



# Plant Operations Work Control

## FY 2007 Annual Report

Published: November 28, 2007



## Introduction

Fiscal year 2007 was a busy and eventful year in Work Control with some significant staffing changes. Although we welcomed some new members, we said goodbye to others. Chris Johnson transferred to Work Control due to some cuts in the Purchasing Department. He was tasked with starting a Customer Relations Program. Unfortunately for us, he found a new job in the Purchasing field and left us after a few months. We also added the Quality Assurance Department to Work Control this year as a transfer from Building Services. Mike Peterson and Pam Smith joined Work Control as the inspectors for this program. We expanded the Preventive Maintenance program by adding Doug Luma for Preventive Maintenance Audits and Ray Garrett as a Preventive Maintenance Planner devoted to the Utilities Department. And lastly Jim Vibbart (Associate Director for Work Control) and Rick Hadden (Key Office Supervisor) left the department in April. Jim transferred to Business Manager of the Zone Maintenance Department. Rick and the Key Office staff moved to the Zone Maintenance Department as part of reorganization. We ended the year with interims for Associate Director, Call Center Manager and Call Center Supervisor and look forward to finalizing plans for the direction of Work Control in the near future.

Accomplishments for the year in Work Control include:

- Expanded partnership with Housing Maintenance as they were brought on line with our new Facility Max System.
- Planning and testing got underway for the upgrade to the Facility Max System for Plant Operations.
- Subcommittees in the Plant Operations Call Center got underway and changes have taken place due to recommendations from these teams.
- Installation of the new Symposium phone system for the Plant Operations Call Center.
- A PM planner position was added (with shared funding from the Provost's office) to perform audits in buildings. To date, 24 buildings have been inspected.
- A PM planner was added to coordinate PM functions for the Utilities Department. Corrective actions have taken place in several Utilities shops and PM's are being distributed regularly.
- 1300 new pieces of equipment were added to the PM program.
- New software was purchased for our Quality Assurance program.
- We brought the new Supervisor Toolbox online on the Plant Operations web page.
- We have installed a new emergency telephone number for employees to call in the event of an emergency.

Work Control is a department with 36 hard-working members. The responsibilities of Work Control include:

- Key Office
- Plant Operations Call Center (POCC)
- Preventive Maintenance (PM) Planning
- Estimating
- Project Coordination
- Shutdown Coordination
- Quality Assurance

- Performance Measures Reporting
- Plant Operations Web Site
- Special Projects
  - Work Codes
  - Facilities Services Building Photo Board
  - Service Guide
  - Supervisors Toolbox
  - Emergency Call in Phone number

Work Control is the central point of contact for Plant Operations and the campus community. The Plant Operations Call Center receives requests in a variety of forms – by phone, fax, email, and the internet. In addition to our central responsibility of communication, Work Control is responsible for the distribution of all estimate requests from Plant Operations. Shutdown Coordination, which was implemented last year, continues to expand. We have also added a new feature this year for sending a “heads up” message when we are notified that an event will be taking place on campus that could affect how **we schedule** work. Our Project Coordination continues to grow as customers become accustomed to this service. We continue to receive positive feedback from customers throughout campus.

We also had a slight start to a Customer Relations program and Chris’ efforts will not be lost as he gave us something to build and expand on in the future.

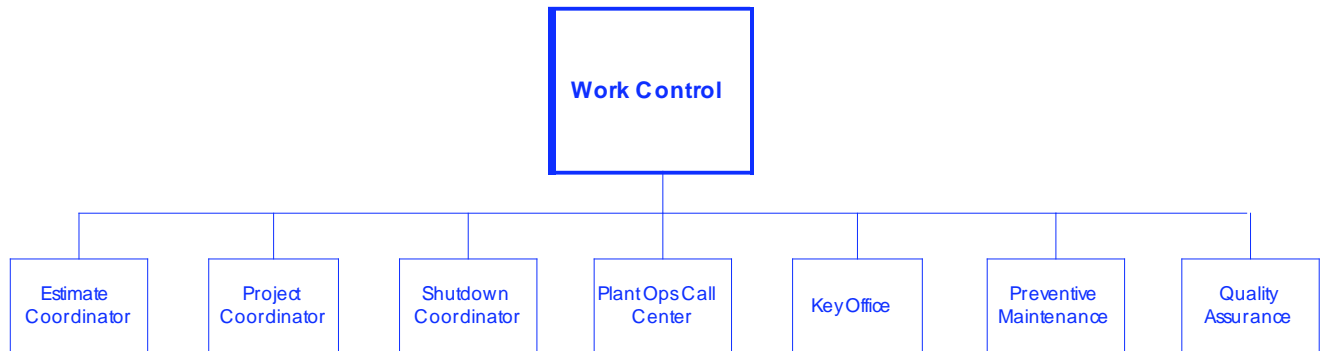
Preventive Maintenance Planning is another responsibility of Work Control. The inventory of equipment in the PM Program again grew considerably in FY07 largely due to the expansion of the program in the Utilities area. The Preventive Maintenance Audit Program was put in place this year. We have inspected numerous buildings and produced reports as to the state of equipment on campus.

Finally, the services provided by the Key Office were part of the Work Control family for most of the year. The Key Office was a busy place as new buildings were completed and required keying and demand for card reader access continued to grow. Recommendations were made for the future card reader system and a vendor selected to install it. We look forward to this being in place in the very near future.

We look forward to continued service to the University of Michigan community.

Cindy Schaedig  
Interim Associate Director

## Work Control Organization Chart



## FY 07 Financial Summary

Overall, Work Control finished FY07 with mixed results. The Key Office and Work Control budget results indicate that we overspent.

In the Work Control segment of our department, we actually under spent our planned budget by \$21, 373. This was mostly due to the rebilling process with staffing changes. We should have a better handle on this next fiscal year with staff now in place and budgets aligned adequately.

The Key Office over spent their budget by \$107,972 which was due in part to an issue with the recharge rate in one of the shops. The larger portion of this is due to a delayed rebilling process in that we spent more than we recovered. However, the good news is that the General fund portion of the Key Office budget was only overspent by \$4,000.

