



Repair and Maintenance

Update for Physical Plant Personnel

September 13-15, 1995



Repair and Maintenance Teams

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- **Local Zones**
 - East Zone Pilot Team
 - Local Zone Rollout Planning Team
- **Central Zone**
 - Local Zone Back-up Design Team
 - Construction/Sales Projects Design Team



East Zone Pilot - Status

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- Mission - Test the local zone concept - 8/7/95 to 12/31/95
- What has been done
 - Communication directly with the customers
 - Plans and schedules their own work - eg: team huddles
 - Quickly responds to most problems
 - Work as a team
 - Gets more work done with less paperwork
 - Fixes things that haven't been reported - "silent work"
- Still left to do
 - Preventive Maintenance
 - Work more closely with Design & Construction
 - Better tracking and communications between local and central
 - Measurements of success - eg: number of work requests, cost



Local Zone Rollout

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- New Team - Joe Gifun, Captain
- Mission - To look at the available information from the current pilot in the East Zone and to plan the implementation of the other zones throughout the campus
- Issues
 - How many zones
 - What buildings
 - Zone staffing
 - Team rooms
 - Communications systems - eg: radios, pagers
 - Transportation
 - Plan communications with MIT community



Local Zone Back-up

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- New Team - S. Miscowski, Captain
- Mission - To look at the Repair and Maintenance activities that remain centrally located and to implement processes that will ensure that the necessary support for the campus-wide local zones is provided
- Issues
 - Specialty work - eg: lock, elevator, pipefitting, high voltage
 - Emergency response - eg: fire, confined space rescue
 - Off-hours coverage
 - Contracted maintenance work - eg: elevator, masonry, asbestos
 - FCS operation and alarm monitoring
 - Zone back-up - eg: electric, HVAC, plumbing, carpentry, metal work
 - Stock service
 - Transpiration
 - Technical oversight - eg: standards, guidelines, training



Construction/Sales Projects

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- New Team - captain to be determined
- Mission - To look into new ways to do small construction and sales projects
- Issues
 - Identify work that can be done in-house
 - Investigate team approach for projects
 - Evaluate staffing needs
 - Pilot small construction/renovation jobs
 - Look at special events - eg: Commencement
 - Design review with effected maintenance groups