

Customer Working Groups Summary of Recommendations

Green = Completed

Yellow = In Progress

Red = Cannot Do

It does not appear that F&S schedules work.

1. Use a timeline or other tool for scheduling all projects, large or small.
2. Publish a list of work that is being done on campus so customers can see where their work orders fall in the pipeline
3. Track maintenance that has been done in each building, especially major systems and repeat jobs.
4. Maintain a history of scheduling performance – the time it takes to complete each job. Use this to spot potential problem areas in work scheduling.

F&S is developing new procedures for assigning maintenance work. Using the AiM system and other tools to collect and analyze data is a part of the new process. F&S is using the feedback to identify operational problem areas, including planning, to continuously improve its processes.

There are no firmly-defined criteria for prioritizing work.

5. Set realistic criteria for prioritizing work requests, and use them for all submitted requests. Priorities should be designed to accurately reflect problems.
6. Customers would like to know the priorities used for deciding what work gets done first (or what gets deferred), and what priority is assigned to each job they've submitted.
7. Allow customers the ability to request changes in the priorities for projects in their facilities (not those affecting other customers).
8. Flag older open work orders and update their priority status as appropriate.

Information on F&S processes and services is outdated or insufficient.

9. Provide overview of the service request / work order process, including responsibility and approximate times for each step.
10. Provide purpose, contact information, roles (F&S and customer), and maps of Maintenance Zone Managers program and Construction Management Portfolio Zones.
11. Set up meetings between Customers and F&S Zone Managers and Construction Coordinators (one-on-one or small groups) to clarify responsibilities and build relationships.
12. Update and provide access to Division of Responsibility (DoR) for buildings.
13. Service Level Agreements – adjusted annually
14. Share when work is performed on a building (whether the responsibility of F&S or the department) to assist with F&S and department record-keeping and to update DoRs if necessary.
15. Implement self-managed list of building/department contacts (both Facility Managers and Customers) to communicate changes, new processes/programs, and updates that affect customers
16. Provide a history of these updates, such as "What's New" on My.FS portal
17. Deliver and maintain current information to customers via multiple methods, such as website, notices in E-week, classes, meetings, new orientation training, and/or occasional forums for meeting people and building relationships.

18. Provide capability to search for work orders by building, regardless of funding.
19. Provide clear description and directions on non-F&S options for work – Contractor Services.
20. Include more “customer-friendly” information on Outage Requests.
21. Define a “project” – What is a project? What are the expectations (for customer and F&S) for jobs that are projects?
22. Add “How to Guides,” including how to enter a service request, and how to follow up.
23. Add “Help”/“?” buttons/links after My.FS form field headings, or hyperlinked underlined words, that produce definitions or additional explanations.
24. Offer definitions of terms used in work order communications.

F&S Staff appears to have incomplete understanding of roles, current processes, and programs as well as insufficient customer service and communication skills.

25. Provide training in general customer service and communications
26. Set expectations for:
 - a. Line workers
 - i. Check-in, check-out at work site
 - ii. Define and communicate F&S message
 - b. Foremen, sub-foremen
 - i. Know and understand roles and responsibilities
 - ii. Understand and communicate consistent work processes
 - c. Zone Managers (ZM) and Construction Coordinators (CC)

Customers are not consistently getting specific information regarding work order status.

27. More clearly delineate on Service Request Form between work that does or does not need coordination between F&S and customer.
28. Communicate specific schedules and coordinate time of arrival when requested.
29. The F&S individual currently managing the job must communicate to the customer when a new person is responsible for the job.
30. Offer multiple methods of communication, such as in-person, phone, voicemail, sticky note, or e-mail
31. Set up automatic work order closure e-mail.
32. Provide explanations for “deferred” service requests (similar to “denied”).
33. Implement a feedback system allowing customers to comment on work.
34. Reassess the pilot Single Point of Contact (SPOC) program. While some customers involved in the program felt it worked well for them, others from multi-department buildings feel that a SPOC for the building they share may not work for them.

Contractor Services is not sufficiently transparent.

35. Provide static documentation of Contractor Services processes, rules, responsible parties, key process milestones and communicate changes. Provide contact information for status updates.
36. List of available contractors with their maximum annual monetary limit along with how much they have accumulated to date.
37. An online method of recommending lesser known contractors.
As a public institution the University cannot endorse or give the appearance of favoring a vendor.

38. Frequently Asked Questions (FAQs), where online submission is allowed and written responses by authorized individuals are given.

The FAQ will be updated and posted to the Construction Services Website.

39. General Guidelines document specific to use of Contractor Services.

Overhead for Contractor Services should not subsidize, or be subsidized by, other funding sources.

41. Provide an F&S Contractor Services Representative per project to represent internal project interests at project initiation and at subsequent meetings with the Contractor and User to shepherd the project's course.

Customers believe F&S does not understand the challenges faced by facility managers and how scheduling, costs, and communication affects them and their constituents.

43. Provide opportunities for F&S to learn about how processes and work scheduling affects FMs responsibilities.

44. Be aware of, respond to, and communicate scheduling priorities, delays and charges against the department's fixed cost budget.