<b>Budget and Operating Results</b>							
<b>FY 07</b>	<b>Work Control Department</b>				<b>Key Office</b>		
	<b>Total FY2007</b>	<b>Final Budget FY2007</b>	<b>Variance</b>		<b>Total FY2006</b>	<b>Final Budget FY2006</b>	<b>Variance</b>
<b>Beginning Fund Balance</b>	0	0			0	0	
<b>Revenue</b>							
Recovery from Rebill	65,260	30,000	35,260		1,377,712	1,706,000	(328,289)
<b>Total Revenue</b>	<b>65,260</b>	<b>30,000</b>	<b>35,260</b>		<b>1,377,712</b>	<b>1,706,000</b>	<b>(328,289)</b>
<b>Compensation &amp; Benefits</b>							
Base Salaries	948,936	894,500	(54,436)		615,499	641,100	25,601
Non-Base Compensation	46,872	20,700	(26,172)		33,804	31,860	(1,944)
Temp Salaries	20,113	47,000	26,887		3,948	22,500	18,552
Flat Rate Benefits	139,612	116,188	(23,424)		90,764	105,000	14,236
Variable Rate Benefits	178,760	185,500	6,740		122,375	137,000	14,624
Benefits	318,372	301,688	(16,684)		213,139	242,000	28,861
<b>Subtotal Compensation &amp; Benefits</b>	<b>1,334,293</b>	<b>1,263,888</b>	<b>(70,405)</b>		<b>866,398</b>	<b>937,460</b>	<b>71,070</b>
Consulting	16,601	0	(16,601)		24	2,500	2,476
Other Computing Services	4,151	13,000	8,849		2,602	1,700	(902)
Communications	14,609	15,000	391		3,349	4,500	1,151
Computers, Copiers, Fax	7,978	15,000	7,022		1,585	0	(1,585)
Overhead Recharge	(216,986)	(158,904)	58,082		112,608	112,598	(11)
Travel	1,200	4,000	2,800		0	1,000	1,000
UM Transportation	4,937	4,450	(487)		34,220	38,500	4,280
Conferences & Training	3,354	2,500	(854)		0	200	200
Postage and Courier	42	100	58		0	0	0
Hosting Related Exp.	196	500	305		304	600	296
Rental and Storage	0	0	0		176	0	(176)
Memberships, Dues and Subs	171	210	39		0	0	0
Printing	1,546	2,100	554		6,360	7,000	640
Plant Rebilled Labor & Material	2,645	40,000	37,355		(1,048)	2,000	3,048
Plant Operations Maint. Materials	45,069	4,000	(41,069)		362,577	565,000	202,423
Other Supplies and Materials	31,784	15,450	(16,334)		95,584	30,500	(65,084)
Other Expenses	(9,835)	6,574	16,409		847	2,337	1,490
Subtotal - Other Expenses	(92,538)	(36,020)	56,518		619,187	768,434	149,247
<b>Total Expenses</b>	<b>1,241,756</b>	<b>1,227,868</b>	<b>(13,888)</b>		<b>1,485,577</b>	<b>1,705,894</b>	<b>220,317</b>
<b>Net Income before Transfers</b>	<b>(1,176,495)</b>	<b>(1,197,868)</b>	<b>21,373</b>		<b>(107,865)</b>	<b>107</b>	<b>(107,972)</b>
Net Expense Transfers (in)	(1,176,495)	0	(1,176,495)		(107,865)	0	(107,865)
<b>Total Transfers</b>	<b>(1,176,495)</b>	<b>0</b>	<b>(1,176,495)</b>		<b>(107,865)</b>	<b>0</b>	<b>(107,865)</b>
<b>Net Change After Transfers</b>	<b>0</b>	<b>(1,197,868)</b>	<b>1,197,868</b>		<b>0</b>	<b>107</b>	<b>(107)</b>
<b>Ending Fund Balance</b>	<b>0</b>	<b>(1,197,868)</b>	<b>1,197,868</b>		<b>0</b>	<b>107</b>	<b>(107)</b>

## Year-End Operational Highlights

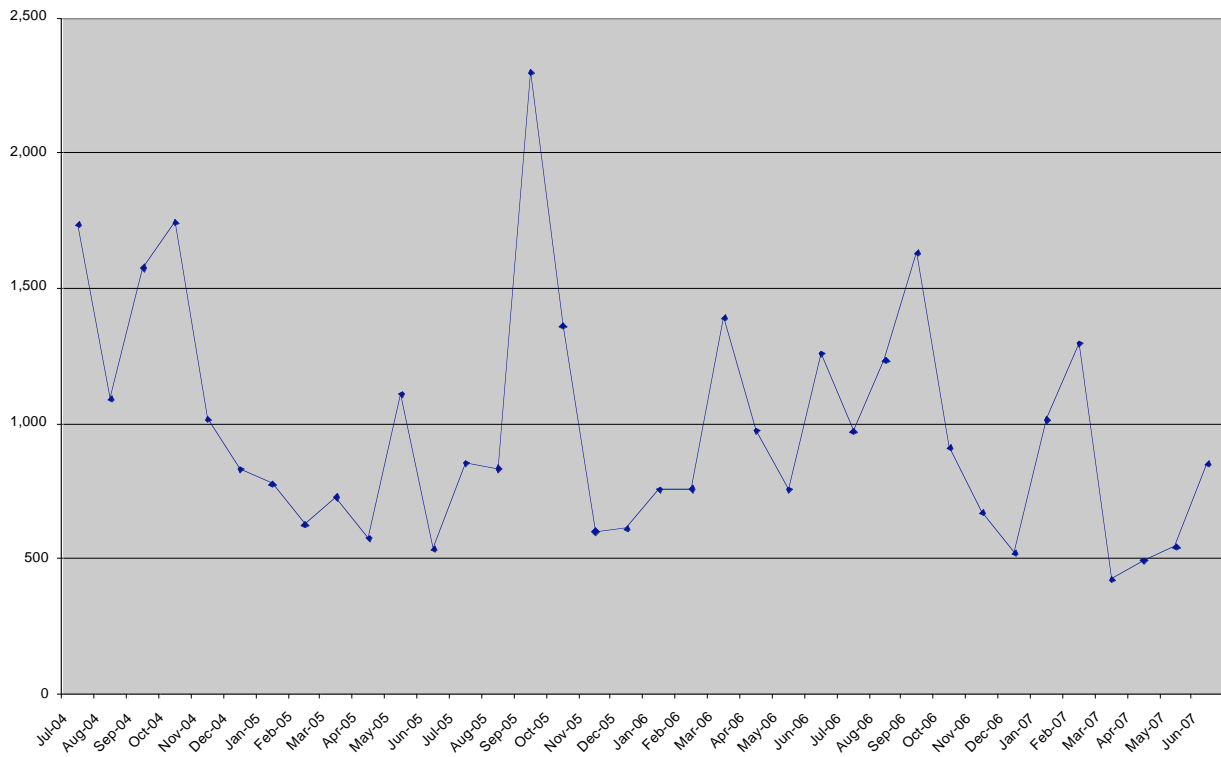
### Key Office

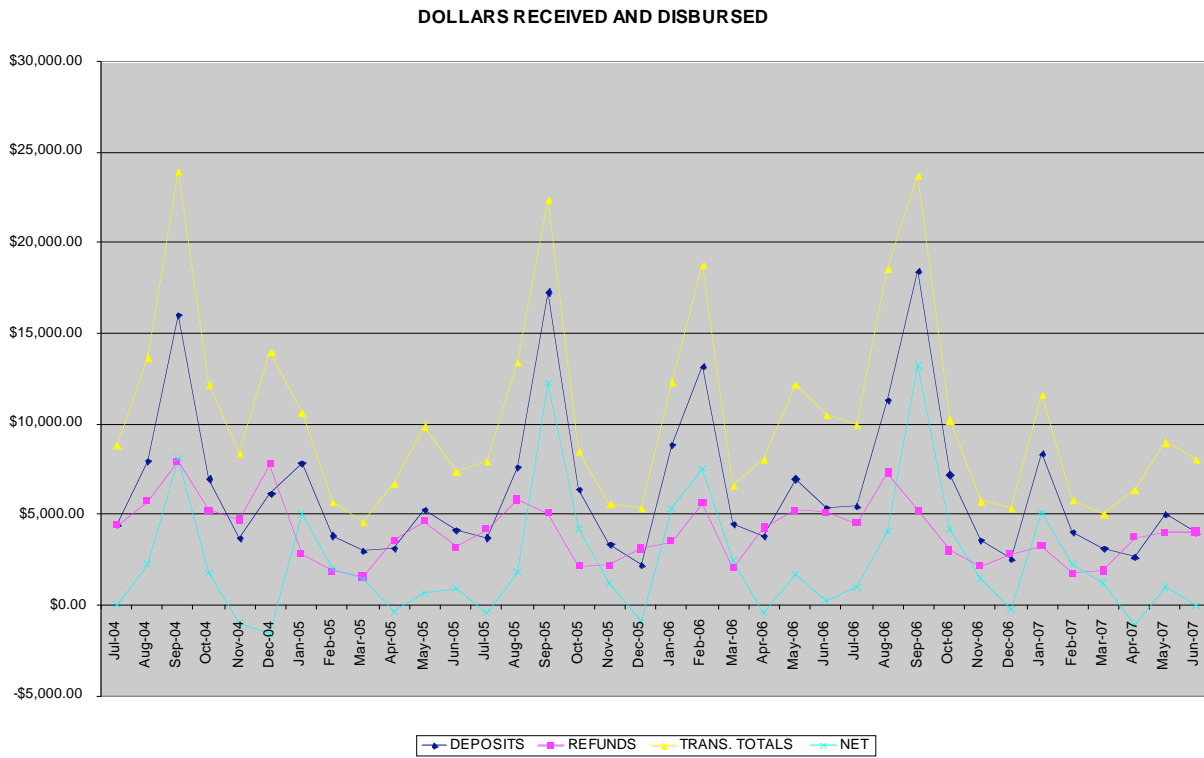
Doors, locks, and card readers are used thousands of times each day on campus. The Key Office currently has over 325,000 keys issued to students, faculty, and staff. Re-keying doors is one of the major activities of the Key Office. When a key is lost or stolen, occasionally an entire building needs to be re-keyed. Most times, only a single door or a certain area will need to be re-keyed. During FY2007 the Key Office re-keyed 3, 936 doors for renovation/construction projects and as a result of customer requests.

