

Facilities Planning & Management (FP&M)

Customer Service Process Improvements

University Committee
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Background

- FP&M understands customers would like improvement in the maintenance work order and small-project renovation processes

Good news:

A project is already underway to improve these areas, including the lab renovation process



Common Themes

- Timeliness of project delivery
- Cost and billing of projects
- Communication with customers and within FP&M units



Integration of Efforts



Recommendations

- Simple, efficient intake processes
- Clear, understandable rate structures
- Accurate estimates with clear expectations
- Transparent, timely billing processes
- Timely and efficient project delivery
- Improved communication with customers
- Fully integrated business systems to support improved processes



Quick Wins

- Publish rates and staff contact information on the website
- RFP for new software on the street
- Written on-call procedure for after-hours
- Customer liaison assigned to customers at point of intake
- Billing adjustment and appeals process



Special Attention

- An improved process for lab renovations
- Standing contracts with architecture and engineering firms for gift/grant projects
- Single intake for renovation projects, regardless of funding source or cost estimate
- Ongoing collaborative partnerships with our customers, including exploration of lab standardization opportunities



Future State

- Accurate and useful performance metrics
- Continual process improvement based on customer feedback and performance metrics
- Tools, education, and support for our campus partners
- Establish a 2nd shift for after-hour emergencies and renovation continuity



Questions and Comments?



