

Facilities Management
AVC Advisory Meeting Agenda

Date: January 23, 2008

Facilitator: Dierdra Dotter, Larry Darr, Randy West, Bobby Colburn, Martha Phillips, Ozie Brown, Anthony Passalacqua, Mark Wade, Mark Clark, Gerald Adkisson, Clay Hurn

Note Taker: Terri Reithemeyer

Time: 12:00pm

Location: FM Main Conference Room

Al opened the meeting with the Employee Satisfaction Survey. He displayed the results that Terri had completed on the table for members to review before the meeting started. He let the committee review the binder with the survey and graphs.

1. KPI

- Al talked to members about him discussing the KPI'S at the open forum in February. The reason for this is to receive feedback from all employees on the issue. We are moving towards measuring performance from the information gathered in FAMIS and will be used for the employee's performance appraisals in the near future. Each individual in the work teams will identify one goal and this goal will be used in their performance appraisal. This is where an employee can set a goal and use could be set up for teams and departments.
- Al displayed on the overhead projector with reports on active work orders that show the average time the work orders are open form FAMIS Oracle. He explained that Wayne Grommet has developed 80-100 reports. These reports are indicators that allow Facilities to receive data to improve performance, which increases customer service.

- The members reviewed a randomly selected report from a team in the Skilled Trades area and AI noted the following information:
 - The report showed the average age of all open work orders. This calculation is based on the length of time a work order has been open. Then take the length of time of all the work orders and derive the average length of time.
 - The example showed 63.41 days an average work order is open. The reason for this is because there are a few work orders that had been open for long periods of time. This section is where you go back and find out if the work order is complete and if so, see why it is not closed.
 - This report will allow us to set goals by department of teams. Then each year the numbers of days should be decreased.
 - When investigating why a work order is open for an extensive amount of time, we can also be conscious about external parts and material orders. This will determine who the vendors are that we need to be ordering material from and who to avoid if possible. PM is not included in these reports because they are standing work orders. When we ask questions why, then the work flow and facts will be driven by facts.
 - AI is going to talk to Joe Phillips and Rusty Stroud about the service crew. The service crew should not have work orders open more than 2 days theoretically.
 - The grounds and custodial departments are not set up in FAMIS under teams yet. They have been using standing work orders, which we are

moving away from. They will have some standing work orders for cleaning and moving. Also the custodial department needs to get building inspection going again to inspect the work being completed.

- This information received in FAMIS does not include internal customers (FM customers).
- All employees will have access to this information.
- Focus: the first two years AI was here at Facilities, the focus was on management and what they were doing incorrectly. We need to now focus on the teams for feedback and increase performance.
- To empower the employees we must first put this information in their hands.
- Opening and closing a work order to cut time issue. This has been discussed between AI and all management. This is a trust issue and each employee needs to trust each other. Remember, this is a self improvement mechanism.

2. Satisfaction Survey

- The members have decided that they would like individual binders, charts comparing the past 2 years and copies of the completed survey displayed in the breakroom for all employees to view.
- AI cautions the members about the survey results due to some significant change. The questions were based on frequency this year and some of the

questions were rephrased. The lower the number, the more positive the results were. An example of this would be question#55.

- Next month the members will discuss the survey and what changes need to occur for next year's survey.
- Dee Dotter suggested that the board does a survey about the survey to receive feedback from the employees on what they see we need to do to improve the survey. Al stated that the board needs to decide if they do need to do a survey for this purpose.
- Terri needs to bring the supervisor list that was used during the survey process and print out blank surveys for the members to make notes on to the next AVC Board meeting.

3. FM Discretionary Account

- The account period beginning October 1, 2007 – December 31, 2007:

Beginning Balance	\$4652.31
Contributions:	
Misc.	\$777.95
Dunking Booth Proceeds	160.00
Al's Contribution	124.00
Tailgate Shirts	48.00
Petty Cash Disposal	50.48
Balance	\$5812.74

Expenses:

Fall Festival	\$491.67
Forum	782.22
Tailgate	126.96
AVC Lunch	14.56
Balance	\$4397.33

4. Background Check Policy

- Al stated that all members need to read the article about the employment background check, drug testing for cause and the provision for this cause in the ASU Digest. Employees can keep track of the information related to the employee background checks and drug policy changes through email from the Staff Senate Committee and the ASU Digest. All feedback needs to be directed to the Staff Senate Committee.
- Pre-employment screening will be for new employees and those current employees whom are promoted.

5. Old Business:

a. Radio Communication

- We are operating on rentals right now. We are looking at purchasing additional radios when the new system is functional. At a minimum, each team leader will have a radio for communication purposes. Al's goal is to

have every individual who is working alone or in separate areas of a building to have a radio.

b. MSDS Sheets

- No new information available on this issue at this moment.

c. Custodial vacuum cleaner cords

- Helen McCoy has started replacing the vacuum cleaner cord ends with new grip control ends.

6. Scholarship Information – Kathy Hick’s Email to Staff

- Terri handed copies of Kathy Hick’s email about the FM Scholarship to each member.

7. Staff Senate Committee

- Randy West stated there is an issue with the Staff Senate and FM. More employees need to vote for the Staff Senate committee because FM is represented in this committee and the turn out with our employees is very low.

- Randy will meet with Terri Reithemeyer and write an article for the FM Voice so all employees will be more aware of this committee and when the next voting period occurs.

8. Death of Family Members

- Martha Phillips stated she experienced a recent death in her family; she called in and notified her supervisor of absent from work due to funeral arrangements. She felt that if an employee has a death in their family that management should acknowledge their grievance with kind words. Al stated that he will discuss acknowledgement with management and also review the procedure to which we send flowers or acknowledgement.