The demand for card reader access control in University buildings is growing rapidly. The Key Office programmed about 40 card readers installed by contractors or the Key Office during fiscal year 2007. The committee that was formed to investigate the future of the card reader system hired a consultant who came back with recommendations. The project has been bid, a vendor selected, and it is expected that the new system will be up and running during the first half of FY2008.

The Key Office tracks the number of keys issued as well as dollars received and disbursed. Below are graphs depicting these figures.

Keys Issued from Work Requests





**Plant Operations Call Center**

The Plant Operations Call Center (POCC) is staffed by a Manager, Supervisor, and 12 Call Center Representatives. It is in operation 24 hours a day seven days a week. The POCC acts as the central point-of-contact throughout the University for emergency maintenance, repairs, and other facility and grounds issues that arise. The Call Center Representatives receive phone calls, faxes, and online work requests. They dispatch maintenance mechanics, grounds crews, emergency clean-up crews, pest control staff, and other Plant Operations staff as needed. An automated email messaging system is used to alert customers when one of their customer pay work requests has been completed.

The POCC has a partnership with Housing Maintenance and Parking Maintenance to handle after hours calls for their maintenance departments as well.

We have also spent a lot of time planning, testing and resolving issues in preparation for a major upgrade of our Facilities Management System to a web based system.

One of our major accomplishments this year was that we expanded our partnership with Housing Maintenance as they were able to go live on our upgraded Facilities Management web based

system prior to our go live date. They were in need of a new system and with us getting ready to put something new in place, they agreed to go live with the system and help test for us as well. It has worked well for them for their repair calls and eventually we will tie into the same system with our after hours calls.

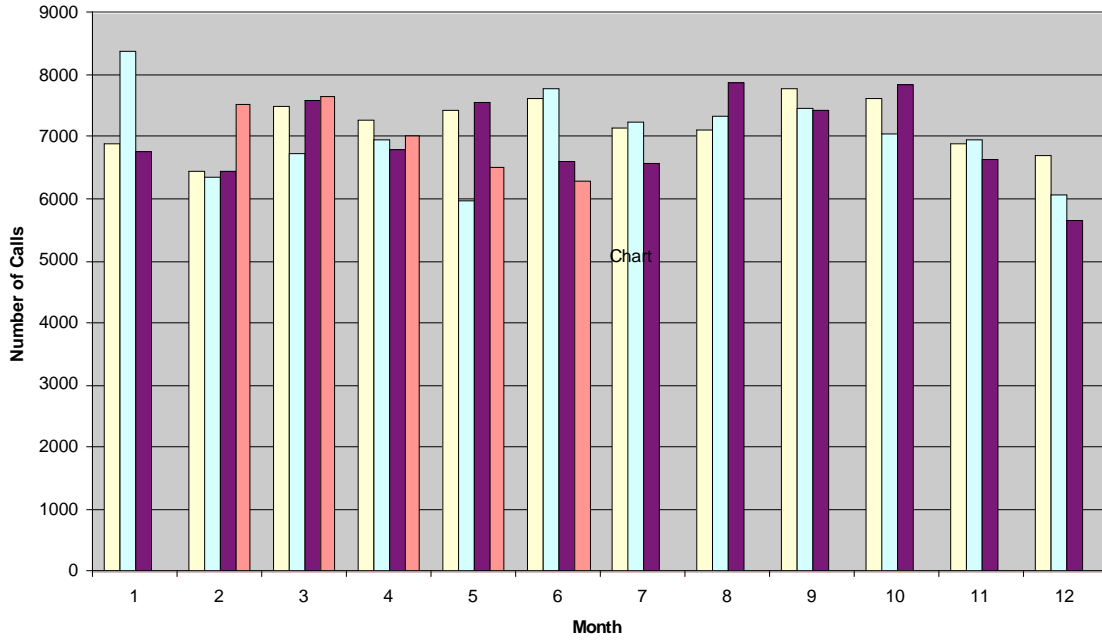
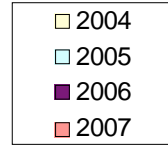
The POCC established various sub committees within the department to examine internal processes such as training, scheduling and communication. The committees have made recommendations that have been implemented and have proven beneficial for the department

