Case Study: Hospital CMMS Current FacilityONE® Customer

- **Issues – CMMS Past History**
  - No data to defend our staffing levels
  - Attempts to measure FM productivity by Finance
    - Number of Work Orders
    - Adjusted Patient Days
    - Square Feet Maintained
    - Number of Work Orders / Square Foot
  - Ratio of demand and corrective work orders compared to PM work orders way out of line
  - Travel time between work orders
  - Roosting end of day around one computer trying to close work orders and paperwork

Case Study: Hospital CMMS

- Issues – CMMS Past History
  - Poor customer satisfaction
    - Picking and choosing what demand work orders were done
    - Backlogged work orders – months and months old
    - Many work orders in the system never closed
    - End user had no idea when their work order was going to be completed, aka "I put this work order in weeks ago…"
  - Poor PM Completion Rate
    - PMs printed and distributed at the beginning of the month with no other planning or oversight
    - No emphasis on PMs from maintenance staff who would allow demand calls and interruptions to take priority
    - Unreasonable staff requests for demand work, only 5% of requests on line (all other via phone or face to face)
    - Resulting in poor PM Completion rates with no focus on asset preservation

Case Study: Hospital Network (6 Hospitals)

- Lessons Learned – Efficiencies Gained
- Utilizing Work Order system (CMMS) to Forecast Labor
  - All work orders in the CMMS system have estimated time associated with them.
  - Labor can be measured and forecasted in advance
  - Allows Maintenance staff shift work to be planned in advance
  - Allows for a focus on preservation of assets and PM Completion Rate
  - Provided increased staff accountability
  - Results in increased staff efficiency to allow more services to be produced internally, less outside services spend
  - Local CFO has supported additional FTEs to be hired (make vs. buy analysis proven successful in grounds, paint/carpentry, electricians, controls) AND the local CFO has given FM exemption from standardized benchmarking processes

Mobile Savings

- Work orders dispatched real-time to hand-held devices (Smart Phones, Tablets etc.)

  - *Savings (justification for devices) in travel time to/from to the printer between work orders, and time used to do paperwork from batching and closing work orders at the end of the day*

    - *Time Saved: Estimated 0.75 Hr / shift x 5 shifts/week x 52 weeks/year equals 195 hours/year. Therefore, 195 hours at $30/hour (loaded salary) equals $5,850 annually per staff member a salary paid to unproductive time*

    - *Productive Time: 195 hours are also re-captured per technician time back at the bench, and/or time that could be used to in-source tasks that otherwise would have been contracted to an outside service. Savings 195 hours @ 60/hour average contractor cost equally $11,700 annually per staff member in costs NOT paid to outside services*

    - *Total savings per year to utilize real time dispatching = $17,550 per staff member*

DEFINING THE GOAL

- Effective management of Physical Assets - Provide a standardized list of facility assets with information critical to the management and maintenance of the assets.
- Develop strategic 3-5 year Capital Equipment Replacement Plans.
- Implementation of a standardized Preventative/Predictive Maintenance program to support extending the life of capital assets, reducing annual Capital needs.
- Improved efficiencies and standardization of the work flow process to reduce maintenance costs related to call backs or use of outside resources.
- Develop work order efficiencies to support the technician's ability to create and close work orders.
- Support shared best practices across all facilities.
- Support Regulatory Compliance.
- Improved Customer Service and Work Order Request communication.
- Provide reporting and data to support work order productivity.
- Systematic approach to managing risk by assigning PM task to all facilities.