STANDARD OPERATING PROCEDURE

Service Van Inventory SOP

Document no.	SOP-FSV-004
Revision	1.0
Owner	Warehouse Supervisor
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure every service van carries the right parts and tools at the right quantity, restocking happens promptly after use, and inventory records stay accurate between the van and the warehouse.

2. Scope

Applies to parts, consumables and tools stocked in field service vehicles for day-to-day repairs. Special-order parts for specific jobs and shop or warehouse inventory are covered by separate procedures.

Definitions

Par level	The target quantity of a part that should normally be kept in van stock, used to trigger restocking.
Van stock list	The approved list of parts, quantities and tools assigned to a given van or technician.
Core return	A used or defective part returned to the warehouse or supplier, often for a credit against a new part.
Cycle count	A partial inventory count of a subset of parts, done on a rotating schedule instead of counting everything at once.

3. Responsibilities

Field Service Technician	Checks van stock daily, logs parts used against jobs, and requests restocking before running short.
Warehouse Coordinator	Picks and issues restock orders, receives core returns, and maintains the van stock list and par levels.
Warehouse Supervisor	Sets par levels, reviews cycle count results, and investigates shrinkage or repeated discrepancies.
Service Manager	Approves changes to the standard van stock list and reviews inventory carrying cost.

RACI matrix

Activity	Field Service Technician	Warehouse Coordinator	Warehouse Supervisor	Service Manager
Set and update par levels	C	R	A	C
Perform daily pre-trip stock check	R/A	I	I	-

Activity	Field Service Technician	Warehouse Coordinator	Warehouse Supervisor	Service Manager
Pick and issue a restock request	R	R/A	I	-
Perform the weekly cycle count	R	R/A	C	I
Investigate stock discrepancies	C	R	A	I

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Approved van stock list with par levels
- Warehouse or inventory management system (WMS)
- Barcode scanner or mobile inventory app
- Lockable storage bins and toolboxes
- Core return tags and boxes
- Restock request form

Personal protective equipment

- Gloves for handling sharp or heavy parts
- Back support belt for lifting heavy stock

5. Procedure

Step	Task	Owner	Done
5.1	**Review the van stock list and par levels** Warehouse coordinator confirms the current van stock list and par levels for each vehicle are up to date in the inventory system, adjusting for seasonal demand or new equipment models.	Warehouse Coordinator	☐
5.2	**Perform the daily pre-trip stock check** Technician visually checks bins and toolboxes against the van stock list before the first job of the day and notes any items below par level. **Checkpoint:** Critical parts and safety equipment are confirmed present before the van leaves the yard.	Field Service Technician	☐
5.3	**Log parts used against each job** Technician records every part consumed on a job in the field service or inventory app at the time of use, linking it to the work order.	Field Service Technician	☐
5.4	**Submit a restock request** When an item drops below its par level, the technician submits a restock request through the app, specifying the part number and quantity needed.	Field Service Technician	☐
5.5	**Pick and issue the restock** Warehouse coordinator picks the requested parts, verifies quantities against the request, and issues them to the technician's van stock in the inventory system.	Warehouse Coordinator	☐
5.6	**Receive and verify restock at the van** Technician checks the picked parts against the restock request before loading them, and reports any shortages or wrong parts immediately.	Field Service Technician	☐

Step	Task	Owner	Done
5.7	**Secure high-value items and tools** Technician stores high-value parts, meters and power tools in locked compartments, and secures the van whenever it is left unattended. **Warning:** Never leave high-value tools or parts visible in an unlocked or unattended vehicle.	Field Service Technician	☐
5.8	**Return unused and core parts** Technician returns unused parts and tagged core returns to the warehouse promptly, so they can be credited or put back into circulation.	Field Service Technician	☐
5.9	**Perform the weekly cycle count** Technician and warehouse coordinator jointly count a rotating subset of van stock items each week and compare the count to the inventory system. **Checkpoint:** Counted quantities match the inventory system within the agreed tolerance before the count is closed.	Warehouse Coordinator	☐
5.10	**Investigate and reconcile discrepancies** Warehouse supervisor reviews any cycle count discrepancy above the tolerance, checks recent job logs and restock requests, and adjusts the system record with a documented reason.	Warehouse Supervisor	☐
5.11	**Calibrate and inspect tools on schedule** Technician checks meters, gauges and other calibrated tools against the calibration schedule and flags any that are due or damaged for service.	Field Service Technician	☐
5.12	**Audit van organization and layout** Warehouse supervisor periodically audits each van against the standard layout and stock list, checking for organization, cleanliness and unauthorized personal storage.	Warehouse Supervisor	☐

6. Quality checks

- Weekly cycle counts stay within the agreed tolerance for at least 95 percent of counted items.
- Restock requests are picked and issued within one business day of submission.
- Every van passes the periodic layout and organization audit against the standard.
- Calibrated tools have no overdue calibration dates.

7. Records

- Van stock list and par levels
- Restock requests and issue log
- Weekly cycle count results
- Core return log
- Tool calibration schedule

8. KPIs

- Cycle count accuracy
- Restock turnaround time
- Emergency parts orders caused by van stockouts
- Van stock carrying value against target

9. Common mistakes

- Not logging a part as used until days after the job, causing inaccurate stock levels.
- Letting personal items or unrelated stock accumulate in the van.
- Skipping the pre-trip stock check on routine days.
- Holding onto core returns instead of sending them back promptly.
- Adjusting inventory counts without documenting the reason for the discrepancy.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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