**Spare Part Management Procedure – a sample from CRS South Sudan**

This extract is taken from the Fleet Management Manual of CRS South Sudan and serves as an example how spare parts should be managed in countries or field operations where spare parts are not readily available.

**Spare Parts Management System**

Adequate and reliable supplies of original spare parts and consumables, as well as qualified maintenance and repair service providers, are required by CRS to keep the motorized assets in top working condition and to efficiently carry out the programming operations. The preference is to utilize local service providers that have the necessary equipment, supplies and know-how to service our motorized equipment.

Below are procedures the Fleet Department may follow for managing CRS maintenance and repair through service providers and spare parts and consumables inventory.

***Documentations and Procedures***

Each step of the maintenance and repair of motorized assets requires specific documentation. The acquisition of parts, consumables and tools involves the departments of Procurement, Logistics, Asset Management (Administration) and Fleet. Additions to the inventory of parts, tools and consumables need to be documented with **Delivery Notes (DN’s)** and **Goods Received Notes (GRN’s)**. Reductions in stocks must be approved with a

**Local Purchase Order (LPO)** and [**Material Request & Issuance Voucher (MRIV)**.](SPARE%20PARTS%20Material%20Request%20and%20Issuance%20Voucher.doc) Stock receipts, consumption, balance, parts numbers and unit costs are documented on [**Stock Bin Cards**](SPARE%20PARTS%20Bin-Card%20-%20Spare%20part.xlsx)and the [**Inventory of Spare Parts**](SPARE%20PARTS%20Inventory%20-%20Spare%20Parts.xls). Maintenance and repair activities and their estimated costs are reported with a [**Report – Equipment Maintenance & Repair**](../FLEET_Report%20-%20Equipment%20Maintenance%20and%20Repair.xls). All maintenance and repair data is entered into Vehicle logs, and tracked in VMS.

Spare parts, consumables, tools and equipment related to the maintenance and repair of motorized assets are referred to as “spares”.

***Ordering, Receiving and Stocking Spare Parts, Consumables***

Spares requested by Fleet Department are acquired through the CRS Procurement Office, and are handled like any other items procured by the Agency and the Country Program. For a full explanation of the procedures to follow, refer to the Procurement Operations Process and to the Property Management Procedures. Spares will generally be ordered regularly and as per the need through the Procurement Department.

**1. Ordering spares:**

* The Fleet Manager, in coordination with the Store Keeper and Driver/Mechanic, upon the approval of HoO/delegate shall determine the types and quantities of spares to stock;
* The Fleet Manager will complete and submit an electronic/ hardcopy Purchase Request form to the Operations Manager for review. The Operations Manager will review and forward all documents to the HoOps for final approval and then forwarded to Procurement Department for action.

2. **Receiving spares** [refer to the *Property Management Procedure, available on CRS Global*]:

* Appointed receiving Agent will receive and certify all spares against the vendor’s  Delivery Note (DN) and CRS’  LPO  upon  delivery  to CRS office;
* Specific categories of tools and equipment are registered and labeled with inventory ID number by the Property Management Administrator (PMA);
* The Driver Mechanic may be asked to provide a technical review of the spares to validate against the PRF and LPO;
* Copies of the DN, GRN, LPO and vendor invoice are provided to the Store for recording.
* Upon release to the Store Keeper, the spares will be stocked in a spares storeroom;
	1. identical spares need to be stocked together in the storeroom;
	2. Similar but distinct spares (same general use but different part numbers) shall be stocked in the same area of the storeroom;
	3. Additions to each spare stock shall be noted on the Stock and Bin Cards, and documented with DN, GRN, LPO and vendor invoices;
	4. A corresponding entry into the Inventory of Spare Parts workbook shall be made for each addition to stock of each spare.

3. **Tools and Equipment**:

* Tools and equipment used specifically for the maintenance and repair of motorized assets shall be managed either as a fixed asset, non-expendable property, non-mobile property or mobile property [refer to Property Management Procedure];
* Mobile property (i.e., easily carried and usually assigned to individuals) will be assigned to a specific member of the Fleet Department staff and documented using the Property Tracking Form. These tools will not be assigned CRS inventory ID number nor appear in the Inventory Sheet, but will be entered into the Mobile Property List maintained by the Property Management Administrator;
* All other equipment will be assigned inventory ID numbers and labeled permanently, and appear in the Master Inventory Sheet.
* On quarterly basis, the Operations Manager, one person from Finance and the Stores Keeper need to conduct physical inventory of all tools and equipment under custody.