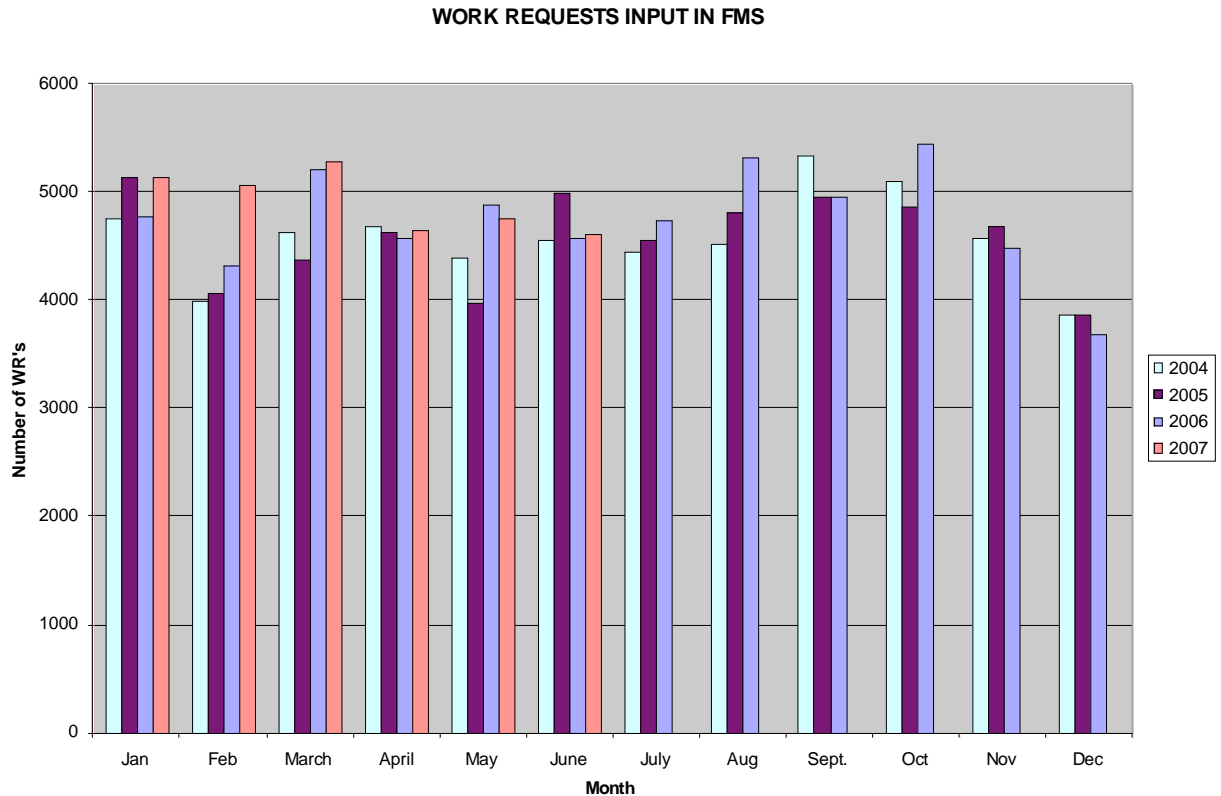
This year the POCC had the new Symposium phone system installed and are now able to better track calls as well as report on how we are handling the call volume and staffing. A large screen displaying calls in queue and minutes a call has been in queue has been installed and has become an important tool for the POCC.

There were many personnel changes in the POCC this year due to promotions, moves to other campus departments, people seeking other outside ventures and juggling of staff due to the Associate Director's departure. We finished the year with several interim positions and a little short staffed but the core group pulled together to continue to "Make Blue GO".

A variety of POCC activities are continually tracked and reported. The number of phone calls received by the POCC is tracked on a monthly basis. Work requests inputted into the computer system are also recorded. The following graphs show this activity for fiscal year 2007.

72059 PHONE CALLS





## Preventive Maintenance

### Staffing

There are currently four full-time permanent employees and one part-time temporary employee. These employees all report to the Associate Director for Work Control and they include:

- Preventive Maintenance Planners – four full-time employees to handle the planning of preventive maintenance schedules and implementation of new equipment and customers into FMS. They are responsible for the implementation, updates, and streamlining of preventive maintenance procedures within Plant Operations. Office duties include monitoring the accuracy of the PM database, crystal report writing, PM work request generation and data input. Field duties include information gathering and updating, new equipment write-up, equipment verification, note taking and mechanic feedback.
- Preventive Maintenance Data Entry Clerk – part-time, temporary employee to handle data input and correction within the FMS modules. Other duties include the filing of paper documents collected on equipment around campus.

Two Preventive Maintenance Planners were hired this year in order to continue to meet the needs of the University through the PM program:

- Doug Luma was hired in August 2006 and he is verifying the building equipment included in the PM inventory in order to resolve issues such as: equipment included in renovations that has not been inventoried, erroneous listings in the current inventory and the provision of data for replacement equipment. As part of this verification project, a thorough audit is completed on randomly selected equipment included in the PM program. The principal purpose of these audits is to be a quality control tool to measure the success of the PM program by evaluating the equipment against the standards for which the PM is performed. This verification project is the result of a recommendation that the equipment be “rewritten” after the program was initiated. This was a recommendation from when the current program was instituted by the PM Pilot team six years ago.

Doug completed 24 building PM equipment inspections during the fiscal year. Reports for each building are to be forwarded to shop leadership in order to further investigate areas of concern.

- Ray Garrett was hired in December 2006 to perform the PM planning duties for the Utilities department. After 2 months of training at POCC, Ray transitioned to working exclusively on Utility PM Work. A work station was set up for him at UPE and he now spends 85% of his time at the UPE building or in the field.

A review of the needs of the Utility department was conducted and a strategy for meeting those needs was developed. It was decided to focus on individual departments, one at a time, conducting a full review of the department’s needs, the manner that FMS was addressing those needs, and correcting any deficiencies found. That review process is complete and corrective actions have been taken for the Central Power Plant (U1200) and the Outlying Boiler Services group (U1500). The process has begun for the Tunnel group (U2000) and the Electrical Maintenance group (U6200). The review process for Domestic Water Supply has been put on indefinite hold pending the negotiations between the University and the City of Ann Arbor to determine repair responsibility.

It is expected in Fiscal year 2008 that the review and implementation process will be completed for the Tunnel group, the new Utilities Electrical Shop (U6300), and the shops providing support for the Utilities department, the Plumbing Shop (M3100) and HVAC Controls (M3600). A review of the Storm Drain Cleaning PM requirements is also scheduled for Fiscal Year 2008.

### **PM Information**

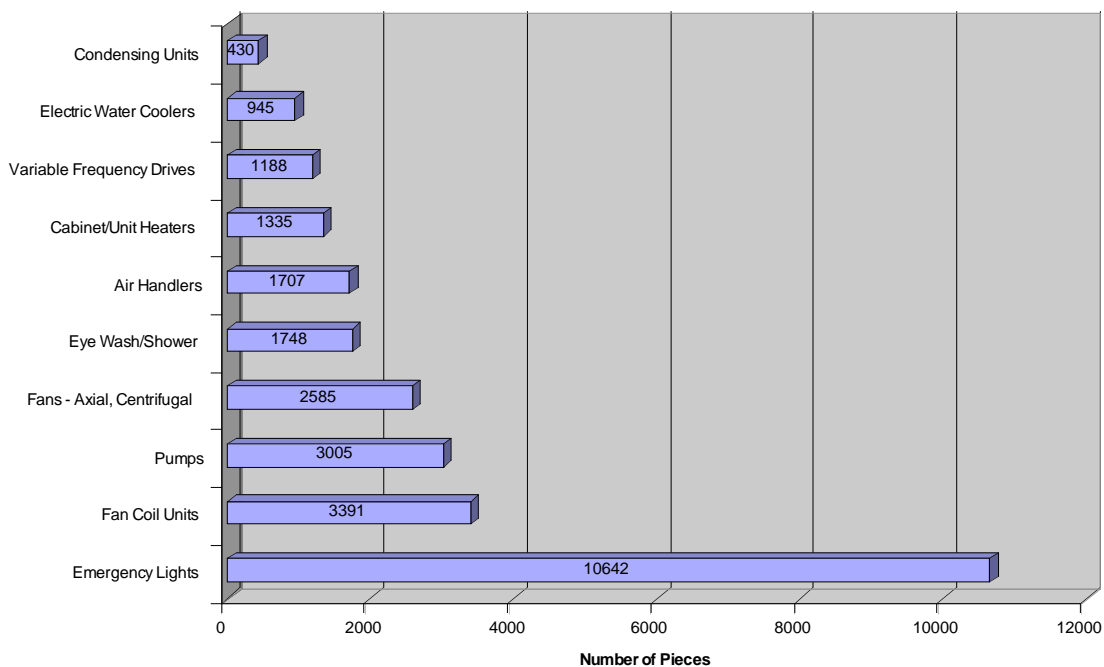
Information gathering continues to be a key aspect of the PM Planning process as there have been thousands of notes taken and entered into the FMS. Hundreds of new pieces of equipment are also added through renovation or discovery. New buildings such as Student Publications, Weill Hall, Arbor Heights, Arbor Lakes, the School of Public Health renovation, Walgreen Drama Center and the Thayer Building have accounted for over 1300 pieces of new equipment this fiscal year. Equipment that was added to the preventive maintenance program this fiscal year

includes: Door card readers, door closers, and 27 new equipment types added to the U1500 (outlying boiler) shop.

