AT Reuse Operations – Part 1
A Look At: Acquisitions, Layout and Equipment Evaluations

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Agenda

• Introduction – Carolyn Phillips
  – ATIA Workshops – Please, send Reuse Presentations to Us!
  – Focus: Reassign/Redistribute & Refurbish
  – Policies, Procedures and Practices

• Acquisition

• Layout & Design

• Evaluation of Equipment

• Effective Operational for AT Reuse & Steps to implementation – Carolyn Phillips

• Questions and Answers
Defining AT Reutilization

• **Reassign/Redistribute**: Accepts AT for sanitization, identifies appropriate users, and matches to new consumer.

• **Refurbish**: Similar to reassignment, but in addition the program restores AT to its original configuration, which may include repairing and replacing parts.

   — Pass It On Center National Task Force
Defining Policies

• Policies –

(1) statements on how the authority is to achieve its goals and objectives with regard to a specific subject area or class of subject areas.

(2) A plan of action adopted by the Program, which defines its rationale for pursuing particular functions, projects, actions and/or activities.

- Wikipedia.org
Defining Procedures

Procedures –

(1) A step-by-step description of how the activity is conducted. If appropriate, instructions should include precautions to be taken to minimize liability.

(2) A series of steps or instructions, describing a way of doing things.

Wikipedia.org
Defining Practices

Practices –

(1) are the techniques, methodologies, procedures, and processes that are used in organizations to get the job done.

(2) A case study considered to be a good example of a discipline.

(3) New ideas or lessons learned about effective program activities that have been developed and implemented in the field and have been shown to produce positive outcomes.

Wikipedia.org
“If you build it – they will come!”
Considering Acquisition Policies

Do you have policies regarding:

• What equipment you are accepting?
• Items you are NOT accepting?
• Prohibited items?
• How do you accept Equipment?
• WHO accepts and Who Rejects Equipment?
• Do you request a donation for your service?
• Do you provide a tax deduction receipt?
Considering Acquisition Procedures

Do you have step-by-step instructions addressing areas, such as:

- How to market for donations of Equipment?
- Who to target your marketing towards?
- How to accept equipment?
  - Drop-off OR pick up?
- How to reject equipment?
- Addressing Prohibited items?
- Confirming Ownership?
Considering Acquisition Procedures

Do you have step-by-step instructions addressing areas, such as:

- The next steps for equipment?
- A way to notify techs that equipment has been accepted?
Acquisition Tips!

• Time how long it takes for individuals to donate to your program.
  – It should be Quick and Easy.
  – Assist individuals with bringing equipment in.
  – Have the donor sign a log and take a preprinted tax deduction receipt.
  – Say “Thank You!”
  – Send a “thank you” note within 3 days – can be produced and personalized from your database.
High-Productive Acquisition and Evaluation

Observe and document your current Acquisition and Evaluation Process.

– Take a fresh look at your process. Find out where people and machines sit idle as they wait to move forward. Document labor and equipment flow.

Adapted from Napolitano -- Logistics Management
High-Productive Acquisition and Evaluation

Analyze your AT Reuse data.

– Profile inventory and shipment data to identify fast- and slow-moving Reused Equipment.

Adapted from Napolitano -- Logistics Management
Do it Once – Do it Right!
Considering Evaluation of Equipment Policies

Do you have policies regarding:

- Who evaluates equipment?
- How Equipment is evaluated?
- Where equipment is evaluated?
- How much time will be spent on the repair of the equipment?
- Timeframe for keeping equipment?
- What factors determine the equipment you repair?
- What factors determine the equipment you repair?
Considering Evaluation of Equipment Procedures

Do you have step-by-step instructions addressing areas, such as:

- WHO evaluates and how they evaluate equipment?
- How to determine what repairs are needed?
- How to determine how much time is needed to make the repairs?
- What tools are needed for repairs?
- Is EVERYTHING Being sanitized?
- Where does the equipment go next?
Acquisition and Evaluation Tip!

