Facilities Management Operations- Loop Updates

by Spring Buck

This informal newsletter is brought to you by FM Operations and is intended to share some updates and general information regarding FM Procurement, FM Event Coordination, Customer Service and IPP Communications, to share some FM picnic pictures... and of course to “talk a little trash” by sharing some fun facts about R5 Operations.

Happy Birthday Cornell! Here are a couple pictures from its younger years.
Saying Goodbye to Paper Ordering

by Spring Buck

New Maximo Procurement Module

The new procurement module in Maximo is a large change to how staff in the zones request materials and receive information about needed supplies. The new module accomplishes a number of things, and Erin Sill’s article is reprinted in this newsletter to go over those improvements.

What the new module does not do, however, is simplify the ordering process for the FM Procurement team, or change the timeframe for orders to be processed and delivered. On the following page is a diagram, albeit simplified, of processes and general timelines for orders to be placed and delivered. Please note orders should take seven to ten days to be on a jobsite from the time of order... and as you will see in the diagram, it can take weeks to be received.

KUDOS to Ray, Randy, Scott, Debi, Steve, Cindy, and Bill... their commitment to providing the best possible customer service is exceptional. The new module significantly changes the way they process and receive orders, and a new program related to procurement cards is changing how credit card orders are documented. It will take time for the new system to work smoothly as adjustments are made to improve these new programs.

KUDOS to Lisa Rose. Lisa is taking the lead in updating the item master list – those of you placing orders in the new module and searching for items surely agree this is an important and much needed effort.

And a big KUDOS to all who are requesting material through the new system. The rollout of the program was remarkably smooth. Feedback about glitches and suggestions for improvements have been detailed and productive (please keep them coming)!

Please send any suggestions and feedback to fmprocurement@cornell.edu.

TIPS!!!

• For long-lead orders, and other special order notes, the FM Procurement Team will be placing notes in the work log “UPDATES” section.
• The Maximo Procurement Module will get better as more data is populated in it! Help populate needed data by logging “ASSET” information such as material changes (belt sizes, etc.) in the work log “UPDATES” section.
• Whether entering what you need as an “item” or as a “material” be sure to use a new line for each. This helps speed up order processing, and makes for better reporting.
• Tools are NOT ordered via Maximo. Tool orders are “just as they always were.” (for now)
• Have a tip you’d like to share? Email fmprocurement@cornell.edu AND tell a friend.
The new Maximo Procurement Module puts more information at your fingertips, and helps ensure orders flow smoothly. But where are they once the order is placed? This diagram gives a simplified “life cycle” of an order.

**START**

*Order placed by Trades Staff through EZMax Mobile, on iPad, or through Maximo on a computer.*

**FM Procurement Team sources materials, researches order, and orders materials via EShop, IWant Document, or with Procurement Card.**

*within 2 business days*

**Vendor receives and processes order.**

*within 1 to 5 business days*

**Material Ships.**

*Ranges from 1 to 10 business days*

**Material received by FM**

*same day*

**FINISH**

*same day or next business day*

*Work completed!*

**FOR VERY LARGE VALUE ORDERS**

*Department of Financial Affairs contacts FM Associate Director and/or additional approvers for approval, and orders are then placed by UBSC staff.*

*within 1 to 3 business days*

**FM Procurement Team prepares and routes large value orders to Department of Financial Affairs for approval, and orders are then placed by UBSC staff.**

*within 2 business days*

**Material picked up by Trades Staff, or delivered by Zone TA.**

*same day or next business day*

* *time is estimated; long lead time orders, special orders, etc. may extend time.*
After a year of development, this month new functionality was added to the Maximo mobile application, EZMaxMobile, which will allow trades to submit material requisitions electronically. Trades staff will now be placing material orders for their work orders using EZMaxMobile on their mobile device via WiFi. When the materials associated with a specific work order are received, they will be able to view receipt status directly on their mobile devices in real time. Order histories will be used to associate parts with specific assets for quick and easy ordering in the future. Photos can also be attached to requisition line items to provide additional information and clarity.

This new process is a result of the FM Procurement Process Redesign Project which began in the fall of 2013 to improve prioritization, effectiveness and efficiency in maintenance and material procurement. A team which consisted of zone staff and U&SA FSC staff partnered with consultants from Computerized Facility Integration, LLC to address processes related to the procurement of materials, from the point where materials are requested, through to receipt and delivery. Feedback and suggestions were also collected from FM staff and campus partners. For most orders, line by line details of materials will be displayed on work orders and billing statements. The goals of this deployment are to reduce the number of systems involved in the FM material requisition and ordering process, make the process less complex, increase transparency, and improve communication and reporting. Integration with the University Business Services Center systems will streamline information processing. With Procurement no longer dependent on a paper and e-mail driven process, material requisitions will become faster and more efficient.

The Core Project Team includes Debi Geiger and Randy West from FM Procurement, Dean Goble from Utilities, Lori Lewis from IPP Programing Services, and Erin Sill as the Maximo Project Manager.

KUDOS and THANKS to the personnel involved in testing the new system. Especially Wayne Finton, Matt Everhart, Del Armstrong, Anthony Scarofile, and Jen Cornell.

For more information, please contact Erin Sill emw46@cornell.edu 607/255-7943
**R5 OPERATIONS “TRASH TALK” FAST FACTS**

**76%**

Of Cornell’s Waste Stream is Recycled, Composted, or Reused! This success takes the efforts of everyone in Materials Management. Way to go!

