EXAMPLE

[DEPARTMENT] [DATE]

To decrease the amount of time to process and complete work orders

<u>Student Satisfaction Surveys</u> According to data from these surveys, students were unhappy with how long it was taking to get a work order completed, even if was for a routine job. The Student Life Department met with us to discuss the problem and give feedback.

Work Order Log During the past two years, the department has seen a steady increase in the average amount of time it takes to complete work orders. Some of this delay is due to a considerable increase in the number of work orders submitted during the same time period. Furthermore, the log shows that an increasing number of these work orders require a longer time to complete and/or require more workers to complete them. A3(in)-em-e4touts2te (.eulrk)4(ers)-5-4(set

<u>Cost-Benefit Analysis</u> It was determined by the department that a cost savings (overtime, materials, backlog, re-work, etc.) could be realized by outsourcing certain preventative maintenance and non-routine work orders, especially during the beginning and end of the semester when routine work orders significantly increased.

^{1.} Implement new work order tracking system

^{2.} Begin outsourcing program whereby certain work orders are handled by outside contractors

^{3.} Continue to monitor the cost-benefit of outsourcing