Facilities Embraces the “Lean” Process

Lean, as it relates to the Office of Facilities (Facilities) is a process that strives to assure that the value of the service provided is consistent with the resources utilized to perform it. In this case, the Lean process is about finding ways to eliminate waste while improving and enhancing the process required to perform the service. Lean focuses on removing waste while increasing customer value; it’s about smooth process flows, performing only those activities that add value and removing those that do not.

Lean was first introduced to the Office of the Vice President for Business Affairs in May 2009 by UTSA’s Director for the Center for Advanced Manufacturing & Lean Systems, Dr. F. Frank Chen. In July 2009, Facilities met with Dr. Chen and his colleagues to discuss how the Lean process could positively impact small renovation projects totaling less than $100,000. By January 2010, Facilities had initiated the process of improving existing procedures and the delivery of customer service.

For additional information on the Lean process please visit The Center for Advanced Manufacturing and Lean Systems at http://camis.utsa.edu.

Update: As part of UTSA’s Lean Initiative, beginning January 1, 2011 all work requests must be entered using the iService Desk program.
WORK CONTROL

Receive Request for Services

Determine type of Service

Corrective Maint / ROD

O&M Project

Setup / Special Event

Preventive Maintenance

E&PM Project (ESTIMATE)

See process Page

Updated 2/10/10
Corrective Maint Call / Report of Defect

**Requester**
- Submits Request for Corrective Maint

**Work Control**
- Create Work order and assign Trade(s)
- Print Work order and distribute to Trade(s)
- Work order coded as ROD
- WC posts time and closes Work order in TMA

**Facilities**
- Diagnose
  - Maintenance Issue
  - Minimal repair
  - ???
  - Trade(s) performs Repairs
  - Completed work order returned to WC
  - Return to WC as ROD
- ROD Contact informs OFPC of defect
- ROD Contact informs WC of completion

**OFPC**
- OFPC Provides TMA Browse printout to Contractor and schedules visit(s)
- OFPC informs ROD Coordinator and WC of completion

**GC**
- Contractor performs Repairs
- Contractor informs OFPC of completion
Requester

Submits Request for Services

Work Control

Create Work order and assign Trade(s)

Print Work order and distribute to Trade(s)

O&M

Trade(s) performs Service

Completed work order returned to WC

WC posts time and closes Work order in TMA

Updated 2/10/10
**SETUP**

**Requester**
- Submits Request for Services
- Requester holds event

**Work Control**
- Create Work order and assign Trade(s)
- Print Work order and distribute
- Special Event? (Yes)
  - See Special event Process page
- WC posts time and closes Work order in TMA

**Bldg Sup. Srv**
- Bldg Support Services sets up event
- Bldg Support Services tears down setup
- Completed work order returned to WC

Special Event? (No)

*Updated 2/10/10*
**Special Event**

**Requester**
- Submits Request through i-service desk
- Requester holds event

**Work Control**
- Review i-service desk request for required information (Date, location, set up info, etc.) Approve WO.
- Assign appropriate Facilities Sections to WO (HK, BSS, O&M)
- Send email confirmation to Customer, Manager of HK, BBS and any other supervisor involved in set up. Work order is also printed and provided to all sections with any diagrams provided by customer.
- WC posts time and closes Work order in TMA

**Bldg Sup. Srv and HK**
- Bldg Support and HK Services sets up event
- Bldg Support Services down setup/tears
- Completed work order returned to WC

**O&M**
- Trade(s) set up event
- Trade(s) tear down setup
- Completed work order returned to WC

Updated 2/10/10
PREVENTIVE MAINTENANCE (PM)

Requester

PM SCHEDULER

Work Control

Generate PMs

Print Work orders and give to PM Coordinator

WC posts time and closes Work order in TMA

O&M

Trade(s) performs PMs

Completed work orders returned to WC

Updated 2/10/10
ESTIMATE (O&M PROJECT)

Requester

- Submits Request for Services

Yes

Customer Approved?

No

WC posts time and closes Work order in TMA

Work Control

- Create Work order and assign Trade(s)

- Print Work order

Yes

Project Management?

No

Customer Approved?

Yes

Requester Contacted for Approval

WC Update status to approved

No

WC posts time and closes Work order in TMA

O&M

- Maintenance Manager prepares estimate

Yes

Completed estimate turned into WC for Requester approval

No

Trade(s) perform service

Completed work order returned to WC

Updated 2/10/10
ESTIMATE (PROJECT MANAGEMENT)

Requester

- Submits Request for Services

Work Control

- Facilities Planning
  - Project Management?
    - No
    - Yes
      - See Estimate O&M Project Management process page

Requester

- Customer Approved?
  - Yes
    - Requester Contacted for Approval
      - Status changed to approved
      - WC posts time and closes Work order in TMA
  - No
    - See Project Management process page

Project Mgmt.

- AD Ins Proj assigns PC
  - PC Devs estimate & turns into WC for Requester approval
    - Yes
      - General Contractor?
        - Yes
          - Contractor performs Service
            - Contractor informs Proj. Coordinator of competed service
            - Completed work order returned to WC
        - No
          - Completed work order returned to WC
    - No
      - Trade(s) perform Service

O&M

- Completed work order returned to WC