Medical Complex Maintenance presents:

FACILITIES INSPECTIONS & CUSTOMER SURVEYS

- MaryAnn Burlingame
- August 2005
Medical Complex Personnel

- Michael Borden – Maintenance Specialist
- Mary Ann Burlingame – Office Support
- Dennis Coakley – Utilities Trades Supervisor
- Longin Frankiewicz – Painter II
- Rick Gometz – Journeyman Electrician
- Brian Little – Electrician I
- Ladislav Mernicky – Maintenance Worker
MCM Personnel cont’d…

George Patenaude – Electrician II
(currently serving overseas)

Marty Pinsonneault – Maintenance Spec.

Pat Porter – Maintenance Specialist

Jon Thibault, Jr. – HVAC System Mech.

Danny Whitaker – Plumber I

Clay Warren – Supervisor Sr. Mechanic

Derrel Woodward – Maintenance Worker
Where MCM personnel work:

- Given Building
- Health Science Research Facility
- Rowell Building
- Stafford Building
- Stafford Green House
- New Medical Education Center / Pavilion and Library.
GIVEN BUILDING
Health Science Research Fac.
ROWELL BUILDING
STAFFORD GREENHOUSE
UVM / FAHC NEW MEDICAL EDUCATION CENTER
MORE  ED CENTER SHOTS...
NEW AUDITORIUM..
INSIDE THE AUDITORIUM...
TO THE NEW DANA LIBRARY
NEW DANA MEDICAL LIBRARY
MORE LIBRARY SHOTS...
STILL IN THE LIBRARY...
MCM FACILITIES AUDITS

WHAT IS IT FOR?

TO PROVIDE BETTER WORKING ENVIRONMENT FOR OUR CUSTOMERS

- TEACHERS
- STUDENTS
- FELLOW CO-WORKERS
HOW DOES IT WORK?

- A building and area are selected to be inspected.

- A floor diagram is printed out from the Famis online self serve work order form.

- The customers are notified someone will be in the area looking for necessary repairs.
Then what?

With clipboard, pen, diagram & room sheets in hand – Mary Ann is off to inspect rooms.

Repair notes made on room sheets
An inspection in process...
Another room on the diagram...

I’m NOT going in alone....
Hello.... Is anybody in there??
Mary Ann returns to the office to type up the service requests on the repairs she found that needed to be made.

Custodial concerns are e-mailed to Stan, which he appreciates (NOT). (just kidding)
Now it’s a work order…

- After the Service Requests have been turned into work orders, and assigned - they are distributed to the proper mechanic to do the job.
Repairs being made....
Work completed.....
After work is done....

Once a work slip has been handed in by the mechanics – Office Support completes the slip in FAMIS adding any pertinent notes to the work order.
Inspection Follow ups....

- Mary Ann goes around checking the completed work and talking with the customers.

- Any concerns, notes and or comments are brought back to add to the work order task list.
Incomplete work orders...

- If a work order will NOT be completed soon – the customer will be notified by the technician and notes will be made on the work order for follow up status requests.

- Open work order status reports are printed weekly for each technician to keep tabs of what is still needed to be completed.
Customers Know Best….

We asked our customers to assist us with a Customer Satisfaction Survey.

This way there is no biased questions on our part.

The Survey is in the works as we speak.
What they asked....

- Was the technician neatly attired?
- Was the tech. courteous?
- Was he/she knowledgeable about the task?
- Was work provided in a timely manner?
- Was it scheduled for a customers convenience?
- Was work area cleaned up after repairs?
Interesting Notes…

Since the audits have been started – over 230 work orders have been generated for repair.

Customers are surprised we come to fix things before being asked to.

They are also impressed with follow ups.
ROLL CREDITS…..

University of Vermont Studios
Medical Complex Productions
Clay Warren Incorporations
In association with Joe Church Enterprises

Starring:
Mary Ann Burlingame

Featuring:
Marty Pinsonneault
Jon Thibault
Chris Bingham
Yes, even more credits..

Production by
Mary Ann Burlingame

Written by
Mary Ann Burlingame

Special technical assistance
Tenzin Pelha
Special Thanks....

- To Erica Spiegel for a crash course in Power Point.
- MCM personnel for allowing me to have them photographed for this film presentation.
- Clay Warren for allowing me to talk, talk and talk. (Truth is – he can’t figure out how to shut me up).
The End

Please don’t forget to throw your trash in the proper receptacles as you leave the theatre.

We hope you enjoyed the show.