



## **Repair and Maintenance**

### **Local Zone D Rollout Customer Meetings**

**April 30 - May 2, 1996**



## Agenda

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- Reengineering Repair and Maintenance at MIT
  - Redesign
  - Implementation - East Zone Pilot and Phased Rollout
    - For more information check the WWW:  
**<http://web.mit.edu/reeng/www/rep-maint/>**
    - Comments or questions? <**rep-maint@MIT.EDU**>
- What, When, Where and Why
  - What is included in building maintenance
  - Communications with the Zone D team
  - How to report problems
  - How to give us feedback
- Maintenance issues in your buildings



## Major Features of the Redesign

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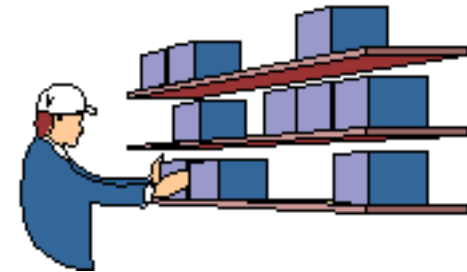
- Hybrid system:
  - **Local zone** teams responsible for groups of buildings
  - Central teams that performs large repairs, maintains central systems, provides specialized support, and undertakes some new construction and renovation work
- Empowered multi-trade teams familiar with, and accountable for, building maintenance
- New building maintenance mechanic position to perform a broad scope of non-trade-specific repair tasks
- Customer communicates directly with **Local Zone** team
- Less time getting people and material to jobs
- Less paperwork
- Greater emphasis on preventive maintenance



1 Customers in buildings submit maintenance requests directly to the zone team via the WWW or electronic mail



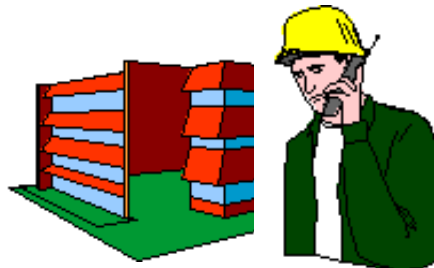
2 Each morning, the zone team meets to discuss work completed the prior day, prioritize work requests, and plan the new day's work



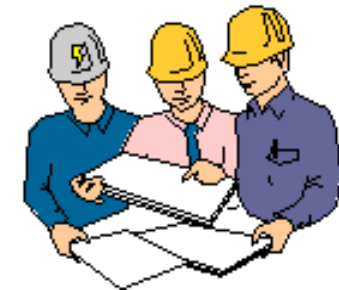
3 Team members pick up materials from zone stock area and proceed to work site



4a Team members go out to a job, does what is requested, inspects space, repairs another problem, notifies customer, and then moves on to the next job



4b Team members go out to perform a task, notices another problem in the area/room, but does not have time/parts. He/she reports problem back to team, and the team takes action. The customer is notified of the work completed and the work that needs to be done



5 Team meets to discuss ongoing maintenance issues, plan preventive maintenance, and review building costs and charges. The team identifies projects to be done by central teams and outside contractors



## Expected Outcome and Benefits of the Redesign

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### Quality

- Better maintained spaces and systems (fewer breakdowns)
- Reduced backlog of deferred maintenance

### Service

- Hassle-free service
- Customers are familiar with tradespeople

### Time

- Fast response; fast repair
- Many repairs will get done before customer notices (or reports) them