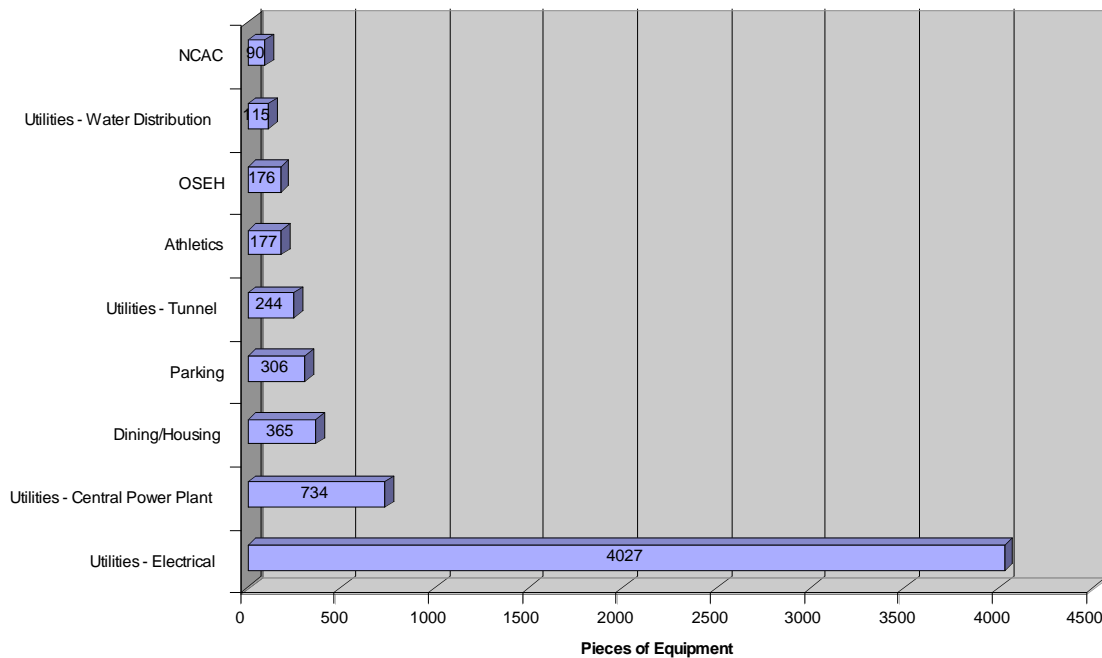
Information can easily be updated and accessed by any staff member by contacting PM Planning via email, radio or telephone. Staff familiar with the FMS system can also access information via the computer. Crystal report writing services continue to be provided by PM Planning and many customizable and detailed crystal reports are created upon request from mechanics and administrative personnel.

A continued focus for PM planning is the number of pieces of equipment in the inventory and the source of funding for that equipment. The PM inventory contains 38,916 pieces of equipment in total and Maintenance General Fund (MGF) is the primary source of funding for 32,020 (82%) of those pieces (does not include removed or replaced equipment). The following two graphs break down the inventory even further.

This graph shows the top ten pieces of equipment in the inventory on which PM is being performed:



This graph shows the top nine funding sources after MGF which is responsible for 32,020 pieces of equipment (does not include removed or replaced equipment):



### **PM Work Requests and Completion Percentages**

PM Planning distributes preventive maintenance work requests on a weekly basis. In fiscal year 2007, over 45,000 preventive work request phases were issued to 29 different shops around campus. Campus-wide PM work request completion rate is slightly higher than 81% with thirteen shops completing over 90% of their assigned PM work. Please review the following pages labeled “**Campus PM Completion Percentages**” to see a more detailed breakdown for Fiscal Year 2007.

- The first report (2 pages) details a breakdown of PM completion percentages based on each shop on campus.
- The second report (1 page) details a breakdown of PM completion percentages based on the calendar month.



**Campus PMI Completion Percentages Fiscal Year 2007**  
**7/1/2006 through 6/30/2007**

**All Phases**

	Phases Opened:	Cancelled:	Non-Compliant:	Incomplete:	Completed:	% Complete:
B7800	246	0	14	30	202	82.11
M2050	187	0	5	5	177	94.66
M2100	4,041	99	153	150	3,639	92.31
M2200	2,572	2	15	103	2,452	95.41
M2250	4,036	10	12	96	3,918	97.32
M2300	3,624	0	105	67	3,452	95.25
M2400	2,395	6	4	74	2,311	96.74
M2500	3,920	1	3	66	3,850	98.24
M2600	3,007	0	113	59	2,835	94.28
M2900	1,842	3	1	17	1,821	99.02
M3100	134	0	30	60	44	32.84
M3200	1,716	57	836	325	498	30.02
M3400	283	7	201	34	41	14.86
M3500	2,810	8	545	186	2,071	73.91
M5100	226	2	1	7	216	96.43
M5300	43	11	16	10	6	18.75
M5400	556	30	24	31	471	89.54
M6250	1,400	5	560	45	790	56.63
M6500	3,506	0	264	956	2,286	65.20
M6600	960	0	556	236	168	17.59
M8200	68	0	12	0	56	82.35
S5100	1	0	0	0	1	100.00
U1200	3,899	10	397	1,068	2,424	62.33
U1201	3	0	3	0	0	0.00
U1500	959	4	6	118	831	87.02
U2000	746	0	8	17	721	96.65
U6100	1,238	18	169	119	1,032	78.18
U6200	18	1	0	0	17	100.00
U6300	672	0	301	235	136	20.24
	<b>45,208</b>	<b>274</b>	<b>4,354</b>	<b>4,114</b>	<b>36,466</b>	<b>81.15</b>

**Report Definitions:**  
**Cancelled:** W.R.'s cancelled by Work Control.  
**Non-Compliant:** W.R.'s not completed and have no labor charges.  
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**Completed:** W.R.'s that have satisfied the definition of complete - Labor charged & W.R. phase(s) complete.

