

MISSION

The mission of the MRO Materials Management function is to provide the right part, to the right place, at the right time, for the lowest total cost.

- The **right part** is the one that meets specifications, is easy to install and maintain, and assures a high level of reliability.
- The **right place** is defined by the needs of the user. Generally, MRO materials are delivered to a secure area near the point of use.
- The **right time** is defined by the work order. It does not mean “at any time.” Although it is best to keep critical spares in stock and available at all times, for other MRO materials, the right time means a scheduled time based on planned maintenance work.
- The **lowest total cost** refers to minimizing the sum of five costs: the cost of materials, the cost of replenishment, the cost of quality, the cost of storage, and the cost of inventory shortage (i.e., the cost of not having the part).

This mission encompasses all the processes, equipment, and information necessary to manage MRO inventory and ensure that required MRO materials are available when needed to users (i.e., operations and maintenance personnel).

OBJECTIVES

The MRO Materials Management function has two primary objectives that help it accomplish its mission.

Objective 1: Support operations and maintenance by supplying MRO materials that meet quality and delivery requirements.

Objective 2: Create value for the organization by managing MRO materials and storeroom operations as effectively and efficiently as possible.

COMMITMENTS

The MRO Materials Management function is committed to safety, respect, and excellence in all areas of the operation. To further these goals, we make the following commitments.

Health and safety: We will protect the health and safety of our staff and those visiting the storeroom by observing safe material handling and storage practices, keeping storeroom equipment in good working condition, and maintaining a clean and safe work environment.

Ethical conduct: We will consistently maintain high ethical standards and honor all commitments in our operations.

Best practices: We will strive to implement best practices in all areas of MRO materials management, including storeroom equipment and technology, material handling and storage practices, inventory management, and master data management.

Continuous improvement: We will promote improvement by measuring our performance against established best practices.

Enterprise asset management: We will work closely with operations, maintenance, procurement, and other business functions to manage physical assets in a way that maximizes value for the organization.

VISION

The long-term vision for the MRO Materials Management function is to give the company a competitive advantage by building and maintaining world-class storeroom and materials management operations.