EXCELLENCE IN ACTION
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IT SUPPORT TEAM SUCCESSFULLY IMPLEMENTS LEAN PRINCIPLES

STEFEN MENG
SYSTEMS SUPPORT TECHNICIAN

THE CHALLENGE
As member of the Facilities Services Business Solutions & Support team, Systems Support Technician Steven Meng provides expert technical support to departmental staff members on Burnaby Campus. From setting up computer workstations to troubleshooting printer errors and everything in between, Steven’s work allows departmental staff to get on with theirs.

Over the years, the technical support team has inadvertently amassed a lot of equipment and spare parts creating some cluttered workspaces. “We were not organized as we could have been,” says Steven. “We had equipment in our server room for example, that was just piled on top of other equipment. So, we knew we could do better.”

THE OBJECTIVE
To introduce workplace improvement methodologies in order to improve and sustain internal workplace efficiencies.

THE APPROACH
In order to implement a sustainable solution, the team decided to follow up on previously learned lean principles and introduced a 5S system to their business unit. “5S is an easy acronym that helps focus the mind on getting organized,” says Chad Evans, Business solutions & Change Management Consultant. “5S stands for sort, set in order, shine, standardize and sustain. Simple principles that really improve workplace efficiencies and eliminate waste.”

With support from the entire BSS team, Steven first undertook a sorting process with Central Receiving to organize surplus equipment into what should be kept, donated, and recycled as e-waste. With the help of Carpentry, a workbench was created that provided Steven and the team a proper work space. To set things in order, two large cabinets were installed by SFU laborers and painted by SFU’s Paint Shop providing plenty of space to store, organize and label critical support equipment. And through all this, Steven undertook a shine methodology getting into the habit of cleaning workstations and equipment prior to leaving for the day.

THE RESULT
“Through implementing 5S, we now have new, clean, and organized shared work space,” says Michael Lomax, Help Desk Analyst. “It’s allowed us to present a more professional image and has improved how we collaborate with each other on support activities.”