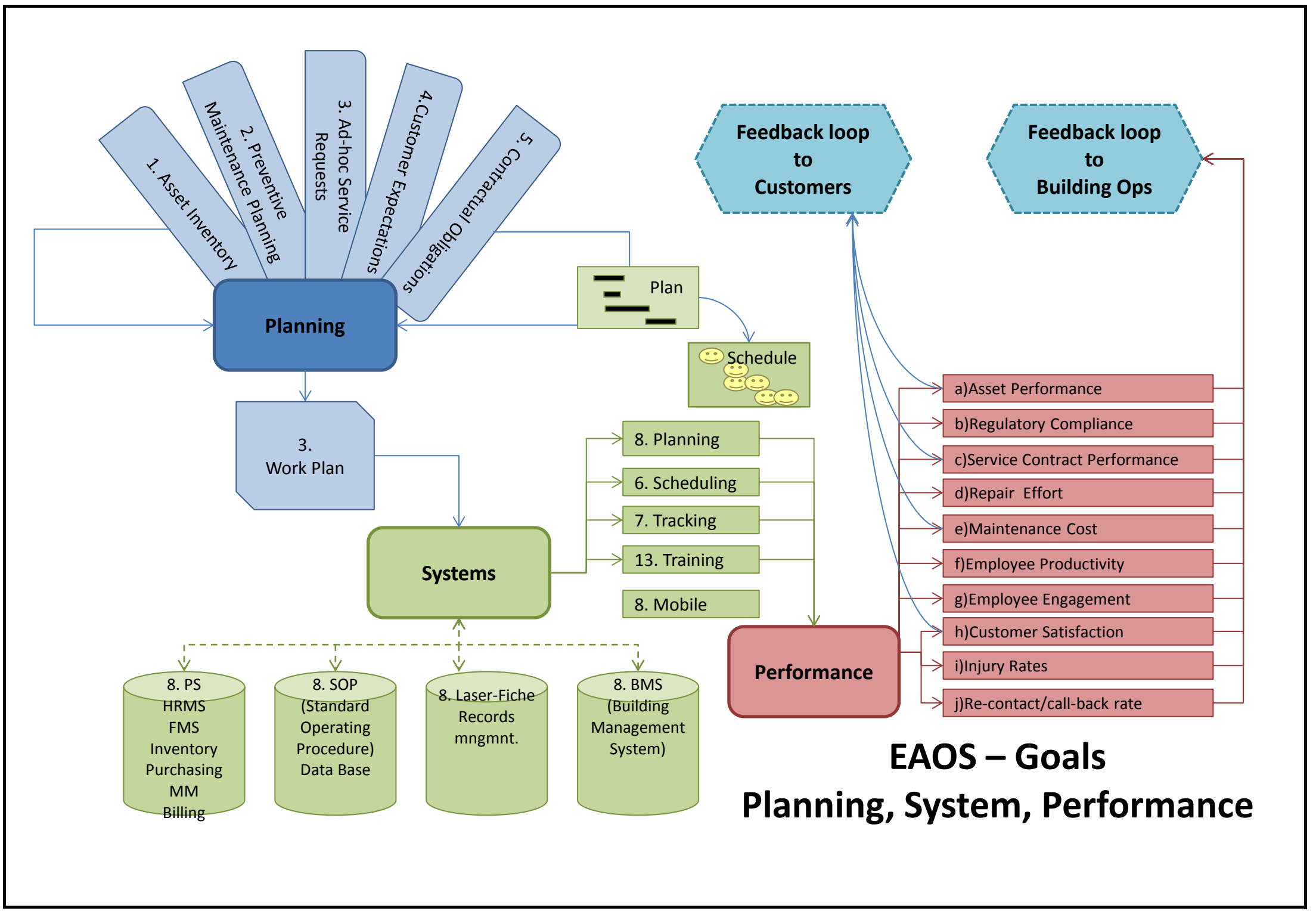
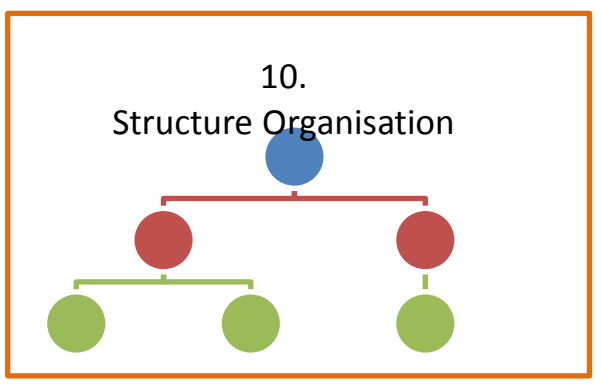
EAOS PROGRAM GOALS





