

OCTOBER 2026

From exceptions to early operational visibility

ERPOLIS | From complexity to order

Operational insight

An overdue task, a repair waiting for an update, or an exception that keeps returning can be a useful starting point for an operational review. The first question is practical: what does the record tell us, and who should take the next step?

This month's bulletin connects three themes: clear ownership, exceptions as signals, and early visibility of operational risk. It offers a practical way to review everyday equipment and maintenance information.

Three questions to carry into the next review

Ownership

Who owns the next action, and is the expected step clear?

Exceptions

What differs from the expected process, and what context is missing?

Visibility

Which record should we examine before deciding what to do?

Question of the month

Can your team explain one open issue using a record, an owner and a next step?

MAIN ARTICLE

Follow the exception to its next step

Start with the question

A label such as 'open' gives a conversation a starting point. To understand the situation, look for the relevant equipment, the latest recorded update and the information needed for the next action.

When an exception repeats, compare the individual records before drawing a conclusion. A missing date, unclear responsibility and an incomplete document may need different responses. Avoid assuming that every repeated exception has the same cause.

Early visibility means bringing a question into the review while there is still a useful next step to discuss. Make it a regular management practice: review the record, discuss the context and agree the next action.



Illustrative scenario

During a warehouse review, an equipment repair is still open. The team checks the record and finds that the next update is missing. It identifies who should provide that update and agrees when to review the issue again.

Key point

Keep the observation, the evidence and the next action clear.

ERPOLIS IN PRACTICE

Use the record that answers the question

Choose the relevant record first. Check its context and completeness before using it in an operational discussion.

Equipment

ERPOLIS equipment records contain identification, technical inspections, preventive inspections, operating hours and documents. Start by confirming that you are reviewing the correct asset and its current recorded information.

Maintenance

Review the recorded inspection date and supporting information. Equipment records include the operating-hour reading and the reading at the last preventive inspection. These provide context for reviewing maintenance.

Repairs and service - PRO

Repair records have defined statuses and fields for service dates, order details and supporting documents. Review which required detail is still missing and which authorised role needs to update it.

Dashboard and reporting

The dashboard presents operational indicators. Reporting Hub groups equipment, service, inspection and operational reports. The views available to a user depend on permissions; management and operations reporting are PRO.

Make the next action explicit

Action plans record a responsible person for the plan, an assignee and priority for each task, expected and actual completion dates, and attachments. Use that structure to state the agreed next step.

Scope matters

Repairs and service require PRO. Module access and available actions depend on assigned permissions and the plan.

PRACTICAL SELF-CHECK

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Five checks for your next operations review

Start with one open issue

- 1 Identify the record**
Can everyone identify the equipment or task being discussed and find the relevant record?
- 2 Confirm the context**
Are the latest recorded status, inspection information and supporting documents clear?
- 3 Name the next owner**
Is it clear who should provide the next update or complete the next action?
- 4 Check access and scope**
Can the intended user see and update the information they need, within their permissions and plan?
- 5 Agree the next review**
What needs checking next, and when will the team return to the issue?

A practical step for October

Choose one recurring exception. Review the relevant equipment, repair or task record, note any missing information, and agree an owner and a review date. For supporting instructions, check the controlled document's owner, validity date and issue number.

Use the exercise to clarify the work and agree the next step.

Explore ERPOLIS for your operation

Compare the available plans and check which scope matches your equipment, service and reporting needs.

[Explore ERPOLIS and compare plans](#)herlekyn.com