Repair and Maintenance

Update for
Physical Plant Personnel

September 13-15, 1995
Repair and Maintenance Teams

• **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

- 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

- 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

- 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

- 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