

Repair & Renovation

April 29, 2014

2014 – 2015 Unit Goals

R&R Employee Recognition Program

- Establish recognition awards program funded w/ NCAPPA grant
- Develop standards for earning recognition
 - Customer testimonials
 - Supervisor recognition
 - Peer recognition
- Establish levels of award
- Create environment of tangible recognition & accompanying awards

Shop Excellence Program

- Adopt best practices from BM&O
- Develop metrics common to R&R shops
- Adapt BM&O report and inspection process
- Develop award for best shop
- Begin program

Continue to Enhance Delivery Process for Minor Renovation Projects

- Continue development of book rates and rapid pricing models
- Leverage access to building data through FM:I, AiM and other tools
- Inform customers with information of completed projects and costs
- Continue to train subcontractors to ensure access to work and quick payment

Bell Tower Phase II

- Automate lighting controls for qualifying, regular season sports events
 - Develop code, run stand-alone, verify operation and error checking
 - Promote stand-alone system to communicate text to on-call phone, verify operation
 - Connect system to lighting controller, back up with text
 - Maintain code and hardware
 - Automate Wolf Ridge light w/ tower light signal

Continue technology implementation

- Simplify online project report process to rnr web
- Load FCAP reports
- Increase shop project reports
- Leverage as project development tool
- Use in conjunction with employee recognition program

NC State University Facilities Operations
2014 - 2015 Compact & Unit Goal Planning

In-House Exterior Sign Refurbishment Project

- Collaborate with OUA for renewal and new installations
- Research requirements and feasibility for paint spray booth
- Implement process indicated from study (PM or self-perform)

Roof Access Rekeying

- Continue pilot for zone
- Enroll keys and holders in SimpleK
- Roll out program for balance of the campus
- Recommend mechanical and electrical be considered & piloted

Continue IDesk Pilots/Implementation

- Review actual results of time card input
- Review actual results of real-time work management
- Review unexpected advantages and disadvantages
- Review connectivity problem

Health and Wellness training

- Lead awareness
- CPR training
- First Aid training
- Defibrillators?
- NCSU Recreation Ropes Course?

Building Trades Salary Equity Study

- Impact of reorganization on certain building trades
- Request market and equity study
- Revise & update position descriptions and work plans to current
- Determine differences and recommend correction

Refresher Course on Successive Discipline

- Support FHR initiative
- Participate in FHR training
- Seek means of feedback from staff
- Work/life balance

Communicating Service Level Capabilities and Priorities to Campus

- Establish APPA levels
- Publish what can and can't be done
- Adhere to standards unless new funding is available
- Quarterly meetings to coordinate and prioritize

Planning for CBC Support Building

- Extend Broughton space utilization if necessary
- Rerun work order frequency/campus report
- Verify 2013 shop layout & staffing
- Implement moves, equipment, communication, parking, etc.
- Make corrections & adjustments as necessary for MOE