2017 Communication Plan

The new year is upon us and we have started the year enduring more snow day closures in 2017 than we have had in the last 10 years! All this to say we all have been working hard to make sure we continue our plans to keep everyone informed about the things we are doing in continuing our Operational Excellence program.

Flash Reports and Newsletters will continue to be published, circulated and distributed to our staff and posted on the SFU website to ensure everyone is kept up to date on what we are doing!

2017 Communication Plan

Keeping the number of open Service Requests under control in Facilities Services has been a challenge. A couple of years ago, the number peaked at around 3,000. A continuous effort to bring the number down has been in place since September 2015 and the department has been able to bring down the average number of open service requests to 1,290 (Jan 2016). It is a step in the right direction.

At any given point in time, over 25% of the open Service Requests are assigned to contractors. It is overwhelming for superintendents, supervisors, managers and foremen to follow up with and close contractor Service Requests.

The goal is to improve quality and efficiency by defining a clear process that optimizes flow, maximizes value to the customer and reduces non-value activities, wasted time and errors. We hope to achieve our goals by empowering our contractors to access TMA (on-line) to finish work orders, provide status updates and upload work order reports on a periodic basis or as work is completed.

We are working on piloting this with a major contractor to ensure the logistical details are worked out before a more in-depth roll out is implemented.

We expect these improvements to benefit SFU in a number of ways, such as:
- less time chasing confirming work was completed
- an increase in client satisfaction
- more accurate information to make decisions
- a overall reduction in time lost waiting to move various project steps forward

Lean Six Sigma Project - Contractor Service Request Fullfilment.

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Kaizen Activities

In December 2016, we worked on a number of little activities - some of you were involved with 5S activities, others in little meetings to work on ideas and groups of ideas that we wanted to address.

So now what? We need to start scheduling some time among the various groups, say 1-2 hours per week to actually work on the ideas and apply some of the concepts you learned. Over the next several weeks we will be focusing on approximately 20 to 25 Kaizen activities across all three campuses.

We are keeping a spreadsheet on the server to track the Kaizen’s being worked on, in addition to the visual Kaizen boards we have set up in a number of areas. These boards each reflect ideas that have been sponsored or are available to be worked on. REMEMBER to keep the boards up to date on things you are working on and REMEMBER to let everyone know when you have completed some or all of the resulting solutions you came up with. **LET’S NOT FORGET TO CELEBRATE OUR SUCCESSES!**

We are recommending that staff try to integrate their involvement with our ongoing projects and kaizen activities into their Performance Development Plans. Please work with your direct manager about how to do this.