• Use your “waiting list” and your data as a guide for:
  – what equipment you will accept and
  – how long you will hold on to it.
Work Smarter – Not Harder.
Considering Layout & Design Policies

Do you have policies regarding:

• Who handles equipment?
• How Equipment is processed?
• How Equipment is tracked?
• What Equipment is tracked?
• How does it move through your process?
• How and Where it is cleaned/sanitized?
• Safety?
• Who is allowed in your workspace?
• Accessibility?
Considering Layout and Design

Have you addressed:

- WHO moves equipment through your process?
- How equipment moves through?
- Are there physical barriers to consider?
- Safety
- Accessibility?
Considering Layout and Design

Do you have designated space for:

• Acquisition/Intake/Reception
• Evaluation of Equipment – Triage
  – E-waste and recycling
• Storage of Equipment before Repair & Sanitization
• Sanitization Workshop
  – Tools and supplies for sanitization
• Repair Workshop
  – Tools and supplies for repairs
• Storage of equipment after repair and sanitization
• Storage for equipment matched to individuals
• Matching and Training Space
Example Layout of Equipment Flow

- Equipment Matching & Training Space
- Storage of Equipment ready to go to individuals
- Reception & Intake
- Evaluation Space for Incoming Equipment (Triage)
- Repair Workshop
- Storage of Equipment needing Sanitization & Repairs
- Sanitization

Webinar presented June 24, 2008 on www.passitoncenter.org
Evaluation of Equipment – Triage
More In-depth

Thank you Paraquad!
Space for Equipment needing Sanitization and Repair
Sanitization & Repair
Repair Workshop
Repair Workshop
Space for Tools, Parts and Supplies
Small Parts/Tire Storage
Space for Tools, Parts and Supplies
Space for Equipment Ready for Individuals
Space for Equipment Ready for Matching to Individuals
Space for Equipment Ready for Matching to Individuals
Quality Indicator: Designing your AT Reuse Program

• Design your AT Reuse Program area with quality standards that include:
  – a well-planned layout,
  – proper location and
  – labeling for AT parts, supplies and tools.

• This can improve turnaround time and increase effectiveness.
Layout and Design Tip!

• Creating a “process map” or “equipment flowchart” can help.
Evaluation of Equipment Tips!

• Develop a Decision Tree for keeping or scrapping equipment.
• MOVE equipment on through the process.
• A backup of equipment may indicate a lack of:
  – a process,
  – time OR
  – a lack of a decision
Making Your AT Reuse Program More Efficient

• Consider transferring or cleaning out slow moving equipment.
• Avoid placing equipment in areas where it could obstruct movement.
• Once you've identified the fast-moving items, then it's appropriate to examine layout considerations for your storage space.
High-Productive Layout and Design

Consider Accessibility

– Can people move around your storage area?
– Are you using signs and/or pictures?
– Label storage area to make everyone aware of the equipment, tools, parts and supply locations.
Think: Safety First!

Resources Con’t.

• Stone Wheel Works provides free, downloadable ergonomics-analysis tools that can help quantify and abate risk. [http://hsc.usf.edu/~tbernard/tebstonewheels.html](http://hsc.usf.edu/~tbernard/tebstonewheels.html)

• Washington State's Department of Labor and Industry includes helpful advice and case studies on its website. [http://www.lni.wa.gov/Safety/Topics/Ergonomics/default.asp](http://www.lni.wa.gov/Safety/Topics/Ergonomics/default.asp)
Throughout your Space!

Consider the Temperature
   – Are there significant highs and lows?
High-Productive AT Reuse Acquisition

Ask for Input & Develop recommendations.
– Quick fixes, short- and long-term solutions.
High-Productive Layout and Design

Select and verify the best design
– Identify weaknesses and test "what-if" scenarios.
Evaluate and Evolve

– Listen!

– Be proactive in your Solutions – grow with your program.
Thank You!
For Your Time & Interest!