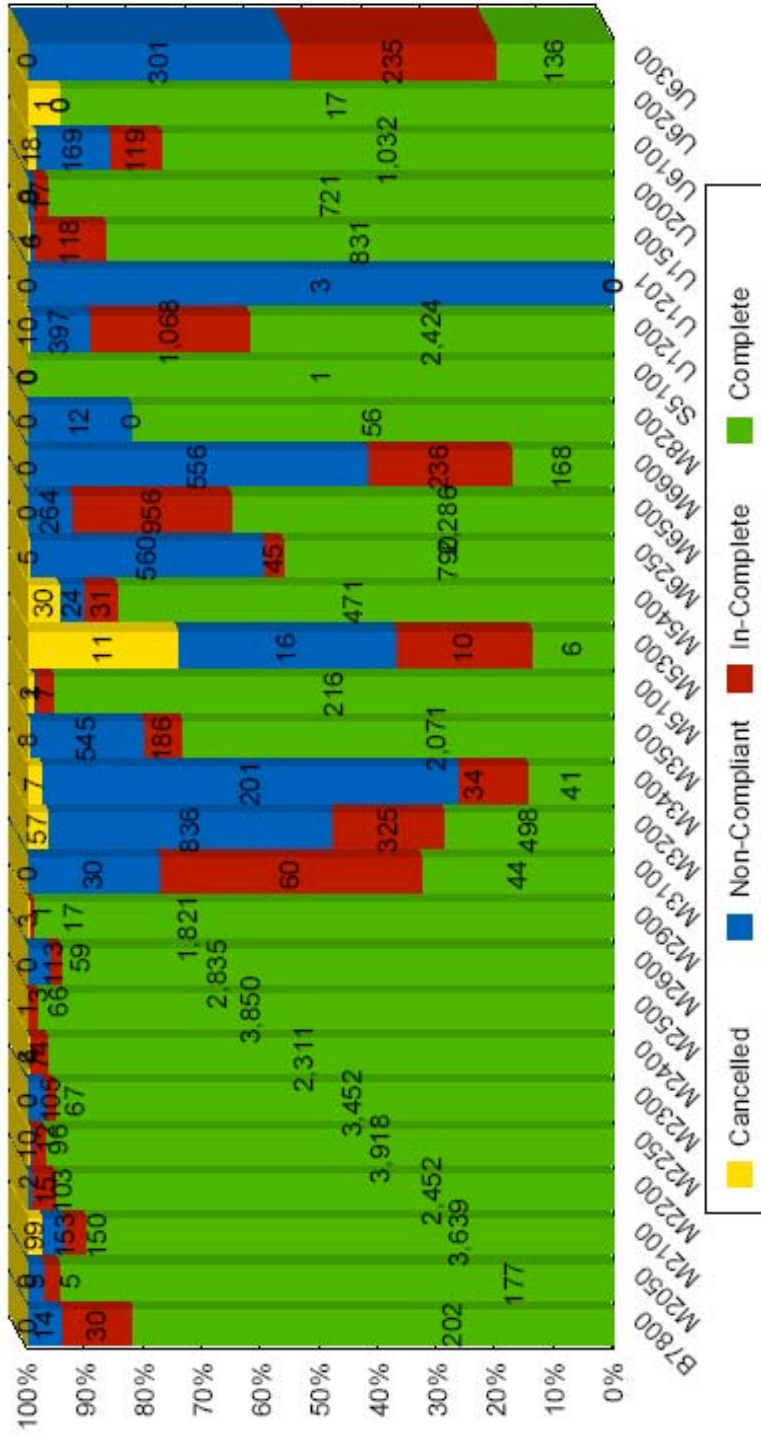




**Campus PMI Completion Percentages Fiscal Year 2007**

7/1/2006 through 6/30/2007

All Phases



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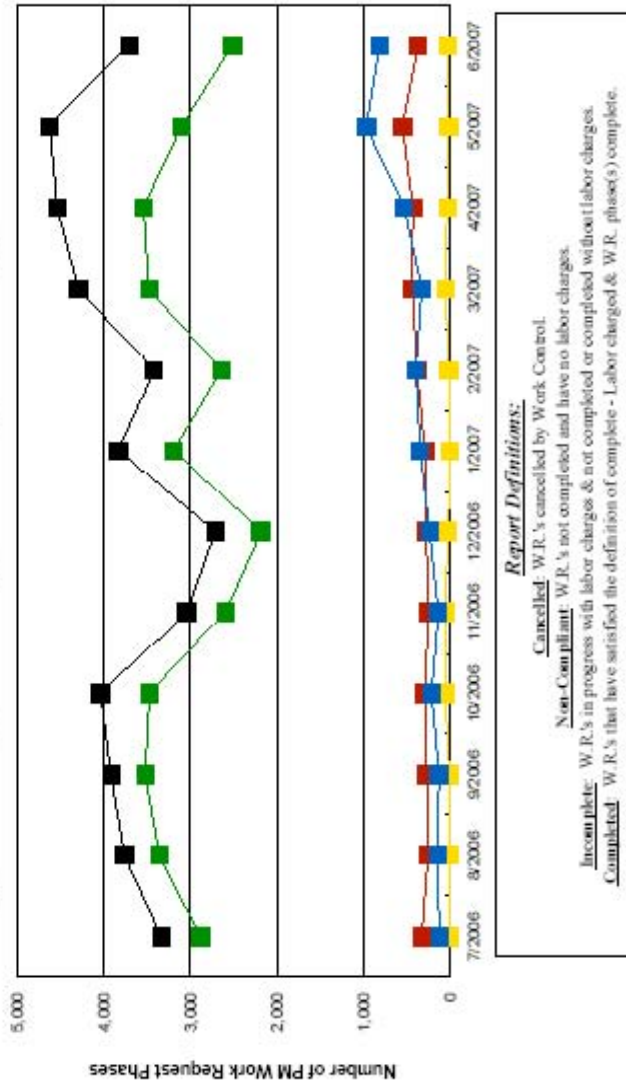
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**Campus PM Completion Percentages Fiscal Year 2007**  
**7/1/2006 through 6/30/2007**

**All Phases**

	Phases Opened:	Cancelled:	Non-Compliant:	Incomplete:	Completed:	% Complete:
July 2006	3,330	0	123	328	2,879	86.46
August 2006	3,758	5	143	254	3,356	89.42
September 2006	3,919	3	127	267	3,522	89.94
October 2006	4,035	55	216	291	3,473	87.26
November 2006	3,045	59	134	251	2,601	87.11
December 2006	2,717	19	237	275	2,186	81.02
January 2007	3,827	2	346	292	3,187	83.32
February 2007	3,417	11	394	380	2,632	77.28
March 2007	4,292	54	326	433	3,479	82.69
April 2007	4,535	33	535	429	3,538	78.59
May 2007	4,624	15	963	547	3,099	67.24
June 2007	3,769	18	810	367	2,514	68.11
	<b>45,308</b>	<b>274</b>	<b>4,354</b>	<b>4,114</b>	<b>36,466</b>	<b>81.15</b>



