

SULO ASSEMBLY AND DISTRIBUTION SERVICE (A&D)

Frequently Asked Questions

What is an Assembly and Distribution (A&D)?

When new bins need to be rolled out either as part of the introduction of a new service or the replacement of an existing service, there is a requirement to deliver the bins to individual locations or households within a designated timeframe. Clients choose to outsource this task to an expert in the process such as SULO as it is a specialised task and poor planning and execution can lead to errors and unnecessary costs being incurred.

How is it implemented?

An A&D starts with consultation and detailed planning to ensure that the client's needs are sufficiently met. SULO has considerable experience in this area and as a result is able to provide a range of advice and best practice sharing to enhance the planning process. Once operational and production planning are complete, components which will form part of the distribution service are manufactured. Each new bin is marked with a unique number and the optional insertion of radio frequency identification (RFID) tag occurs.

SULO utilises a custom built A&D management application that creates bin and run configurations and efficiently manages the pre-delivery processes including the allocation of bins per property by serial number. The system also manages the post-delivery data input of completed run sheets and provides reporting functionality.

Once all bins (and/or parts) are delivered to the distribution depot the bins are assembled and individual bins are registered and identified e.g. via a custom permanent address label.

The run schedule is confirmed and distribution begins. If SULO is required to add educational booklets or other ancillary items with each bin, this would be completed during bin delivery.

Regular communication occurs between the client and SULO. The SULO management system is continually updated throughout the process. Clients are provided with direct access to the application to review the progress as well as receiving daily reporting.

At the end of the distribution a post implementation review occurs between both parties and the client is provided with an updated database.

Does there need to be a minimum amount of bins for the service to be conducted?

SULO assesses all A&D requests regarding the service location, number and types of bins. In most cases SULO would be in a position to offer the service.

Could we conduct a divider removal or lid changeover at the same time that the service is being conducted?

Yes, SULO works with the client to ensure that their requirements are met in a way that leverages the operation and minimises costs.

We provide an organics service and we are interested in introducing the SULO Kitchen Tidy. We would like the compostable bags delivered regularly as part of the distribution service. Is this something that SULO can help with?

Yes, SULO would deliver the Kitchen Tidies and would distribute the bags as per a service agreement. We would also be willing to work with you on a trial service if this is something that you are interested in.

How soon should we plan for this service to be conducted?

Many clients contact us during the decision making process to ensure that their timeframes are achievable and that they have all the relevant information to support such a service. We encourage clients to notify us at least 4 months before a service is scheduled to begin, especially for larger distributions as the project management process is in-depth and this would ensure that all stakeholders are involved and that service standards are not compromised.

What does SULO require from us in order to conduct this service?

There is a standard process that SULO undertakes before the service begins. Initially during the planning phase SULO would require information on the number and type of services to be conducted and any specific time constraints. As each project differs, a process of consultation is undertaken to ensure all relevant information is gathered. It is important that SULO receives up-to-date data on exactly where the bins need to be distributed. The more accurate the data provided the more accurate the process is going to be. We use the data provided, and where needed GPS and manually derived data from the service area to efficiently schedule distribution runs to ensure every property is serviced.

What are the major issues that could occur during this process?

Planning is the most important facet of all SULO's provided services. If the database is accurate, minimal issues will occur. In all cases there are usually a small amount of enquiries or complaints that will come from residents and this is normal. These types of issues can be reduced by making the process as simple as possible and supporting this via a well thought out and executed communications plan.

Does SULO have quality standards and are they able to provide assurance?

This service is conducted in full compliance with occupational health and safety regulations and environmental best practises. All procedures and processes are publically available for clients. SULO's detailed planning and project management ensures timelines and KPI's are consistently met. A stage-gate approach ensures critical data is captured and minimises the opportunity for data errors.

Can SULO provide consultancy advice to senior management regarding how this process will be rolled out?

Yes, SULO is conducting A&D's regularly and we would be more than willing to share our expert knowledge regarding best practises to ensure a smooth service delivery.

Where would SULO conduct the service from?

We would use an existing SULO warehouse if one is available within a short distance of the area to be serviced. If not, the project team would secure a suitable distribution depot on a short term lease within close proximity to the relevant area. If the clients depot is an option and meets the requirements needed, this could be discussed with the client as a possible option.

We would like to include an information booklet and/or a sticker on each household bin. Is this an option?

Yes it is. We tailor every service to meet our client's needs. We encourage the affixing of permanent address labels to the side of the bin showing address and collection day/week.

We have some new bins in the field and some that do not need to be replaced. Is SULO able to pull back these bins and provide them to us so that we can use them for future replacements or events?

If clients choose to store bins for events or future repair/ replacement use, this can be arranged. It is recommended that councils ensure that they have appropriate storage facilities as some clients have done this in the past and it has led to hiring containers and external storage facilities which can be costly and unnecessary.

What happens to the old bins that have been pulled back from households?

All bins will be recovered from the field and re-processed so that the materials can be reused in the manufacture of new wheelie bins. Other parts such as axles could be re-used in other ongoing requirements.

Would SULO use local labour to conduct the service?

This would depend on where the service area is located. In some cases we may need to bring in a team of trained labourers however in most cases we utilise local labour. Depending on the most efficient way, ensuring that the contract is completed within the scheduled timeframe.

Why Choose SULO for this service?

SULO understands the product lifecycle of a bin from quality manufacturing standards to recycling parts at the end of a bins useful life and everything in between. The company is Australian Owned and bins are manufactured locally. Our clients have benefited from our specialised service, simplified operations and resident satisfaction when outsourcing their A&D service.

Specialised service

SULO has experience, processes and best practises to implement an A&D

A professional roll-out approach using advanced technology to conduct service

SULO buys back bins that have been taken from the field as part of SULO Recycling Services

Simplified operations

SULO can conduct the service in a staged approach or replace or introduce a new service at once

Guaranteed component availability

Resident Satisfaction

Efficient and timely completion of services

Service delivery standards meet

Operational and financial benefits

Database management

Complete project management

Regular detailed reporting and online visibility of progress

Am I able to contact a SULO client regarding this service?

SULO prides itself on its ability constantly supply a high quality product and service. Our clients attest to our expertise and we would be willing to provide details of clients whom you can contact to discuss our Assembly and Distribution Service.

