Online Assessment Tracking Database

Sam Houston State University (SHSU)
2014 - 2015

Plant Operations

Goal   **Implement FAMIS 4.0** 🔑

Complete the implementation of FAMIS 4.0. This will include migrating data from FAMIS XiR2 and adapting all the business processes to fit with the new program.

Objective (P)   **Migrate From FAMIS Classic** 🔑

Discontinue using FAMIS Classic for work orders, purchase requisitions, billing and warehouse inventory by April of 2015

KPI Performance Indicator   **FAMIS Classic Termination Date** 🔑

The date FAMIS Classic is no-longer used in the shops and the warehouse. The target date is the end of March 2015.

Result   **FAMIS Classic Termination April 1, 2015** 🔑

FAMIS CLASSIC was removed from SHSU on April 1, 2015. Both FAMIS CLASSIC and MP2 data was archived on this date. It is available only by generating a COGNOS report.

KPI Performance Indicator   **Completion Of Data Migration** 🔑

The date that data migration is complete from FAMIS classic including work orders, projects, labor hours, PREQ(s), PO(s), work order costs. The target date is June 2015.

Result   **Final Data Migration April 1, 2015** 🔑

The date that the final data was migrated from FAMIS Classic to FAMIS Cloud was 4/1/15. We still need to input some asset data by hand but the acutal migration is complete.

Objective (P)   **FAMIS CLOUD Go Live**

Going live with FAMIS CLOUD. Using FAMIS CLOUD for work orders, projects, PREQ(s) and PO(s).

KPI Performance Indicator   **FAMIS CLOUD Go Live Date**

The date that FAMIS CLOUD is used by the shops for work orders and PREQ(s). 🔑This includes Purchasing, Inventory and Projects. The initial target date is December 19, 2014.

Result   **Actual Go Live Date** 📎 🔑

The date that FAMIS CLOUD did go live. This date was 2/2/15. It went live concurrent with FAMIS CLASSIC.

Attached is an issue log at the time of "Go Live" and the issue log as of 2-19-15.

Result	**FAMIS CLOUD BILLING** 🖉 🔑

The FAMIS CLOUD Billiing process is complete. It was completed and the initial FUPLOAD was sent to accounting in April, 2015.

Result	**FAMIS CLOUD FUPLOAD** 🖉 🔑

A copy of the initial Billing FUPLOAD for FAMIS CLOUD

Goal	**Central Fleet Pilot Program** 🔑

Complete the implementation of the Central Fleet Pilot Program. This includes developing the policies and procedures for the campus. Implement a marketing effort and incorporate into FAMIS 4.0

Objective (P)	**Complete Policies And Procedures** 🔑

Complete all of the policies and procedures for Central Fleet. This includes published forms, policies, procedures for clients, FAMIS procedures for Fleet Personnel and reservation of physical space for fleet vehicles.

KPI Performance Indicator	**Central Fleet FAMIS Procedures** 🔑

Documentation of the final FAMIS procedures for the Fleet Program. Target date is April 2015.

Result	**FLEET PROCEDURES** 🖉 🔑

Documentation of FLEET procedures currently in place.

Result	**Rental Fleet FUPLOAD** 🖉 🔑

Rental Fleet billing FUPLOAD it represents our first significant income for the Rental Program.

Result	**Fleet 6 Month Summary** 🖉 🔑

Detailed financial summary of the rental fleet activity for the first 6 months with lessons learned and recommendations.

KPI Performance Indicator	**Central Fleet Policies And Procedures** 🔑

Complete and post the Central Fleet policies and procedures on the Facilities Mangement Web Site. Target date is mid March 2015.

Result	**Fleet Procedures And Forms Posted Online** 🔑	

The SHSU Fleet Rental Program policies, procedures and forms have been posted on the Facilities Management Web Site.

Result	**Fleet Rental Procedures** 📎 🔑

Published Fleet Rental Procedures

Result	**Rental Fleet Policy** 📎 🔑

Official University Fleet Rental Policy published in February 2015

Objective (P)   **Central Fleet Marketing**

Implement a marketing program for the Central Fleet.

KPI Performance Indicator   **Start Of Fleet Marketing**

Implementation of a marketing program to the users on campus for the Central Fleet Program. The target date for implementation is the first of April 2015.

Result   **Bearkat Wheels Marketing Implementation**

The marketing initiative for Bearkat Wheels started on 7/8/15 with user meetings on campus. We have since expanded it to include participation with Bearkat Mania, giveaways for renters, attending various club meetings on campus. We are targeting organizations that travel a great deal based on a review of rental expenditures on campus.

Goal   **Plant Operation Metrics** 🔑

Develope four or five metrics for Plant Operations to measure efficiency and performance of maintainance staff.

Objective (P)   **Improve Work Hours Efficiency** 🔑

Increase the hours technicians actually spend working on equipment. Improve "wrench" time.

**KPI
Performance
Indicator**

Percentage Of Work Hours 🔎

On a monthly basis track the work hours of each shop charged to work orders on a percentage basis. Our target is 75%.

Result

April 2015 Results 📎 🔎

The overall efficiency for FPO Maintenance for April 2015 is right at 28%

Result

May And June 2015 Results 🔎

The results for May and June show a slight improvement of 33% and 36% respectively. There is an issue with the report that needs to be improved.

Objective (P)

Improve Response Time

Decrease the response time for reactive work orders. This is based on actual response time versus the target response times bases on work order priorities.

**KPI
Performance
Indicator**

On Time Response

On monthly basis, track the percentage of time (on a per shop basis) that the target response for reactive work orders are met. This is bases on the priority of the work order. Our target is a 90% success rate.

Result

2015 April SLA Results 📎 🔎

The on-time SLA ratio for April 2015 is 56%.

Objective (P)

Improve Completion Time

Improve the time we complete the work orders (both reactive and PM). This is based on the priority of the work order which sets the target completion date.

**KPI
Performance
Indicator**

Work Completion Time

On a monthly basis, track the average days to completion for both Service Requests and PM Requests. The target is 3 days for Service Requests and 10 days for PM work orders.

Result	**2015 April SR Results**
	Averge days to completion for April 2015 is just over 5 days.
Result	**2015 April PM Results**
	The averge days to completion for April 2015 (PM Work Orders) is right at 5.2 days.

Objective (P) **Improve PM Performance**

Increase the percentage of PM work that are completed and lessen the percentage of PM work orders that are deferred.

KPI Performance Indicator **Percentage Of Deferred PM(s)**

On a monthly basis, track the percentage of PM work orders that are deferred on a per shop basis. The target is less than 20% of PM work orders are deferred.

Result **2015 April Defer PM Results**

The percentage of PM deferred for 2015 April is 0% but the percentage completed is 64%.

Result **Results From May To July 2015**

The results from May 2015 to July 2015 show a marked improvement. In May 87.2% of the PM work orders were completed, June 91.4% were completed and July 80.3% were completed.