***Reductions in Spare Stock***

Any and all reductions in spare parts and consumable stocks must be approved by the OM or Admin Manager and documented by the Store Keeper. It is forbidden for any item to be removed from inventory without a formal approval using the:

1. Materials Request & Issuance Voucher (MRIV) documents any and all reduction in spares and consumable stocks. The form must be filled out in triplicate using pre-numbered carbonized copies and approved by the Fleet Manager. Once approved, a copy is retained on file by the Fleet Department for documentation purposes. MRIV can be found on CRS Global.

When spares are needed by the Mechanic or service provider to maintain or repair an equipment, a [Vehicle Work Order](https://crsorg-my.sharepoint.com/personal/lionel_lajous_crs_org/Documents/EFOM%20-%20Draft%20-%20New%20fleet%20management/FLEET_Vehicle%20Work%20Order%20-%20Completion%20certificate.doc) [VMS will also produce a Work Order once installed and set up] must first be filled out and approved by the Fleet Manager. If the request is for a fast-moving consumable (e.g., 2-lit motor oil for a motorcycle), no Vehicle Work Order is required in advance [an MRIV is necessary].

* Complete the form as follows:
* **Ref. No MRIV**: The Material Request & Issuance Voucher should be pre-numbered in the format **MRIV-AA-YYMMDD-##**, where  “AA” is the field office code,  “**YY**” is the  year,  “MM” the  month,  and “DD” the  day of  the request,  and “##” indicates  a number  in series  for  the  forms  used  on the same date (e.g., JU-12050612-02 is Juba, 6 May 2012, second MRIV of the day).
* **Requested by** is the person filling out the form, normally the Senior Mechanic/Driver or Store Keeper. The individual must remember to sign and date the form.
* **Approved by** the authorized official, normally endorsed by Fleet Manager and approved by Operations Manager.
* **Equipment description** is the type, year, make and model of the equipment for which the spares are required.
* **Equipment ID Number** will normally be the license plate number of the equipment.
* **KM** is the odometer or hour meter reading of the equipment on the date of the request.
* **Item Number** is the Stock – Bin Card number assigned to the specific spare part.
* **Part Number** (if appropriate) is the unique producer/vendor reference number of the spare (i.e., either the part number or SKU).
* **Qty Requested** is the number of units needed.
* **Unit Type** is for denoting the packaging or other criteria (e.g., piece, kit, set, unit, meter, liter, etc.).
* **Description** of the item (e.g., Castrol Oil, brake shoes, fan belt, Bridgestone Radial Tire, etc.).
* **Qty issued** is the amount delivered to the requestor.
* **Unit Cost** is the price of one unit of the specific spare; this information is available in the Spare Parts Inventory.
* **Rec’d  by** is an acknowledgement of receipt of each spare -in the amount listed under Qty Issued -by the requestor.
* **Items  delivered  on…by** shall be signed by the Store Keeper upon delivery of the spares.
* upon delivery of  the spares  to the  requestor, the Store  Keeper makes  an entry in the “Out” column of the Inventory of Spare Parts Inventory corresponding to each spare;
* one carbon copy of the MRIV is filed in numerical order in a folio created for that purpose entitled “Material Request &  Issuance  Vouchers  (*period)*”  and kept  in  the  Storeroom;
* the original MIRV returns to the Fleet Department, attached to the completed Vehicle Work Order if one has been approved (i.e., not simply a fast-moving consumables request).

VII. **Physical Inventory Management**

Every three (3) months the Property Management Administrator will organize and document a physical inventory of the stocks of spare parts, consumables, tools and equipment. The inventory will be conducted by a minimum of three (3) non-Fleet Department staff, from various departments. The Store Keeper(s) shall, upon request, print out a copy of the Inventory Spare Parts for the Property Management Administrator, and will provide all support documents requested during the physical inventory exercise. The Property Management Administrator with the operations manager will organize the physical inventory count in all sites where CRS keeps stocks of spare parts (Bor,Torit, Juba)