EAOS – Goals
People

11.
Roles & Responsibilities

12.
Resource
Optimization

13.
Expert Staff

EAOS PROGRAM GOALS

Planning	1. Asset Inventory	Develop a list of priority assets for tracking. Categorize assets into regulatory, major and minor equipment categories. Develop a system for collecting and updating asset status. *The expected outcome is a repository of priority assets that will be included within the maintenance plan.*
Planning	2. Preventative Maintenance Planning	Identify equipment that need preventive maintenance, associate assets with maintenance tasks and frequencies, and implement an effective and attainable preventative maintenance plan. *The expected outcome is a comprehensive preventative maintenance plan.*
Planning	3. Work Planning	Implement a work planning system that prompts preventative maintenance tasks and prioritizes and organizes maintenance work together with service contract obligations and ad-hoc service requests. *The expected outcome is a system that effectively coordinates preventative maintenance and ad-hoc service requests, and monitors progress and performance.*
Planning	4. Customer Expectations	Implement systems and processes that facilitate customer communication; a mechanism to feed back information about asset performance; mechanism to manage customer expectations and ensures excellent asset maintenance by expert staff. Work is performed with no or minimal disruption/interference to customer operations, is completed on time and on budget, and is of appropriate quality. *The expected outcomes are: customer expectations/requirements are consistently met or exceeded; information on equipment and system performance is communicated to customers; total asset life-cycle cost is reduced; and assets are maintained in safe and working condition.*
Planning	5. Contractual Obligations	Develop a list of standard service offerings and levels and consistent methods for costing and resourcing future contract requests. *The expected outcomes are: consistent contract services and costs; and improved customer relations.*
Systems	6. Scheduling	Implement a resource scheduling system that assigns work at the trades person level, captures inspection details, records work estimates and repair requirements, for assets that require scheduling. *The expected outcomes are: effective deployment of operators; the ability to drive accountability; and streamlined communication for all stakeholders.*
Systems	7. Tracking	Implement a work tracking system that collects relevant information such as check dates, the nature of work performed, further repair requirements, suggestions for improvement, task completion time, etc. The system will enable data collection and analysis with minimal effort, and will support technologies. *The expected outcome is a system that provides information on employee/system performance and asset life-cycle costs, and assist with identifying areas of improvement, identifying value-add opportunities, and reducing time spent on administrative tasks such as timecards.*
Systems	8. Software Systems	Implement a software system that collects customer requests, prioritizes, organizes, assigns, and tracks work, schedules resources, and bills customers. The system will be user friendly, automated, will be used consistently throughout the organization, and will support a mobile workforce. It could integrate with the following existing systems: PeopleSoft's Finance, Human Resources, Inventory, Purchasing and Maintenance Manager modules; the SOP (Standard Operation Procedures) database of safety information; and the Laser-Fischer records department. *The expected outcome would be a single, integrated system managing all aspects of Building Operations services. This would generate significant efficiencies through personnel deployment, enhanced asset performance, etc.*
Performance	9. Key Performance Indicators	a)Implement methods/systems to measure the performance of buildings, systems and equipment. *The expected outcomes are: a set of metrics that assist with decision-making around predictive maintenance; and a mechanism to categorize asset performance and prioritize maintenance activities.* b)Implement methods/systems to measure regulatory compliance. *The expected outcome is a set of metrics that assist with decision-making around developing mitigation plans.* c)Implement methods/systems to measure service contract performance. *The expected outcome is a set of metrics that measures success and assists with decision-making around improvements and value-add opportunities.* d)Implement methods/systems to measure effort on repairs. *The expected outcome is a set of metrics that assist with decision-making around the effectiveness of maintenance efforts.* e)Implement methods/systems to measure asset maintenance cost. *The expected outcome is a set of metrics that measure asset life-cycle costs and assist in decision-making around asset replacement/selection.* f)Implement methods/systems to measure employee productivity. *The expected outcome is a set of metrics that assist with decision-making around resource utilization, training/development, and performance management.* g)Implement methods/systems to measure employee engagement. *The expected outcome is a set of metrics that assist with decision-making around improving employee usage of this program.* h)Implement methods/systems to measure customer satisfaction. *The expected outcome is a set of metrics that assist with decision-making around improving service quality and enhancing customer relations.* i)Implement methods/systems to measure employee injury rates. *The expected outcome is a set of metrics that assist with decision-making around improving workplace safety.* j)Implement methods /systems to measure the number of "re-contacts" / "call-backs". *The expected outcome is a set of metrics that assist with decision-making around improving service quality.*
People	10. Organization Structure	Structure Building Operations to improve work flow. *The expected outcome is an organization well able to balance proactive and reactive maintenance needs and improve asset performance.*
People	11. Roles and Responsibilities	Cleary document all roles, responsibilities, and workflows (including quality control processes). *The expected outcome is work completed consistently and with appropriate quality.*
People	12. Resource Optimization	Balance resourcing with demand in order to right-size the work force. (Resourcing is a combination of FTE's and skill-sets, and demand is a combination of the quantity and type of work/services required.) *The expected outcome is a right-sized work force, operating efficiently and flexibility with enough oversight and support from management and supervisors to be successful.*
People	13. Expert Staff	Develop and implement an effective skills training and internal knowledge-transfer strategy, and a system for gathering suggestions for improvement. *The expected outcome is an engaged workforce operating with a high level of expertise and retention of institutional knowledge.*