EXCELLENCE IN ACTION
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CUSTOMER ACCESS PROCEDURE IMPROVEMENTS
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THE CHALLENGE
Because of its prime location atop Burnaby Mountain, telecom companies seeking to provide wireless services to the Lower Mainland often seek to install transmission antennas atop buildings on campus. In order to ensure antenna access satisfies University safety policy, telecom providers are required to submit an Antenna Site Access Form, prior to SFU granting rooftop access. Once the access request has been submitted, Facilities Services (FS) staff review the documents and work with the vendors on their request.

Due to gaps in information and some ambiguous language from old agreements in place, Facilities Services staff have had to work hard at engaging applicant vendors to clarify information and correct misunderstandings.

THE OBJECTIVE
To increase process efficiency by updating the Antenna Site Access form with all pertinent information required.

THE APPROACH
Eleanor Cawthorne, Contracts Coordinator, believed that an opportunity existed to address this problem and enlisted her colleague Novia Chow, Office Coordinator, to help. “Initially, Novia and I took the old form and brainstormed all the things we thought were wrong or missing in the existing document,” says Eleanor. “We found that sometimes organizations wouldn’t conform to SFU policy because we weren’t explicit in terms of language so we worked hard to address that.”

Eleanor and Novia then engaged various staff members across various departments for feedback on their suggested changes. “We drafted a new version with the changes we thought were important and presented it to some of our colleagues who provided excellent feedback.”

THE RESULT
Through a collaborative process of engagement, Eleanor and Novia were able to fine-tune the Antenna Site Access form and fill in gaps of missing or ambiguously written information. “Now that we have a solid working draft, the next step will be to roll out the document for feedback from vendors.” The document is expected to save significant time by clarifying many of the points vendors call and ask about as well improving the customer service experience by providing an unambiguous, comprehensive document for participating vendors.

“Eleanor saw an opportunity for improvement and worked hard to see it through,” says Novia Chow. “She’s been a tremendous champion for change and has contributed significantly to the overall Operational Excellence initiative throughout the department.”

By engaging stakeholders and improving process efficiencies for the department, Eleanor Cawthorne is helping drive Operational Excellence at Simon Fraser University. Well done.