEDING REVTRIEVAL FROM TECHNICIAN
(as of 11/2/11, and based on data as pulled from the archived-PartsProcess file, records 1 to 20244)

- - - Please note the alternative, exported data file contains fields not present in this printout - - -

ItemRef#	Qty	Make	PartNumber	Vendor	PrchsInv	PrchsCost	HoldLoc/Bin	Dt F
215789-3-0	1	WHIRLPOOL	8557403	NEW	8470427	$0.00	MR	9/2
216238-2-0	1	SAMSUNG	DC47-00019A	SAM	8107217718	$34.55	MR	10/
216476-1-0	1	LG	4986ER0004C	LG	AI02059604	$37.69	MR	10/
216386-1-0	1	LG	4400EL2001A	LG	AI02052109	$12.04	MR	10/
216386-2-0	4	LG	4581EL3001A	LG	AI02050259	$4.31	MR	10/
217226-1-0	1	MITSUBISHI	915B441001	STK	93368501	$89.00	MR	10/2
216983-1-0	1	LG	6871ER1085C	NEW		$0.00	MR	10/2
216897-1-0	1	GE	WH23X10013	NEW		$0.00	MR	10/1
216164-1-0	1	LG	EBT61155902	LG	AI02029674	$157.82	MR	9/3

Total Value of Un-Accounted Parts (as per this report) = $348.34

They compared the two reports and looked at the jobs of the 3 "extra" parts on the "SHOW" report. They noticed that those 3 jobs Mike R inherited from a tech named Joe Hall, who quit in September. So they thought, "We wonder if those 3 parts will show up on the "CREATE DOCUMENT" version of the report if they select Joe Hall as the tech. Sure enough, here's the result:

REPORT ON S/O PARTS NEEDING REVTRIEVAL FROM TECHNICIAN
(as of 11/2/11, and based on data as pulled from the archived-PartsProcess file, records 1 to 20244)

- - - Please note the alternative, exported data file contains fields not present in this printout - - -

ItemRef#	Qty	Make	PartNumber	Vendor	PrchsInv	PrchsCost	HoldLoc/Bin		Dt Rcvd
213673-2-0	1	LG	4417EA1002H **1**	NEW	8570925	$0.00	MR	Hmm, I ran the report f	
213673-4-0	1	LG	4413ER1003A **2**	NEW	8570925	$0.00	MR	Hall, and Mike Rubidou	
214282-4-0	1	TOSHIBA	75002432 **3**	UNI	2622826	$88.15	MR	initials are in the bin lc	

Total Value of Un-Accounted Parts (as per this report) = $88.15

So, here's what I'm assuming – The "SHOW" version of the report is basing its it's criteria of what parts to show on the tech initials in the Bin Location. But the "CREATE DOCUMENT" version of the report is basing it off of the original technician of the job (or the tech that was working on it at the time the order was placed).   Either way, it's leaving the report inconsistent w/in the two different formats. In my opinion, the "SHOW" format would be the correct format, because it the technician's initials in the Bin Location show who physically had possession of the part (which tech it was requested by is irrelevant).

Right now we have a volume backlog, and we have been tackling the issue by bouncing jobs back and forth between technicians in order to speed up installs/repairs. Between this juggling of technicians to address our volume backlog and the reassignment of jobs due to tech turnover, it makes me nervous that we're now in a position that we cannot accurately manage these part returns (at least not w/out a lot of confusion).   I know you're buried right now, but it would appear to me (total assumption) that this could be an easy fix? Could it be done soon?

Paul Manning

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