

ZONE MAINTENANCE

With the reorganization of Facilities Services in 2019, Zone Maintenance personnel have been further empowered to perform more tasks without being required to call on others. This has provided a more efficient and effective way to service the campus community.

One Call Shift

The Zone Maintenance One Call shift is continuing to operate. There is a minimum of two people on site at all times during the shift. Having two individuals on site enables the unit to better handle repairs requiring multiple workers. Personnel are also able to better handle repair requests during peak times. One person can stay with a problem while the other handles calls. "Droppable" tasks are assigned for slow periods. This shift also provided enhanced off-hour coverage for the Zone Maintenance unit. Three people are assigned to each shift (first, second and third). These shifts rotate seven days on, two days off, eight on, four off, and repeat every fourth week.

Zone Maintenance Inspections Initiative

Building inspections encompass different levels. Foremen inspect the buildings in their respective zones, which allows them to provide on-the-spot training to Maintenance Specialists in the building should any deficiency arise. Currently, each building is inspected twice a year. Other inspections are completed using a peer network of Maintenance Specialists. This entails placing Maintenance Specialists in neighboring locations to inspect each other's buildings. This network can be increased so that Foremen also inspect each other's buildings, etc. These inspections are used to combat situations in which a person in the same environment, for a period of time, may become accustomed to seeing certain issues, and may, therefore, cease to recognize problems. This procedure also provides the opportunity to rotate the responsibility to different foremen, especially in the event of vacancies or searches.

Zone Maintenance Specialties Team

Our newest initiative is the creation of the Zone Maintenance Specialties Team.

Building Level Authority

A major initiative, in concert with the Archibus system, is that issues encountered by customers are routed directly to a building's Maintenance Specialist without the need to route through several levels of review. This results in quicker problem resolution and reduces the workload on several levels of review while decreasing the number of response required from central shops. Providing Maintenance Specialists with more building level authority reduces the number of work requests generated by Zone Maintenance to the central shops.

Critical Parts Inventory

The unit will begin to keep deeper inventory parts on hand for equipment that has critical impact on the campus, especially if it is a piece of equipment where long lead times can hamper campus operations for a long period of time.

Zone Maintenance Career Ladder

Currently the career ladder allows movement to higher levels based on demonstrated skill coupled with tests and/or certifications.

Customer Service Training

All throughout campus Zone Maintenance employees are complimented on the exemplary job that they do and the quality of service that comes from the group. Still, the unit has a desire to take the level of service even higher. In 2015, Zone Maintenance employees completed a series of customer service training courses conducted by UT Employee and Organizational Development (EOD). This training was tailored specifically for Zone Maintenance and addressed standards and best practices to use as personnel interact with the campus community. Another goal of the training was to encourage the uniformity in how Zone Maintenance personnel respond to customers and how customer concerns are handled. New employees are scheduled to receive this training soon after they start.

Zone Maintenance Zero Failure Initiative

The Zero Failure Initiative within Zone Maintenance is a focus on certain components and/or modes of failure that should not be expected if normal expected maintenance is performed. Zero failure does not automatically point at the Maintenance Specialist, but will require an evaluation of the failure in each of the categories to determine if failure is the result of a manufacturing or design flaw, misapplication, needed training, poor performance by a Maintenance Specialist, or other. The goal of this initiative is to minimize these failures by improving the quality of materials and tools the unit receives, improving the training if that is determined to be the root cause, and improve employee performance where indicated. The desired outcome of this program is to investigate any failures categorized into the zero failure category and determine why a given failure occurred. Such investigations may uncover a need for additional training or tools, in addition to parts or equipment performance. To date, this initiative has identified training needs for employees that were re-purposed from other areas of Facilities Services. This has culminated with ZM allowing other seasoned employees to spend more time mentoring the employees new to the tasks. For example, premature bearings failures in air handlers were occurring in one of the newer campus buildings. Additional training was provided for installation procedures while transitioning to a different bearing manufacturer.

Zone Maintenance General Initiatives

In order to better serve our customers, the maintenance zones have been adjusted to a more customer based structure.

Zone Maintenance & Archibus

The Archibus management system provides Zone Maintenance with information the unit has not had in the past. It is able to provide the management data and reporting the group did not have access to. With the system, work requests are routed directly from the requester to the personnel in the buildings. This direct routing results in shorter response times. Requesters will be able to provide feedback on how their request was handled. In addition, requesters will also be able to track the progress of their work request.