

### Daily routine order of work

1. Load fitters vans with days work.
2. Print bespoke goods for next day and pull out of racks into collection bay.
3. Print all paperwork and match up cutting plans to worksheets.
4. Print cutting tickets and cut stock cuts and any roll breakdowns.
5. Prepare ancillary items for next days work.
6. Book in all goods delivered today and email to branches (copy to DG) of any goods not on computer for branch entry.
7. Put roll tickets on all goods booked in.
8. Warehouse to be tidied and floors swept.

### Full procedures.

#### 1. Load fitters vans with days work.

When fitters arrive print a loading list for each fitter. Leave a copy for signing by fitter in the office but take other copy into warehouse with fitter (**A member of warehouse staff should supervise the loading of all fitters vans**) tick off each item as they are loaded and **DOUBLE CHECK** materials and quantities. On completion of loading get fitter to sign loading list in office and member of staff who loaded fitter to write name on loading list. Put loading list in numerical order in bottom tray for sending upstairs at end of day.

**UNDER NO CIRCUMSTANCES SHOULD ANY GOODS LEAVE THE WAREHOUSE THAT ARE NOT ON LOADING LIST.**

#### 2. Print bespoke goods for next day and pull out of racks into collection bay.

As soon as first phase of fitters have left warehouse check appointment diary and check all appointments are converted. If not ring shop and email DG for ref of reserves not converted. As soon as all appointments are converted print the bespoke carpet list for following day and locate all bespoke carpets on list and put into dispatch bay (M1).

#### 3. Print all paperwork and match up cutting plans to worksheets.

Print rest of paperwork. Cutting list, fitters prep lists, & cutting tickets. Print fitters worksheets and where cutting plans are required locate cutting plans and staple to worksheet. If any plans are missing contact shops for replacement plans. Sort worksheets and plans into order for each fitter and mark sequence on to worksheet. Staple all jobs for each fitter together in running order. **When stapling cutting plans to fitters worksheets check to ensure that if the job is booked out in stages you are only giving the plans for the stage booked and NOT ALL PLANS if part job.**

#### 4. Print cutting tickets and cut stock cuts and any roll breakdowns.

Using cutting ticket summary and cutting tickets, select rolls and cut stock rolls for next days fittings. **Cuts to be carried out by 2 people** and roll should be inspected for damage or faults.

Cuts to have cutting ticket applied to it and taped at both ends and placed in stock cut pile.

Roll card to be updated with cuts taken and signed by person cutting.

Roll balances to be check measured if balance is less than 10m and rolls to be taped a min of 3 bands on a 4m roll and min 4 bands on a 5m roll.

Roll number to be written on both ends, roll card placed in outer end of roll and roll to be put away. Check measured size (if applicable) and roll location to be marked on cutting list and returned to office.

Customers roll breakdowns to be cut by 2 members of staff as with stock rolls. Job no and size to be written on each cut, 2 bands of tape put on cut and cut placed in cut pile.

If roll is not fully dispatched then a roll card is to be placed in the roll end and cuts taken marked back on roll card. The job no to be written on both ends of roll balance and customers name and job no written on card and placed in open end of roll.

Roll balance to be placed back in roll rack. If different to original storage place new location to be marked back on computer.

#### **5. Prepare ancillary items for next days work.**

All ancillary items to be prepared for next day. Door bars, coir matting, smoothedge, underlay, adhesives etc to be cut or counted and placed below fitters name in unit 19.

#### **6. Book in all goods delivered today and email to branches (copy to DG) of any goods not on computer for branch entry.**

When lorries arrive goods to be unloaded and placed in appropriate bays.

Bay locations to be written on delivery note and date delivered stamped on delivery note and placed in top tray in office.

Ancillary items (ie underlay) **to be counted as unloaded** and checked against delivery note and placed in normal locations.

Delivery note to be date stamped and placed in top tray. All goods received to be booked in and roll ticket printed. **If any details do not match computer details exactly CONTACT THE BRANCH TO CONFIRM DETAILS BEFORE BOOKING GOODS IN.**

#### **7. Put roll tickets on all goods booked in.**

When tickets are printed for carpets they should be stuck to a card and placed in the ends of the rolls. If stock carpet print 2 tickets and put one on to a roll record card and place roll record card in roll with ticket.

For wood, tiles underlay etc the labels should be stuck directly onto boxes or packets. **For multiple boxes additional labels can be printed so all boxes may be marked.** The details including (Length, width, colour, quality etc) to be checked. Person checking goods to sign ticket to confirm they have double-checked the details against supplier's labels. **Any differences to be reported back to office immediately and branches notified.**

Any goods not on computer must be notified to branch by email and a copy email sent to DG for ref. Delivery notes for these goods to be placed in appropriate branch folder in 2<sup>nd</sup> tray down awaiting notification of entry on system by branch.

**ALL GOODS TO BE PROCESSED AS DETAILED ABOVE ON DAY OF DELIVERY WITHOUT EXCEPTION.**

**EXCLUDING STOCK ANCILLARIES EVERY ITEM MUST HAVE A LABEL ATTACHED FOR EASY IDENTIFICATION .**

#### **8. Warehouse to be tidied and floors swept.**

Before leaving any rubbish to be removed and placed into bins. Cutting floors to be swept so they are clean for the next day.