When there’s a facilities related issue on campus to be resolved, a work-order is issued. On occasion, the issue originally tasked by the customer turns out to require a number of different trade shops, transforming the original work order to multi-task work orders. For instance, when the customer reports a ceiling leak, a labourer attends to the leak and then may pass the work order to the plumbers. Under the current system configuration, in order to process this multi-task work order, the customer’s original work order would need to be closed and a new work order be generated for each of the subsequent trade shops.

Customers who submitted the original work order would only receive notification that the original order they submitted was closed even though the entire work associated with fixing the leak had not been completed.

To improve customer service and provide customers with accurate status of their multi-task work order and streamline the multi-trade work order process.

Gerry Lopez, Manager, Administration Systems, got his team together and began considering various methods of addressing the issue. After consulting with the stakeholders, including customers and FS Maintenance & Operations, the team recognized that there are various components that need to be fixed. The team has identified 3 phases to address the multi-task work: 2 phases to address the technical aspects of the change, followed by process alignment and change management support.

For the first phase, Bonnie and Coop student Sam Cribb developed changes to the platform interface such that related tasks associated with a multi-task work can be “grouped” together in one work order. The team then demoed their work to obtain valuable feedback. “The work we’re doing here on phase one is making it possible for us to move towards true multitask service requests where systems are automated and simplified” says Lopez.

With phase one now completed, Lopez, Fung and Cribb have set the ground work for automated multi-task work order processing. As tasks are completed one by one, the work order will ultimately be closed resulting in better customer service communication and better coordination between shops.

By once again taking on process change improvements, Facilities Services is helping drive Operational Excellence at Simon Fraser University. Well done!