**264,257 lb**

Is the total weight of material that has been repurposed through the STACS program since January 2013. (Totaling about ½ of weight of landfill sent from campus last year!)

Where did it all go?

- $138K worth of material went back to campus to offset the purchase of new material
- $27.5K worth of material was donated to local not-for-profit groups
- $30K was made in sales where the income offset cost of waste removal to campus customers.

THANKS to everyone in Facilities Management who helps with STACS – from saving items for reuse to helping deliver items to their new homes.

**CALLING ALL ELECTRICIANS AND TA’S**

PRE-LABELED CONTAINERS FOR USED LIGHT BULBS AND BATTERIES ARE AVAILABLE FROM THE TRAINING OFFICE AND R5 OPERATIONS! THESE ARE SMALL CONTAINERS FOR TRANSPORTING A SMALL NUMBER OF BULBS OR BATTERIES TO THE CORNELL RECYCLE CENTER AS NEEDED. QUESTIONS? ASK MARK HALL AT R5 OPERATIONS.

1 tractor trailer load every 3 weeks

THAT IS HOW MUCH ELECTRONIC WASTE IS COLLECTED, PACKED, AND SHIPPED FROM THE CORNELL RECYCLE CENTER YEAR ROUND.

**Pitch-In Rather than Pitch-Out!**

R5 estimates 1,000,000 disposable hot cups are tossed out each year on Cornell’s Ithaca campus. Pitch in rather than pitch out by using a reusable mug or water bottle.
Events, Events, Events
by Juliet Parsons, FM Events Coordinator

**FM Event Coordinator**
Learnings in a new position

I’ve been in the newly created FM Event Coordinator position since I returned to work from maternity leave in March. It has been such a wonderful and wild experience! Two days after I returned, I attended my first Charter Day meeting and since then it’s been a whirlwind!

The Event Coordinator position was created in response to feedback from our campus partners and is meant to be the single point of contact for anyone looking to plan an event. The premise is that the event planner tell me their vision for the event, I tell them the items FM can assist with, and then put the requests in to make it all happen. I also work closely with FM staff to make sure that they have the support they need to create the vision our customers are looking for.

I’ve known for quite a while that although it may seem like chaos behind the scenes, the customer/guest should never see that. We have always done an amazing job of keeping the waters calm, regardless of the long hours, frantic customer phone calls, and scrambling to meet deadlines. Because of our teamwork, respect for each other and our commitment to our customers, we’ve been able to create the vision our campus partners were hoping for. This position is meant to be an extension of the wonderful work we’ve already been doing.

We know there will be a transition period as we roll the concept of this position out to our campus partners, and we appreciate your patience and support! Please call/email (592-0626/jh252) me with any questions or concerns you have about this position, and how it fits in with the Facilities Management mission.

Our Successes!

Cornell has a long history of celebrating…pretty much everything! Every year they celebrate the rivalry between the Engineering and Architecture Schools by parading a paper mache dragon from Sibley Hall to Duffield Hall.

Facilities Management has some role in EVERY University event. Imagine that. Every event that happens on this campus requires a member of Facilities Management to assist. Without us, events would not happen! Just since the creation of the FM Events Coordinator position in March, we’ve had the Modest Mouse concert in Barton Hall, Slope Day, the Gannett Groundbreaking, the Sesquicentennial celebration, Senior Days, Commencement, Reunion weekend – among many others! We perform an amazing service, and our customers appreciate all of the work we do!
Customer Service is hiring!

by Joe Remillard, Customer Service and Communications Manager

We’re looking for a Service Coordinator. This is a role that focuses on data upkeep in Maximo, process documentation, and administering the key inventory for IPP. Other projects will include rebuilding and maintaining the divisional emailing lists and updating data in the notifications system for facilities emergencies. The role also backs up the dispatchers when things are busy or someone is out, and supports the Communications Manager and Events Coordinator with project work.

Responding to facilities emergencies that occur off hours, either on site or from home electronically, will also be required. The Service Coordinator will serve as the primary back-up to the Customer Service and Communications Manager for sending notifications regarding facilities emergencies. The ability to calmly and systematically perform tasks in an emergency with the ability to respond to changing circumstances and demands is important.

This job requires excellent written and verbal communication skills and the ability to stay on top of multiple projects and tasks. Computer skills that will be important are experience with Maximo, and the ability to use Microsoft Word and Excel, Visio, and PowerPoint at a high level. The ability to quickly learn and master multiple web based applications such as Blackboard Connect is also required.

If you have any questions, please feel free to stop by Customer Service!

This job is currently posted as Administrative Assistant IV-28849.

The Service Coordinator is an Administrative Assistant band D position.

Do you have overdue keys?

You can stop by Customer Service in HSB 105 to find out. In the coming months we will be focusing on collecting keys that have been signed out but not returned by their due date, and this is your big chance to stay off “the list”!

Overdue keys

- Create delays for other staff who need to sign out a key that is out of stock in Customer Service
- Require Customer Service and the Lock Shop to spend money fabricating more copies of keys we don't actually need

Please do not loan out or give your keys to other staff members! Any IPP staff member can sign out keys in Customer Service.
FM Picnic 2015 - ONE Sunny Day