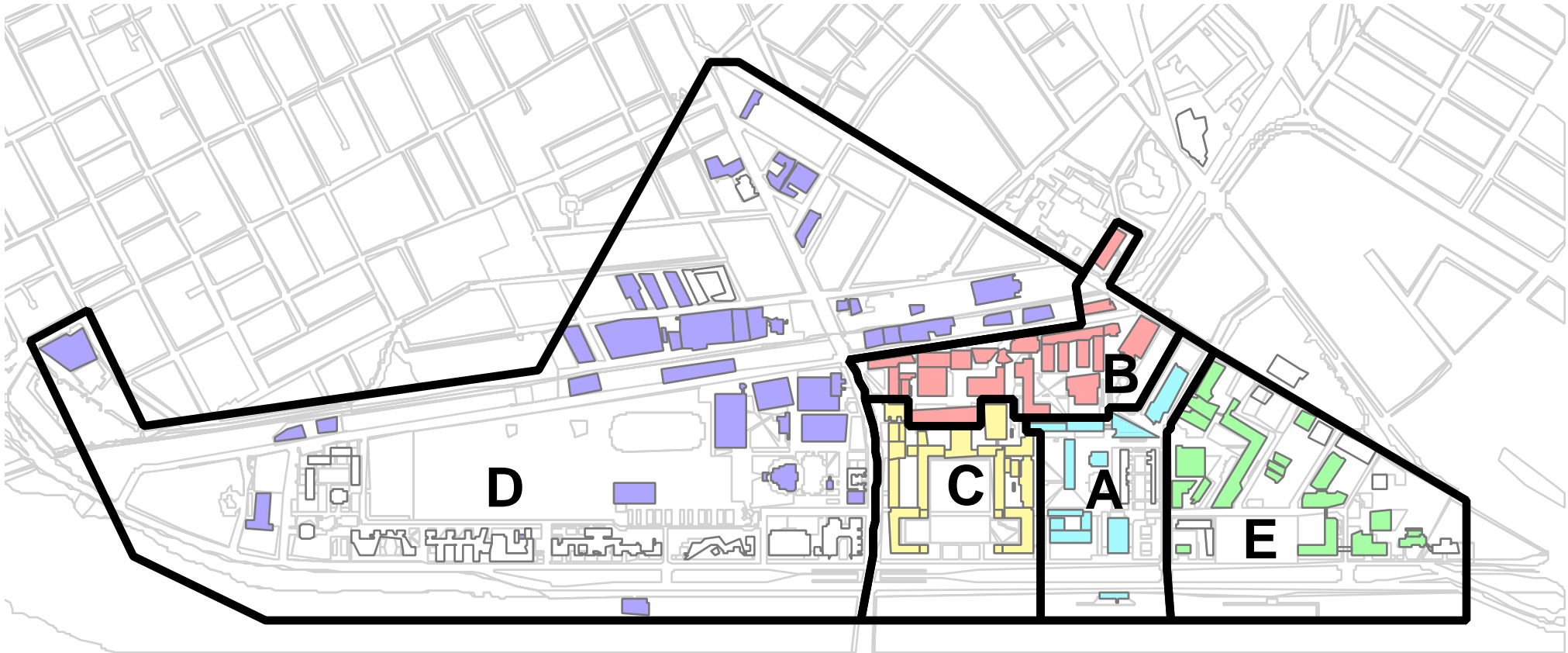
### Cost

- Lower cost per repair
- Positions plant to do in-house renovations
- Some previously contracted work will be done by Repair and Maintenance
- More time spent on work (less non-productive time)



## Local Zone D Fact Sheet

- Begins operation May 13, 1996
- Local Zone D team
  - Joseph Clark, Maintenance Mechanic
  - Kevin Connolly, Heat & Vent Mechanic
  - Paul Desantis, Plumber
  - James Hunt, Electrician
  - William Lucas, Maintenance Mechanic
  - Richard Marsh, Coach
- Weekdays - 7:00am to 3:00pm
- Zone office - N52-175
- Phone - X3-5130
- Email - <d-zone@MIT.EDU>



 Zone A Buildings

 Zone C Buildings

 Zone E Buildings

 Zone B Buildings

 Zone D Buildings

 Buildings not covered



## Local Zone Responsibilities

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- What is **not** handled by the Local Zone teams
  - Emergencies - eg: fire response
  - Off-hours and weekend coverage
  - Custodial and Mail services
  - Grounds services
  - Most work chargeable to departmental accounts
- What **is** handled by the Local Zone teams
  - All maintenance and repair for selected buildings
    - Electrical problems
    - Heating and cooling problems
    - Plumbing problems
    - Structural and mechanical problems





## How to Report Problems - Local Zone D

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- via the WWW
  - <http://web.mit.edu/plant/www/rm/d/rm-request.html>
  - or from The MIT Home Page
    - > Administration & Services
      - > Physical Plant
        - > Repair & Maintenance
          - > Maintenance Request Forms
            - > *Click on Zone D on the map*
- via email
  - **<fix-*bldg*@MIT.EDU>** where *bldg* is where the problem is located
    - eg. **<fix-W11@MIT.EDU>**
- via telephone
  - **X3-5130**