Where are my keys?

We’ve all been there. That feeling of anxiety when you realize you don’t have your keys with you. Whether it’s at home or work, that feeling is never a good one, especially if you lose any keys.

As many of you know, losing keys is not something new at SFU, or any other university around the country or world. To help offset the costs of producing keys for those that get misplaced the issuing department will typically ask for a small financial deposit. Over the years with rising costs, this small deposit has turned into something more substantial, sometimes running close to $50 a key.

Facilities is constantly requesting keys for either internal use, or for contractors while on campus. These keys, when no longer in use, tend to sit in a cabinet, drawer, or key ring.

Louis Ballarin, working with SRS group, received a listing of the outstanding keys and security fobs. After some diligent leg work and asking around, he recovered a significant number of outstanding keys and fobs. Like finding buried treasure at the beach, Facilities was able to recover approximately $20,000 in paid key deposits!

Louis’ next step will be to find a better way to track future key issuance and logging to ensure this sort of thing doesn’t happen again. This is a great example of continually trying to make the processes you use everyday just a little better, and with great results.

Lean Six Sigma Green Belt Projects...An Update

As you’re probably already aware, several of the Facilities Services staff have taken the Lean Six Sigma (LSS) Green Belt training in 2016. This 5 day training course taught them the methodologies of how to lead teams in the improvement of work processes. The training taught them both the technical methodologies of improvement, as well as the social aspects of how to effectively facilitate teams of staff through the improvement methodology.

The LSS course participants and their projects are as follows:

- Gerry Lopez - Contractor service request fulfillment
- Irinel Filip - As built drawings & records
- Wendy Lee - Space management records
- Heather Thorne - Fleet vehicle utilization
- Louis Ballarin - Mail delivery
- Jay Haynes - Gathering materials, tools, equipment for jobs
- Bill Nelson - Project change management
- Rodney Douglass - Hot work permits
- Rick Bray - Reduce wasted maintenance time

The Green Belt participants have been working on their projects over the last several months and all are either complete or near complete. Our next newsletter will highlight what results they were able to achieve from their projects.

In Burnaby, there were just over 400 very substantial ideas that were grouped into about 130 projects, 45 of which have been identified for immediate consideration. Lean Six Sigma teams will be formed to focus on these projects.

In the near future we will be advising all staff how we can all get more involved in these projects. 