EXCELLENCE IN ACTION
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GOOD COMMUNICATION AND TEAM WORK RESULTS IN PROBLEM SOLVING

AUDREY MACTAVISH
CUSTOMER SERVICE COORDINATOR

THE CHALLENGE
As Customer Service Coordinator, Audrey MacTavish plays a central role in ensuring that exceptional services are provided to Simon Fraser University’s Burnaby Campus. Among her day-to-day duties, Audrey coordinates with Trades staff to make sure reported issues around campus are dispatched to appropriate areas for repair. As part of the dispatching process, Audrey will receive and process requests from students, staff, and faculty and then creates, updates, and closes work orders accordingly.

“When the Trades have completed work, they return their work orders to me so that I can close and record them in our system,” says Audrey. After scanning barcodes on the work order forms, Audrey runs the documents through the scanner as a batch automatically saving the information to WebTMA, an operational management platform. When working with the Student Residence work orders however, Audrey would often receive errors during the scanning process forcing her to do that portion of the work manually entering the information, one by one, into the system by hand. The work proved very time consuming and Audrey knew there had to be a better way.

THE OBJECTIVE
Understand what is causing the errors and find a solution to eliminate the need for manual work.

THE APPROACH
Audrey got in touch with Business Analyst Bonnie Fung to discuss the issue. “Bonnie is an expert on the custom forms for closing work orders so I was confident as a team we could find a solution.” Audrey analyzed the issue and created a list of locations in residence that were causing the error to occur. That’s when she says Bonnie picked up the ball and ran with it. Coordinating with various departmental staff as well as several people at Residence and Housing, Bonnie began investigating the issue.

“It required many hours of analysis initially,” says Bonnie about her investigation. “We examined potential solutions not only so Audrey wouldn’t have to close those work orders manually but also from the customer’s perspective on how to preserve their data and how to correct this issue so it no longer occurs in the future as well.”

THE RESULT
Through effective and continuous communication with stakeholders, Audrey and Bonnie came up with an intermediary solution: if an error occurs, Audrey can now simply edit the location on the work order to a recognized default Residence and Housing location, which the system will recognize. Audrey estimates it saves her an average of 20 minutes a month in manual work. Bonnie continues to work with Residence and Housing to refine and improve the system and is currently in the testing phase of what might be a permanent fix to the problem.

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