STORES SELF-SERVICES

New policy and level of service given to CERN Users
SUMMARY

- A few figures
- Situation
- New policy
- Users’ reactions
- Action plan in order to at least maintain the level of service given to CERN Users
- Open discussion
## A FEW FIGURES

<table>
<thead>
<tr>
<th></th>
<th>Meyrin</th>
<th>Prevessin</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Value of Stock</strong></td>
<td>250 000 CHF</td>
<td>270 000 CHF</td>
</tr>
<tr>
<td><strong>Turnover</strong></td>
<td>700 000 CHF</td>
<td>340 000 CHF</td>
</tr>
<tr>
<td><strong>Number of times the item is taken/year</strong></td>
<td>20</td>
<td>11</td>
</tr>
<tr>
<td><strong>Average number of items per visit</strong></td>
<td>4.6</td>
<td>3</td>
</tr>
<tr>
<td><strong>Average value per item</strong></td>
<td>8 CHF</td>
<td>9.50 CHF</td>
</tr>
</tbody>
</table>
Rationalisation of the Stores activities taking into account budgetary restrictions and the increase of operating costs, which means:

- Optimise the Industrial Services support (100,000 CHF/year only for the Selfs),
- Avoid deliveries from the Central Store to the Selfs,
- Avoid resources dedicated to the reconditioning of items (at least three hours per day estimated to 50,000 CHF/year),
- Avoid inventory problems (informatic system problems).
SITUATION

BUT

Maintaining, even increasing the level of service given to CERN Users.
NEW POLICY

- Starting from 1st of July, both Self-Services are opened half-time,
- Starting from 1st January 2002, Prevessin will be closed,
- If all articles are available via EDH and CERN Users have satisfactory access, Meyrin will be closed too, starting from January 2002,
- These decisions have been approved by the Management Board.

Matti Tiirakari - Logistics Group - ACCU September 2001
REACTIONS FROM USERS

- Hidden costs (SPL-LS will optimise its costs but it will be more expensive for Users),
- Extra work (it will request more time to get the parts),
- Additional stocks in the offices (if we don’t find the parts we will have to get our own stocks),
- Increased cycle time of requests (via EDH or the emergency desk it will be more time consuming),
- All items not available in EDH (some of them can be bought only in the Selfs in small quantities),
- No prior information was given to the Users.
ACTION PLAN

- **Second emergency desk** (available starting from September 2001, in Building 73, as for the first one, all ranges of products will be served),

- **Modify the packaging of items** (retendering is under process to make items available via EDH in small quantities, results in September),

- **Increase the number of pickings per days** (in order to decrease the cycle time to treat a request),
ACTION PLAN

Encourage people to use EDH

- In 58% of cases of Material Requests made on TEAM Codes, the requestor has sufficient signature rights and the request passes instantaneously to SPL-LS,
- in 92% of the cases of Material Request made on TEAM Codes the appropriate signatory is found and signs in less than 24 hours which means delivery is next day,
- only 2% of Material Requests created on TEAM Codes go beyond three days,

Review the signature rights procedure within EP Division (to verify that each User has enough signature rights in EDH, or at least his direct supervisor).