EXCELLENCE IN ACTION
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FINDING OPPORTUNITIES FOR IMPROVEMENT

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BUSINESS ANALYST

As Business Analyst for the Strategic Initiatives team at Facilities Services, Bonnie Fung works on various IT-related projects for the department. From project planning and management to gathering business requirements and analysis, Bonnie says that most of the work her and her team do revolves around finding opportunities for improvement. “I think it starts with having an issue that you want to solve then finding a way to solve it.”

Since June, 2019, Bonnie has opened 5 kaizen initiatives and closed 3. “When I first started my job here at Facilities Services in 2017, I learned early on that there’s always an opportunity for improvement. One of my first tasks when I joined was resolving inventory variances. I examined multiple sources of information including invoices, material reports, and so on. Once I found the problem, I was able to apply a solution which solved the issue. I think that idea of continually improving our activities is really at the heart of what we’re trying to do with Operational Excellence.”

One of the kaizens Bonnie recently closed had to do with QlikView, the department’s business intelligence tool. Reports produced in QlikView were previously only available by calendar year forcing Bonnie and others to convert each report into a fiscal year format in order to mesh with departmental reporting protocol. With a little bit of patience and a lot of know-how, Bonnie was able to modify the dashboard code so reports could now be done in a fiscal year-end framework resulting in significant time savings for her.

Another recent example involved enhancements to the WebTMA system, the departmental work order management tool. Bonnie noticed that certain processes within the system were prone to causing errors. Once these errors occurred, she’d have to spend time looking into each instance to see what caused the issue and apply a fix. It’s a process she had to repeat over and over. So, to address this issue permanently, Bonnie undertook an initiative to assess the processes that generated the reporting errors. Once complete, she produced a series of recommendations to mitigate those errors and engaged other staff members to provide training. The numbers of errors within TMA have since decreased.

Bonnie’s outstanding efforts have significantly contributed to accelerating change around the Facilities Services department. Well done.