# Plant Operations

## Central Fleet Pilot Program

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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

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RELATED ITEMS

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RELATED ITEM LEVEL 1

**Central Fleet Marketing**

**Performance Objective Description:**

Implement a marketing program for the Central Fleet.

RELATED ITEM LEVEL 2

**Start Of Fleet Marketing**

**KPI Description:**

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.

**Results Description:**

This KPI was completed on time. The current marketing for the Central Rental Fleet is "BearKat Wheels". We have expanded the program through direct contact with our customers on campus, surveys and small giveaways to our customers. Our goals for a significant increase in the usage of our vehicles has been met.

RELATED ITEM LEVEL 1

**Complete Policies And Procedures**

**Performance Objective Description:**

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.

RELATED ITEM LEVEL 2

**Central Fleet FAMIS Procedures**

**KPI Description:**

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

**Results Description:**

The Rental Fleet procedures have been implemented completely and the program is running smoothly. The program as a whole is very successful achieving all the goals set for this program. All rental charges are FUPLOAD on a weekly basis. This KPI was completed 100% and well before the deadline.

RELATED ITEM LEVEL 2

**Central Fleet Policies And Procedures**

**KPI Description:**

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

**Results Description:**

This KPI was achieved on time and 100%. The policy has been published and posted. The procedures for customers have been well established and the program is a success. Attached are the published policies for the Rental Fleet.

## Implement FAMIS 4.0

**Goal Description:**

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.

### FAMIS CLOUD Go Live

**Performance Objective Description:**

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

### FAMIS CLOUD Go Live Date

**KPI Description:**

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.

**Results Description:**

FAMIS went GO LIVE on 2/15/15.  This KPI was achieved but did not meet the target date.

### Migrate From FAMIS Classic

**Performance Objective Description:**

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

### Completion Of Data Migration

**KPI Description:**

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.

**Results Description:**

The FAMIS CLOUD data migration is complete.  This KPI is 100% complete and has been completed on time.  FAMIS CLOUD procedures have all been established and efficiency of documentation has improved.

### FAMIS Classic Termination Date

**KPI Description:**

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

**Results Description:**

This particular KPI was completed on time.  FAMIS classic data was archived 3/1/15 and the program removed from the servers.

## Plant Operation Metrics

**Goal Description:**

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

### Improve Completion Time

**Performance Objective Description:**

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.

### Work Completion Time

**KPI Description:**

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.

**Results Description:**

We have not met our goals for this KPI.  A portion of the issue is the process by which we document our actions.  We are improving in documentation but we need to continue to improve.  The average for service days is closer to 4 days and for PM(s) closer to 20 days.

### Improve PM Performance

**Performance Objective Description:**

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

**Percentage Of Deferred PM(s)**

**KPI Description:**

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.

**Results Description:**

It has been a long process to get the PM(s) scheduled in FAMIS Cloud.  The schedules all came over in the data migration but the means by which the work orders are generated are significantly different from Classic to the Cloud.  However, we do have man of the PM(s) scheduled and similar to other KPI(s) based on data from FAMIS, it has been a  struggle to get the correct information out of the program.  We have finally succeeded and the latest data is well below expectations.  Our current completion of PM(s) is 50%.  We need to improve in this area significantly.

RELATED ITEM LEVEL 1

**Improve Response Time**

**Performance Objective Description:**

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.

RELATED ITEM LEVEL 2

**On Time Response**

**KPI Description:**

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.

**Results Description:**

FAMIS Cloud is not fully mature software.  It was very difficult to get accurate data from the system but we have accomplished the process for documenting this KPI.  We found flaws in our documentation process and are working to correct the process.  Currently we are falling short of our goals for this KPI and stand at about a 60% success rate for meeting our goals.  We are still improving the documentation process.

RELATED ITEM LEVEL 1

**Improve Work Hours Efficiency**

**Performance Objective Description:**

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

RELATED ITEM LEVEL 2

**Percentage Of Work Hours**

**KPI Description:**

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

**Results Description:**

We have no been able to accurately confirmed this KPI.  Work is still needed to confirm the results from our maintenance program.