As you may or may not know, FS is responsible for Snow and Ice Control. This year has been a challenging year and the FS Snow Crew has risen to the challenge!! During the period from December 5, 2016 to March 10, 2017 Burnaby Mountain endured approximately 229 cm (that’s over 7.5 feet) of snow!

We are proud to be able to rely on our trades to step up to the challenge of managing snow & ice events. Our crews respond to calls, leaving the comfort of their homes, to drive up the mountain regardless of the conditions to plow and salt the campus roads so that buses, emergency vehicles and the campus community can safely negotiate their way on campus.

This year was a particularly challenging year. Crews worked around the clock through Christmas Day, Boxing Day and into the New Year. Continuing sub-zero temperatures with daytime melts and overnight freezing did not allow for any relief for our crews. Given the workload, we had to enlist a couple of our managers to help provide relief by coming in and driving plows.

To complicate matters, we were running low on road salt. Local suppliers were all out and could not promise a delivery before mid January! We were forced to bring in sand and blend it with our remaining stock of salt to continue to maintain our roadways.

Our crews continue to dedicate themselves each and every winter to provide safe passage on our roads, parking lots, walkways and stairs and to ensure that the University remains open for business throughout it all.

Many of life’s failures are people who did not realize how close they were to success when they gave up

THOMAS A. EDISON
CFO’s Message

I recently read an article about the principles the Toyota Motors Co. operates by known as “The Toyota Way.” It is based on the Japanese concept of “kaizen” or continuous improvement, where they focus on eliminating inefficient and time wasting processes, as well as creating a system where any employee can suggest changes where they see fit. Toyota places an extremely high value on employee participation. There is constant support for further innovation and ideas for improvement. The Toyota Way also focuses on long-term improvements rather than short-term with the two main pillars being “Customer First” and “Respect for People.”

Last year we published our Vision and Mission Statements, along with our Values and Guiding Principles. Like Toyota, these are intended to define “The Facilities Services Way” which will be used to guide our department into an era of continuous improvement and collaboration.

We continue to work on things throughout the Facilities Services department and it is showing progress in our Operational Excellence efforts. As a team focused on “The Facilities Services Way,” we’ll continue to strive to make our work and our workplace a little better each day.

Managing Our Space

Managing Our Space

How many rooms can we possibly have...

Wendy Lee has been working on a Lean Six Sigma Project to reduce the time it takes to annually update space records across the University. Over the last 10 years, the space portfolio has grown over 37%. Archibus has close to 15,000 unique room identification numbers and this has to be checked every year! As you can guess, this is a very time consuming aspect of our daily lives. Wendy’s work identified we don’t receive room update information on a timely basis and most updates were reliant on one person to enter the new information.

The solution was to capture room changes in space (layouts and space use) during project close out record updates. The key change will be that the space reporter will focus on high-value activities, such as: Data Validation and Quality Checks, Run Analysis on Changes, Identify Areas for future Improvement and prepare the appropriate reports. This process standardization will ensure consistency and accuracy making updates easier and less time consuming in updating the databases.

The project is expected to be fully implemented later this year with expectations that the hours required to maintain the database would be reduced from 20-40%. Thanks Wendy!
5S@Vancouver and 5S@Surrey

Great job!!!

Before...

After...

VANCOUVER CAMPUS - In mid-March, Vancouver had the chance to try their hand at a Kaizen 5S activity and everyone got involved and did a great job in a short amount of time. Choosing a small maintenance room, not only did they consolidate 2 storage cabinets into 1, they also organized their various supplies. They scrapped many useless items – ie old leaky faucets and broken paper towel holders - and moved other items closer to their intended point of use. Best of all they created a shadow board for tools used to service/disassemble parts on the work bench! Great job Mat and team.

SURREY CAMPUS - Surrey’s team was slightly short-handed the day they embarked on their own Kaizen 5S activity. They tackled various aspects in their storage room and made some progress towards completing their Kaizens. Many thanks to Marie and gang for their efforts in Operational Excellence.
Another 5S Kaizen - Satellite Locations

Well at least its a start...

Across the Burnaby campus, Facility Services utilizes various strategic locations to house materials and tools to help maintain the buildings and grounds. These “Satellite” locations are necessary to help save time in transporting and completing our work. But with these “hidden” spaces, we tend to not stay organized to ensure the space it used as efficiently as it may otherwise be used.

Utilizing our 5S lessons learned last December we embarked on a mission to tackle a few spots that needed some lean thinking. The task was formidable and we weren’t able to tackle it all in a day...but it was a good start. Thanks to the members of the Building and Grounds team for contributing in maintaining our Operational Excellence!

Before...

After (looking much better!)