Program Review

Name of Program: Warehouse
Name of Unit: Contract Management & Vendor Services
Name of Area: Finance & Business
Date Completed: 10/21/2014

Program’s Mission Statement

The mission of the Warehouse is to efficiently and effectively receive purchased goods and deliver these goods to campus staff in support of the business and instructional needs of the college.

Program’s SAO Information

The Warehouse Service Area Outcomes (SAO) are identified as:

1) Receives and processes deliveries from UPS, FedEx and miscellaneous freight carriers.
2) Inspects, records, and delivers goods to departments.
3) Delivery of paper inventory that is stocked in the Warehouse to departments.
4) Coordinates pickup and recycling of used printer and toner cartridges.
5) Makes deliveries of completed printing orders from the Print Shop to departments.
6) Updates the Escape asset management and tracking system.
7) Stores and safeguards warehoused equipment and supplies.
8) Operates and maintains warehouse equipment and vehicles.
9) Coordinates and conducts periodic physical inventories.

Service Area Outcomes (SAO) are assessed periodically throughout the year:

1) Annual review of proper procedures.
2) Forklift driver certification and safety rules compliance.
3) Assess delivery time and routes.
4) Review of any complaints and/or mistakes.
5) Results of the physical inventory.
Program's Characteristics, Performance and Trends

Characteristics:
Staff are responsible for
a) The physical receipt of purchased goods directly from vendor truck, FedEx, UPS and common carriers;
b) Updating of the computerized records to reflect the receipt of the purchased goods;
c) Tagging new equipment and adding the new equipment to the computerized inventory system;
d) Delivery of purchased goods throughout the campus;
e) Pickup and delivery from the Print Shop of work for delivery throughout the campus.

The Warehouse is staffed with one full-time storekeeper and one 35% storekeeper. The beginning of each semester is typically the busiest times for the warehouse staff. Deliveries are balance against keeping someone at the warehouse to receive shipments and maintain the security of its contents.

Performance and Trends:
Our customers want quick deliveries to their department locations (immediately when they want something). An occasional hiccup might occur however most orders are delivered a timely manner.

Program's Strengths

Staff are experienced and have been with the District for many years. They know the college campus and department personnel. Knowledge of the campus allows them to make timely deliveries. Knowledge of department personnel allows them some flexibility when negotiating delivery times.

Program's Weaknesses

The Warehouse storage facility is at capacity with little room for housing more items or storage for other departments.

The warehouse has a small dock area and that is sometimes overflowing with deliveries that sometimes has to be used as a remote storage location.

Electric pallet jack is more than thirty years old. Repairs are more difficult as the manufacture is no longer in business.

Lack of staffing to monitor and secure the building while making deliveries throughout the day.
The 2001 warehouse delivery van is beat up and looks bad, however the garage has been able to keep it operational with parts from Daihatsu.

**Program's Opportunities**

Either reclassify the part-time storekeeper to full-time or add another part-time storekeeper.

**Program's Threats**

Janitorial supplies are stored in the warehouse but are not controlled by the warehouse personnel. Custodial staff have keys to the warehouse and are able to enter the warehouse and take items without security check.

**Program's Accomplishments and Recommendations for Improvement**

**Accomplishments:**

Department continues to receive, record and deliver goods throughout the campus.

**Recommendations for Improvement:**

Expand staffing for more effective delivery of goods and materials.

**Program's Strategic Direction**

Workload at the Warehouse waxes and wanes with each semester. Not much will be changing in the foreseeable future. We will continue providing services at current levels.

**Program's Staff Development**

Staff are provided the opportunity to participate in:

a) Forklift driver training & certification and safety training;
b) Flex day activities/workshops.

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**Program Review - Additional Comments**

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**Program Review - Executive Summary**

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**Program Review - Response to the Executive Summary**

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**Goal #1**

Long term (2-5 years)  
Corresponds with Institutional Goal # 8  
Status: in progress

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**Description of Goal**

Condense warehouse storage.  
The warehouse is currently filled to its capacity. There is not enough room to add more items or to store items for other departments. We need more space to safely store the inventory. The more inventory that you store, the greater the probability of a workplace accident. The Fire Marshal requires that the warehouse isles be kept clear for fire safety.

Goal 1 is to: Condense the warehouse storage, by maximizing the space we have, freeing up more space on the shelves, relocating items on the floor to the shelves thus providing easy access to our inventory.

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**Evaluation of Goal**

a) Evaluate current space and space restrictions prior to any changes.  
b) Evaluate space and space restrictions after any changes.  
c) Warehouse items (except for palletized items) will be located onto the shelves.  
d) Floor space will be free from obstructions making the workspace safe for our warehouse

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workers.

**Objective #1.1**

a) Begin by limiting the items we store for other departments.
b) Condense the items that are stored at the warehouse into smaller but accessible space.
c) Move items taking up valuable floor space to newly freed up space in the storage racks

**Impact of Objective on Other Programs, Units, and/or Areas**

**Impact on the Area: Student Services**

a) Warehouse may not have space for Departments that had used the warehouse to temporarily store supplies they order in bulk.
b) Items normally ordered from the Warehouse will be located and delivered to the departments more quickly.

**Existing Resources**

This objective would be managed by the Director of Contract Management and Vendor Services

**Goal #2**  
Long term (2-5 years)  
Corresponds with Institutional Goal # 8

**Description of Goal**

Increase staffing by adding a 35% part-time storekeeper position to the warehouse.

**Evaluation of Goal**

a) Improve services to internal and external customers.

b) Provide for someone to cover and support the warehouse operation storekeeper is tied up while receiving goods off trucks from common carriers, FedEx and UPS.

c) Provide for someone to cover and security of the warehouse throughout the day
while storekeeper is making deliveries throughout the campus.

d) Increased customer satisfaction

**Objective #2.1**

Obtain approval and additional budget to add part-time 35% storekeeper position to the warehouse.

**Impact of Objective on Other Programs, Units, and/or Areas**

**Impact on the Area: Academic Affairs**

The addition of additional part-time storekeeper will improve service delivery time to the departments. Deliveries will not have to wait for coverage of the warehouse facility before deliveries and pickups are made.

**Resources Needed: Additional Budget**

- **Requested Item:** addition of a 35% part-time storekeeper
- **Required for How Long:** Ongoing
- **Requested Amount:** $22,539.60
- **Description:**

  Current staffing is not sufficient to provide warehouse coverage and security throughout the day in order for efficient and timely deliveries and pickups. The addition of additional part-time storekeeper will improve service delivery to the departments.

**Supporting Rationale**

A storekeeper needs to be onsite in order to answer the phone, and handle common carrier, FedEx & UPS deliveries in order for their counterpart to make deliveries and pick-ups across campus. The addition of a part-time storekeeper will provide necessary coverage and security at the warehouse to allow deliveries and pick-ups across campus throughout the day.
### Individuals Who Participated in Developing this Plan

The following people acknowledge that they participated in the development of or reviewed this plan.

<table>
<thead>
<tr>
<th>Name</th>
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<tr>
<td>Connell, Timothy</td>
<td>Review Manager</td>
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