

My number one wish

I tend to be redundant. I say this as I have looked over these blog posts from its inception. A lot of recurring themes keep popping up.

I guess the number one wish that I have for the New Year is for operators to take ownership of their equipment, too. Why did I add the “too” to the end of that statement?

Well from our perspective, in every aspect of what we do in servicing our customer’s equipment, we look at the job from two perspectives. Number one, knowing what we know what is the best course of action for this machine? Repair, rebuilt or replace? Number two, we take the answer from number one and test it under the microscope of, “what if the money being spent was mine, because the machine belonged to me?” This puts a razor’s edge on our recommendation.

That being said our recommendations, at times, almost seem foreign to some of our customers because they tend to lose sight that the equipment belongs to them, their operation and the company they work for. The money spent maintaining and repairing the machine is their money, not ours.

I often get the impression that some people lose sight of the fact that they or their company invested hard dollars in the machine. It is their machine, not our machine. Many times we get a call and we will hear, as an example, “your dishwasher is broken again?” It is as if, they think we gave it to them to use, no strings attached and, because they forget the reality of the situation, any and all problems associated with the machine are ours, not theirs. I guess that is why it is so repugnant to some customers that we have the audacity to collect money off of them after performing service.

What if people would really focus on whose machine it is? Perhaps preventative maintenance would be performed. Maybe when small issues, but problems none the less occur, they will be addressed and not left alone to fester into a major problem.

What if, beyond the owners and managers, the everyday operators would take ownership of the machine? That they would realize the machine is a valuable tool that enables them to accomplish their work tasks more efficiently and effectively. That without the machine their jobs would be more labor intensive and difficult. Perhaps they would treat the machine with care, clean it properly, use it properly, maintain it and report issues more promptly?

Too often today’s production takes precedent over tomorrow’s availability. People will focus on getting through the day when a machine is laboring or malfunctioning rather than taking the time out to get a problem addressed. Penny wise dollar foolish or save time now and lose time tomorrow.

Some supermarkets will have ground beef on sale, a loss leader, and run the machine into the ground and knocking it out of commission. Only to find they will not be able to sell any product for a day or two later, at a fair profit, because the machine was overworked when attention was needed.

We care about your equipment, we treat it as if it were ours; please do the same.

Take ownership of your equipment regardless of your job title.