

Facilities Services

Central Fleet Pilot Program

Goal Description:

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

Plant Operation Metrics

Goal Description:

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

RELATED ITEMS - - - - -

RELATED ITEM LEVEL 1

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.

RELATED ITEM LEVEL 2

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:

Director left in November 2016. Due to personnel shortage and software issues this item was unable to accurately be reported. Once this position is hired, new goals will be set that are aligned with the goals of the University.

RELATED ITEM LEVEL 1

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.

RELATED ITEM LEVEL 2

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:

PM feature in current work order system does not work. A new work order system is being researched.

RELATED ITEM LEVEL 2

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:

Director left in November 2016. Due to personnel shortage and software issues this item was unable to accurately be reported. Once this position is hired, new goals will be set that are aligned with the goals of the University.

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:

RELATED ITEM LEVEL 2

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:

Director left in November 2016. Due to personnel shortage and software issues this item was unable to accurately be reported. Once this position is hired, new goals will be set that are aligned with the goals of the University.

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:

Director left in November 2016. Due to personnel shortage and software issues this item was unable to accurately be reported. Once this position is hired, new goals will be set that are aligned with the goals of the University.

RELATED ITEM LEVEL 2

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:

Director left in November 2016. Due to personnel shortage and software issues this item was unable to accurately be reported. Once this position is hired, new goals will be set that are aligned with the goals of the University.