

Service Excellence Action Plan for Facilities and Operations - Operations and Maintenance

Dimension	Action Step	Timeframe
Process Improvement	<p>Develop an improved process to keep customers better informed on work progress that we plan to present to a customer focus group for feedback prior to implementation. Possible revisions include: Mapping of additional phase (work) statuses to our customer portal.</p> <p>Creation of a new status that clearly calls out a new shop has been added to the work order when a prior phase was moved to shop done.</p> <p>Pushing all technician notes for specific types of work, which will require the build out of an ABP.</p>	Begin now, achieve by spring 2025
	<p>O&amp;M will meet with a subset of stakeholders to discuss options for additional notifications, additional phase names, and other possible alternatives to improve processes.</p>	Begin winter/spring 2025, achieve spring
	<p>Develop an automated business process to require a note be created by our technicians or managers when a phase hits a specific status (aside from work done), with the possibility that we create a secondary ABP that pushes these notes to our customers via email as well as directly into our portal for them to view.</p>	Begin now, achieve by spring 2025
	<p>O&amp;M /EVS phase concern:</p> <ul style="list-style-type: none"> <li>•Added queries to Service Center WorkDesk to catch work orders where O&amp;M and EVS were improperly phased into the same request so that this error can be caught and corrected quickly up front.</li> <li>•Conduct a review of past requests submitted improperly for both teams on single work orders in order to identify the types of requests that are experiencing issues to provide the most meaningful training possible to our staff.</li> <li>•Retrain O&amp;M and EVS staff on the proper way to involve each other as a sister department that does not put the responsibility back on the customer to create a second work order. This process will require that staff submit the secondary request through our portal or contact our Service Center to create the request.</li> </ul>	Already begun, achieve by winter/spring 2025

<p>Ownership &amp; Accountability</p>	<p>O&amp;M will customize the emails customers receive when they submit their work order request. Possible revisions include: Addition of approximate timeframes for work assignment and completion with verbiage explaining expectations for maintenance versus enhancement requests.</p> <p>Help text and/or links to our website to outline the meaning of our phase statuses and what to expect when more than one shop might be involved in a request.</p> <p>A link to our website with an explanation of the 4 different types of notification emails you can receive as a customer so that customers who do not wish to receive an email for every status update can choose to opt in or out based on their preference.</p>	<p>Already begun, achieve by winter/spring 2025</p>
	<p>We are working to build out an automated business process (ABP) in our software that will send customers a single work order survey via email to rate their experience and provide additional comments after a work order has been completed for a specified time period. The feedback received from these surveys will be reviewed and managed by our Service Center who will compile the data and share it with the appropriate stakeholders in a timely fashion to improve service delivery. For negative feedback received, a follow-up with the customer will occur. For positive feedback received, the information will be compiled and shared with our teams so that we can thank them for a job well done, highlighting accomplishments that relate to our A&amp;F Guiding Principles.</p>	<p>Already begun, achieve by winter/spring 2025</p>