

Repair and Maintenance

Local Zone Rollout Customer Meetings

September 17-19, 1996



Agenda

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- Reengineering Repair and Maintenance at MIT
 - Redesign
 - Implementation - East Zone Pilot and 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 Local Zone teams
 - How to report problems
 - How to give us feedback
- Maintenance issues in your buildings



Major Features of the Redesign

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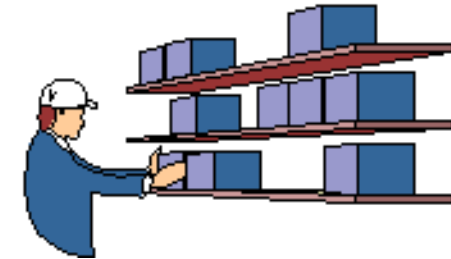
- Hybrid system:
 - **Local zone** teams responsible for groups of buildings
 - Central teams that perform large repairs, maintain central systems, provide specialized support, and undertake some new construction and renovation work
- Empowered multi-trade teams familiar with, and accountable for, building 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



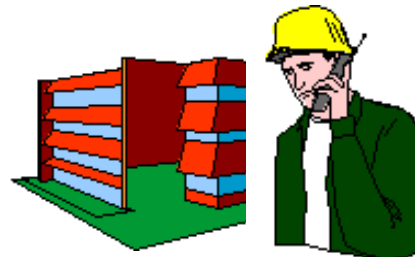
2 Each morning, the zone team meets to discuss work completed the prior day, prioritize work requests, and plan the new day's work



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



4a Team members go out to a job, do what is requested, inspect space, repair other problems, notify customers of work status, and then move on to the next job



4b Team members go out to perform a task, notice other problems in the area/room, but do 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

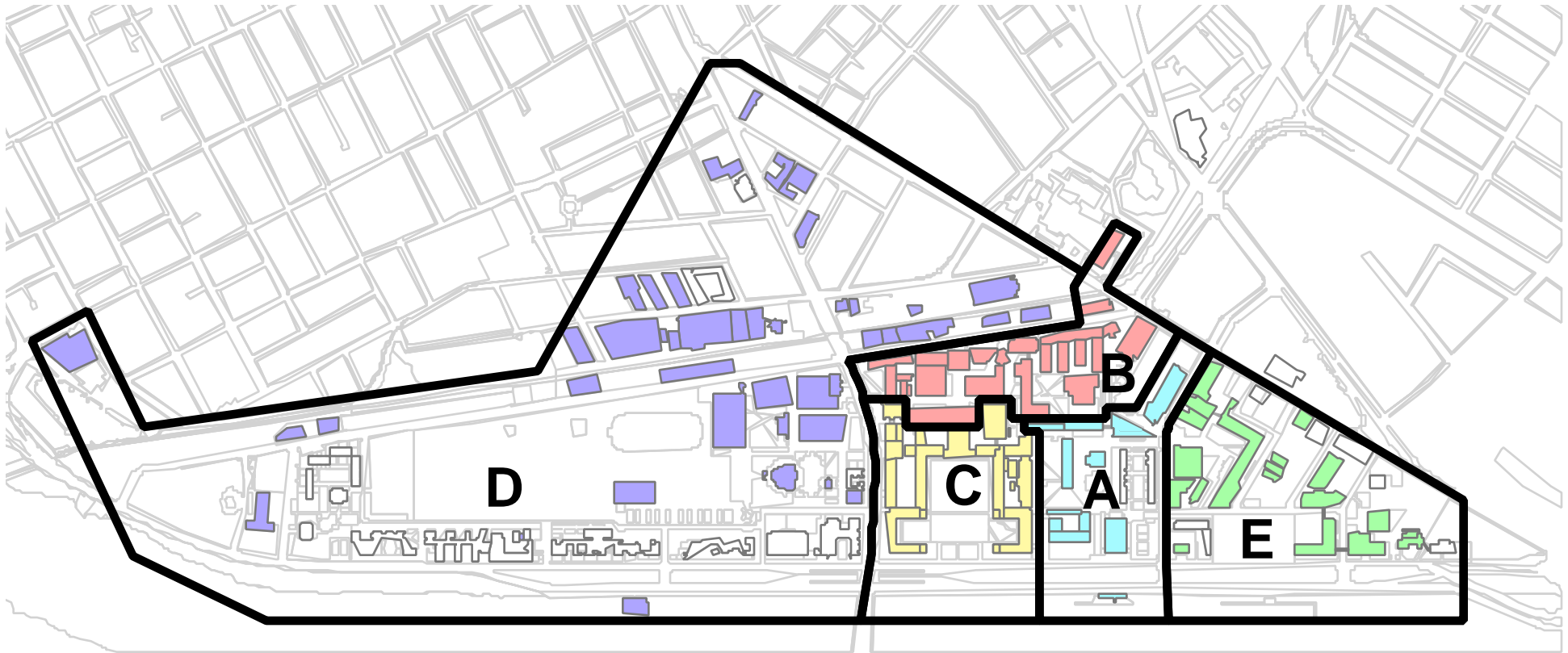
- Hassle-free service
- Customers are familiar with tradespeople

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)



 Zone A Buildings

 Zone C Buildings

 Zone E Buildings

 Zone B Buildings

 Zone D Buildings

 Buildings not covered



Local Zone Fact Sheet

	Zone A	Zone B	Zone C	Zone D	Zone E
Begins operation	9/23/96	9/23/96	10/21/96	5/13/96	8/14/95
Team members					
Electrician	Charles Simas	John Denucce	Joseph Ficarra	James Hunt	John Filippi
H&V Mechanic	David Foster	Edward Moore	Gerald Desmond	Kevin Connolly	Edmond Gosselin
H&V Mechanic	John Kelley	Richard Sargent	William Homeyer		Brian O'Keefe
Plumber	James Halloran	Stephen McHugh	Francis Lewis	Paul Desantis	David Hingston
Maint. Mechanic	Orazio Bavaro	James Bradford	TBA	Joseph Clark	Edward Dimond
Maint. Mechanic	Greg Raposa	Shawn Smith	TBA	William Lucas	Jose Magalhaes
Maint. Mechanic					E. Piccinonno
Coach	Paul Rudack	Richard Marsh	Paul Rudack	Richard Marsh	Paul Motroni
Office	4-034	24-015	7-020	N52-175	E20-103
Phone	X8-9423	X8-9425	X8-9428	X3-5130	X2-1497
Team Email	a-zone@MIT.EDU	b-zone@MIT.EDU	c-zone@MIT.EDU	d-zone@MIT.EDU	e-zone@MIT.EDU



Local Zone Responsibilities

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- What is **not** handled by the Local Zone teams
 - Emergencies - such as 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 performed weekdays between 7:00am and 3:00pm
 - Electrical problems
 - Heating and cooling problems
 - Plumbing problems
 - Structural and mechanical problems



How to Report Problems

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- via the WWW
 - <http://web.mit.edu/plant/www/rm/rm-map.html>
 - or from The MIT Home Page
 - > Administration & Services
 - > Physical Plant
 - > Repair & Maintenance
 - > Maintenance Request Forms
 - *Click on the desired Zone on the map and fill out the form*
- via email
 - **<fix-bldg@MIT.EDU>** where *bldg* is where the problem is located
 - example: **<fix-E10@MIT.EDU>** for a repair in Building *E10*
 - Include room number and a description of the problem in the message
- via telephone
 - Zone A - **X8-9423**
 - Zone B - **X8-9425**
 - Zone C - **X8-9428**
 - Zone D - **X3-5130**
 - Zone E - **X2-1497**