

Physical Plant

Overview of Initiatives

Physical Plant's initiatives are focused on Service Improvement in the areas of Work Order Management and Project Management. We have identified some current processes that can be enhanced in order to help us to become more proactive and service oriented in dealing with client work requests and managing construction and renovation projects. These service enhancements will ultimately allow for more sustainable process improvements in the future.

Our Work Order Management initiatives include:

- Working with our customers to establish a single point of contact for work requests.
- Installing a work request self service module which will allow our customers to submit work requests directly to our maintenance management system.
- Communicating priority response times for service requests.
- Updating chargeable services guidelines for clarity and consistency.
- Communicating cost drivers and becoming more transparent in terms of our maintenance and construction operations.
- Developing a high level implementation plan for proposed Integrated Workplace Management System.

Our Project Management initiatives include:

- Use of cross functional teams to scope potential projects.
- Increase in standardization of project management practices.
- Implementation of service fee for project estimates.
- Increase of sole source limit for design work which will reduce bottleneck of projects in design and accelerate the design phase.
- Through consideration of dimensions of value in addition to price, improvement of quality of construction projects and reduction of post tender costs.
- Reduction of design fees to university community by doing more design work in-house.