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Revision 01/10/07

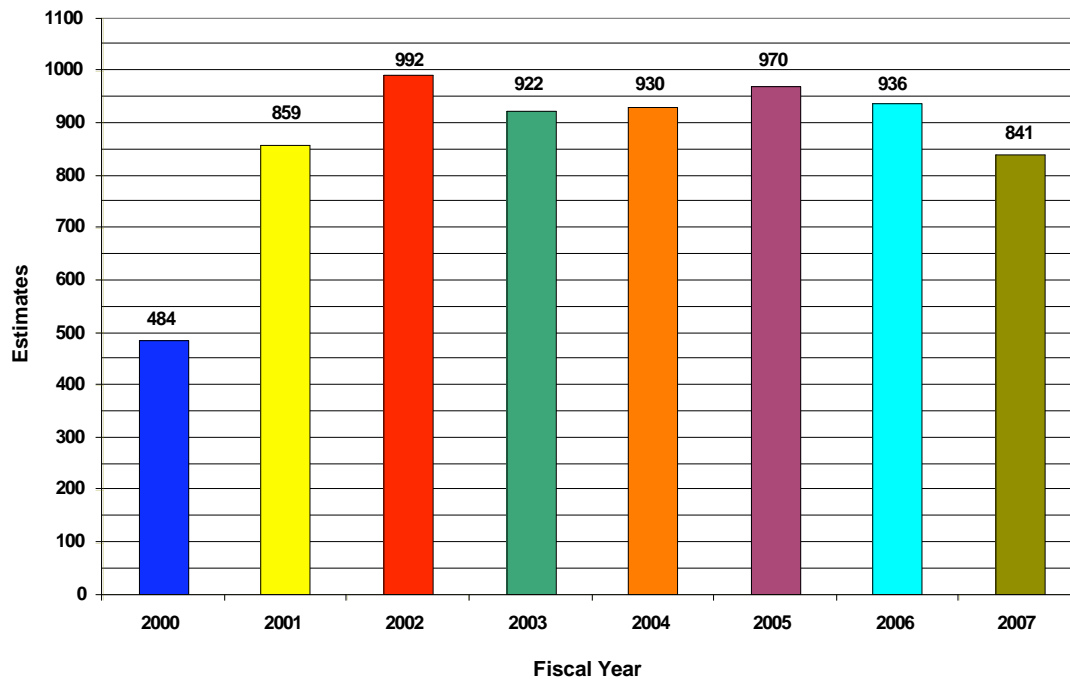
## Estimating

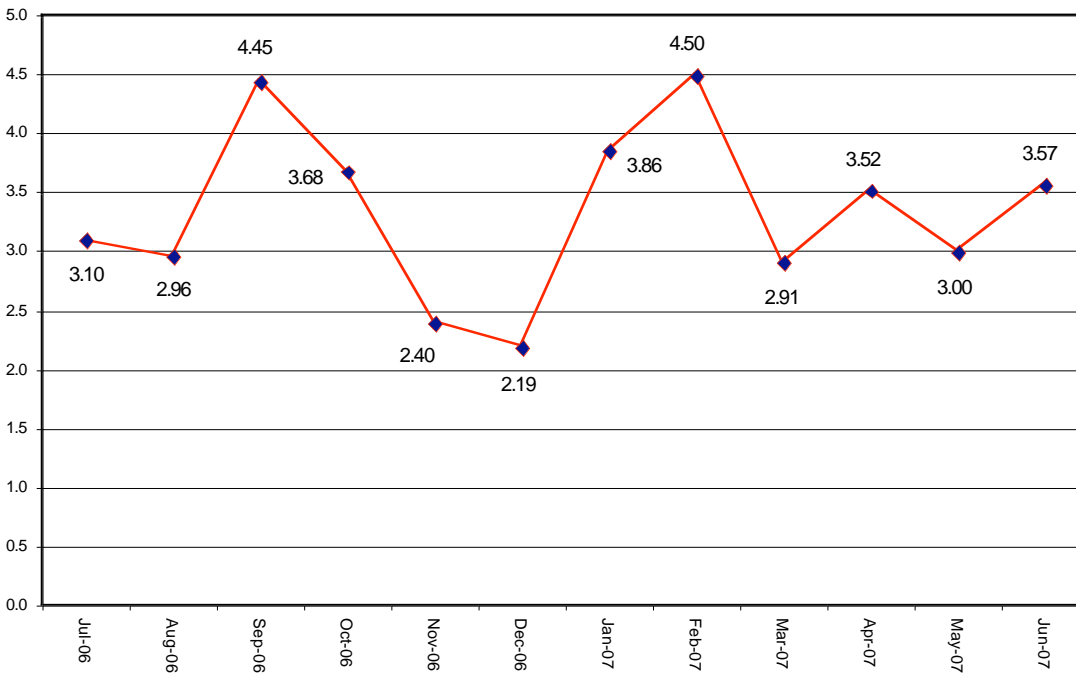
Work Control Estimating is responsible for the evaluation, assignment and return of all estimate requests received from customers of Plant Operations.

In FY07 the number of estimates completed decreased by 10.1% over FY06. Estimate requests were received from nearly all areas of the University of Michigan; however, we most frequently received requests from the College of Engineering, the Medical School & ULAM, University Libraries, MAIS, and Plant Extension/AEC.

Work Control processed 841 estimates in FY07. Of those estimates, a total of 336 estimates (40%) were accepted by customers. Administrative reporting of estimates in progress, completed estimates, and associated costs, are tracked monthly and provided to the Associate Director for Work Control. The following graphs detail the number of estimates produced through Work Control in FY07 and the average number of new estimate requests per working day in FY07.

### Total Estimates per Fiscal Year



**Estimates per Working Day FY 2007****Project Coordination**

The Project Manager's responsibility is to work in conjunction with the shop foremen, plant engineers, trades people, suppliers and clients to plan, schedule, coordinate and communicate the activities of various Plant Operations maintenance, repair and replacement projects.

**Operational Highlights**

A primary task of the Project Manager is to assist in bringing projects in on-time and on-budget. This has resulted in a benefit to both the customer and the shops involved. Savings in both time and money, are realized when the shops and the Project Coordinator work together and communicate with each other during the project. Any unforeseen obstacles discovered during the project are documented and communicated to the customer to gain approval for increasing the cost. This avoids any confusion at the end of the project, when the cost may be more than originally quoted.

Several projects have had very tight time frames for completion. Having the Project Manager involved in these projects from start to finish has resulted in completing projects when we said we would.

The Project Manager has been involved in several different types of projects this year. The Project Manager has continued to work on Plant Engineering projects and has been involved in numerous new installations of card reader panels and card readers.

### **Performance Measures**

One of the duties of the Project Manager is to work with customers on campus to help resolve any issues that they may have with projects that the Plant Department is involved with. One way that this is achieved is by attending a bi-weekly meeting with the Medical School and the two zones that service the Medical School. At this meeting, outstanding issues are discussed and solutions developed so the project continues to move forward.

An added duty this year for the Project Manager was that he was trained to send out shutdown notices when the Shutdown Coordinator is out of the office.

### **Shutdown Coordination**

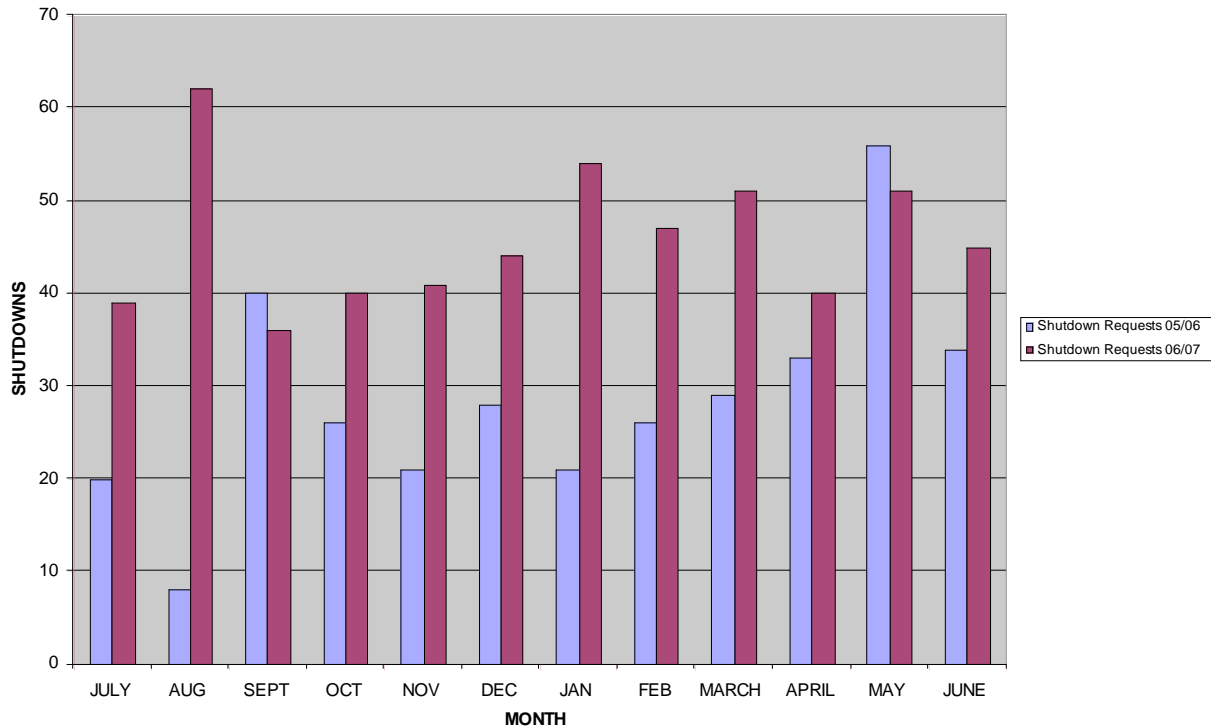
The Shutdown Coordinator's responsibility is to work in conjunction with the Plant Operations foremen, project managers from Architecture, Engineering and Construction, building facility managers and others to schedule and coordinate the shutdown of utilities to University buildings.

