

Single Point of Contact

During the information gathering phase of the ROSE project, a survey was conducted by PwC to assess customer satisfaction in the areas of Work Order Management and Project Management. We learned that better communication with our clients is an underlying need in several areas of our operation. Physical Plant is committed to improving communication, and the Single Point of Contact is one strategy that we believe will help us to make significant strides in this area.

The Single Point of Contact (SPC) will be just that – a person who will receive all requests from users in the designated area, and who will submit the requests to Physical Plant. This person will therefore have some familiarity with all work requests and will be in a position to prevent duplication. As he/she will become familiar with Physical Plant's processes and procedures, he/she will be a good source of information for the other members of the respective unit.

Reasons for establishing a Single Point of Contact:

- This will provide more stream-lined information flow between Physical Plant and our clients.
- One person to contact regarding repairs and projects will result in less confusion for clients.
- There will be fewer duplicates and overlapping requests from multiple requesters.
- This will facilitate a smooth transition to the Self Service Work Requester* (ie: training and communication with a smaller group of users).
- As Physical Plant is striving to improve feedback and status updates regarding work in progress, it will be more efficient to communicate with a single person.

*The Self Service Work Requester will allow users to enter work requests directly to our maintenance management system via a web-based module – it will be as easy as sending an email!

How it will look:

There are many possible “configurations” for the Single Point of Contact, depending on the existing organization of the faculty / department, as well as reporting requirements and available resources.

For example, there may be a Single Point of Contact for a building, for a faculty, or for one department within a building. There may be a SPC for all repair and maintenance work, and another SPC for major renovations and construction. The SPC for repair and maintenance work may represent a single department within a building, whereas the SPC for construction work may deal with all renovations and construction projects for the entire faculty.

It will be important for each faculty / department to consider its needs and existing workflow when designating one or more SPC's. And it will be equally important for the

final configuration to be communicated to all members of the faculty / department so that requests can be routed correctly, and to Physical Plant, so that we know who the contacts will be, and the exact scope of their work. It is our objective to streamline communications, not complicate them!

Some examples of configurations of the Single Point of Contact:

- **Building:** There may be a SPC for the entire Duff Roblin Building, which will mean that all requests from Biological Sciences, Psychology, Anthropology, and Human Ecology related to that building will flow through one SPC, who will be a staff member in one of those departments.
- **Faculty:** There may be SPC for the Faculty of Science. This person would receive, and submit, requests from all departments in all buildings, related to the Faculty of Science. Another example would be one SPC for the Faculty of Kinesiology who would receive, and submit, requests for Frank Kennedy, Max Bell, and Investor's Group Athletic Centre.
- **Department within a building:** In the Duff Roblin example, each of the departments in the building would appoint a SPC, who would receive and submit requests for that department's space in that building only. So, if a department had space in multiple buildings, there might be a SPC for that department in each building.
- **Separate SPC for repairs / maintenance and renovations / construction:** Again, using Science as an example, there may be a SPC in each department who would handle all requests for repairs and maintenance. There would also be a SPC in the Dean's Office who would handle all project work (Requisition 7's) for the entire faculty. This may be a logical role for someone who would also be involved in the funding of these projects.

How it will work (the role of the Single Point of Contact):

The SPC will be responsible for:

- Receiving requests for maintenance, repairs, and minor billable work from all users within the building, faculty, or department, depending on which of the above scenarios is implemented.
- Logging the requests and submitting them to the Physical Plant work order desk, either via telephone, email, or, in the near future, the web-based Self Service Work Requester.
- Although Req.7's (Requisitions for New Work) may be initiated by the end user, they should be forwarded to the SPC responsible for renovations and construction, so that he/she may log them and forward them to Physical Plant. This will also enable the SPC to gain a general understanding of the work that is being requested.
- If required by the faculty / department, the SPC may perform follow up functions related to the repair / maintenance work requests, and Req.7's. Eventually, it will be possible to query to status of a work request via the web-based Work Requester.

- Receiving feedback and update information from Physical Plant regarding maintenance / repair work in progress and forwarding it to the original requester if appropriate.
- In the case of Req.7's, if design work is required, and the project has been assigned to a cross functional team (CFT), the CFT will communicate directly with the initiator regarding the specific details of the project. However, the SPC will be made aware of the project status.

Physical Plant's role:

Physical Plant will:

- Appoint a Single Point of Contact for repairs and maintenance, and a Single Point of Contact for project work.
- The Physical Plant SPC's will provide feedback to the requesting SPC regarding work status and schedule, often acting as liaison between Trades Services and clients, and between Architectural & Engineering Services and clients.
- Provide training and assistance in using the web-based Work Requester.

Next steps:

- Based on logistics, reporting needs, and resource availability, we urge all faculties and departments to consider which configuration will work best for them.
- Representatives from Physical Plant will be happy to meet with clients who have questions or concerns, or who need further information in order to decide how best to implement a Single Point of Contact. For more information or to arrange a meeting, please contact Physical Plant Word Order Desk at 474-6281 or ppwod@umanitoba.ca.
- When a decision has been made, the attached form should be completed for *each* SPC (and backup) and returned to Physical Plant. We will be compiling a database of SPC's so that we can be sure to include them in any relevant communication.
- Single Point of Contact Forms to be returned (via email or interdepartmental mail) to [Physical Plant Work Order Desk](#).

Single Point of Contact

*Please complete one form for EACH designated Single Point of Contact and Backup.
Email the form as an attachment to ppwod@umanitoba.ca*

Primary SPC

Name: _____

Faculty / Department: _____

Address: _____

Telephone: _____ E-Mail: _____

Backup SPC

Name: _____

Faculty / Department: _____

Address: _____

Telephone: _____ E-Mail: _____

Responsible for: *(please complete one of the following options)*

Option:	Please complete:	Check one or both to indicate scope:	
		Repairs / Maintenance	Renovations / Construction
1. All Faculties and Departments in One Building	Building:		
2. All Spaces Assigned to one Faculty, Multiple Buildings (if applicable)	Faculty:		
3. All Spaces Assigned to one Department, Multiple Buildings (if applic.)	Department:		
4. One Department within One Building Only	Department: Building:		
5. Other (please describe fully):			

Dean, Director, Dept Head (please print name) _____

(signature) _____

(date) _____