It is also the Shutdown Coordinator's responsibility to maintain the Shutdown Management System. This includes compiling building information, building contact information, types of equipment in buildings, critical equipment in buildings, departments occupying each building, and to store shutdown information by building, date and shutdown type and to keep information up to date.

In September 2006 Network Services made importing of information into the data base more user friendly. We were also able to expand in the area of reports and queries. In May 2007 we started entering Shutdown Notices in FMS Related Documents under the Work Request Number.

In addition to all the shutdown activity, the Shutdown Coordinator:

- Handles "Heads Up" a new web-based feature which allows customers to notify Plant Operations when special activities are going on in their areas. The Shutdown Coordinator then alerts Plant Operations shops of these activities. A total of 9 "Heads Up" Notices were sent out in Fiscal Year 2007.
- Attends "Neighborhood" meetings as the Work Control representative.
- Provides shutdown process presentations to management, foremen and shops. A total of 550 shutdowns were scheduled through Work Control to be performed in Fiscal Year 2007, 45 of these were emergencies. The following graph provides a breakdown of shutdown activity by month.

**SHUTDOWN REQUESTS****Quality Assurance Program**

Work Control recently assumed responsibility of managing the Quality Assurance Inspection Program. This program was an initiative that started in Plant Building Services and is now being implemented throughout Plant Operations. Since the transfer to Work Control the program is now expanding to include Grounds and Facilities Maintenance.

Approximately 200 general fund and Customer pay buildings are inspected by two full-time inspectors throughout the year. During an inspection, items found requiring urgent or immediate attention are called into the Plant Operations Call Center.

The Quality Assurance Inspection Program provides inspection reports which show an overview of conditions and improvements occurring on the Ann Arbor Campus. They discuss and describe current building appearances and observed maintenance conditions base on established standards. The independent and random nature of the inspections offers the department's leadership an additional tool for assessing and evaluating operational effectiveness.

The team has been working diligently this year on designing, developing, and implementing new software that will enhance their ability to compile reports and better manage inspection data. The software has been purchased and we ended the year in a testing mode and hope to have some live date in our new system early in this next fiscal year.

Although additional effort is required to fully realize an objective of expanding customer quality initiatives, centralizing quality assurance inspections under Plant Operations Work Control improves both capacity and internal controls.

## **Performance Measures Reporting**

Through FY07, Work Control produced monthly performance reports for each shop in Facilities Maintenance, Construction Services, Building Services, and Utilities. In addition to providing the reports each month, Work Control continues to offer training for supervisors to better understand how to read and use the reports more efficiently.

Work Control has also created many custom reports for shops and for Plant Operations customers. Several of these reports are produced on a monthly basis and distributed via email, in one-on-one meetings with customers, and through UM Mail Services. We have found a number of the reports are becoming more and more useful to our customers and are discussed regularly in monthly meetings. In addition, we have been able to provide various reports to customers on a one time basis as they request information for a variety of reasons.

## **Plant Operations Web Site**

The Plant Operations web site continues to expand in the number of pages, in the information presented, and in usage by staff, customers and the world!

This year the Plant Operations Web Committee (POW) was busy making many changes to department web pages due to various reorganizations. The POCC continues to receive work requests every day through the web both through our Web FM connection to our FMS system and through a form on our web page that sends the information to our main POCC email list. Our "Make a Comment" and "Ask a Question" features remain popular as we encourage feedback from our customers. We also continue to update our Plant News section as events and happenings occur.

## **Work Codes**

One of Work Control's many functions is to maintain the list of work codes to be used by shops to easily track types of work performed in our FMS system. The new work code system implemented by Work Control in 2003 has been working well. We continue to process requests for new work codes, as well as handle questions pertaining to existing codes. We created several new codes this past year. Frequently, we are asked to distribute additional laminated cards with the work codes for various shops. The laminated cards list all of the codes that a particular tradesperson or mechanic may use.

## **Facilities Services Building Photo Board**

With over 500 employees in the Plant Building at 326 E. Hoover, it can be difficult to put a name with a face. Addressing this situation is a main purpose of our Photo Board, which is located in the hallway of our Plant Building, near the Sheetmetal Shop. Here, the faces of Plant employees can be matched with their names and departments.

In FY2007, we photographed many new people and took updated photos for other Plant Building employees and made numerous changes to our board. With the aging work force and many people retiring, this opens up more opportunities for hiring and as a result, new pictures need to be added. We continue to schedule photo sessions periodically and update the photo board with changes as needed. In FY2007 there were several new shops added so there were new sections added to the board.

## **Service Guide**

The Plant Operations Service Guide contains over a hundred pages of information on the services provided by Plant Operations. We continually receive feedback to include new topics or to update existing information. The Service Guide is a quick way to find answers to questions as to who does what in Plant Operations. Customers can also determine whether services are covered under the Plant Operations general fund or will be performed at customer expense.

The Service Guide can be found on the Plant Operations website (<http://www.plant.bf.umich.edu/>) by clicking on “Service Guide” icon on the home page.

## **Supervisors Toolbox**

Work Control spent a significant amount of time this year compiling various forms and information that is pertinent to Plant Operations Supervisors in their day to day activities. The Supervisors Toolbox was added to the Plant Operations Web Page in the tools section as a quick reference for supervisors to have access to online forms, maps, links to other tools and general information as needed to do their job. This new feature has been well received by our supervisors and we continually receive suggestions and updates as the toolbox continues to grow.

## **Emergency Call in Phone Number**

In view of numerous world wide emergency events over the past several years, it was brought to the attention of Work Control that Plant Operations was in need of an emergency call-in phone number. The purpose of the emergency number will be for employees to receive instructions on how to proceed and clarify if their services would be needed in the event of a major emergency (i.e. blackout, shooting, terrorist attack, etc.). We now have a telephone number in place that

employees will be instructed to call in the event of a major emergency. Upon calling in, the message will direct the employee to their individual departments to receive their instructions. The bonus feature with this emergency phone line is that it will accept numerous calls at the same time. Therefore, the employees will not get put in a queue waiting to receive instructions. We are still in the process of working with individual departments throughout Plant Operations to set up their numbers which will be added to the message system.