

## EXAMPLE

### **Summary of Assessment Findings Education Support/Administrative Department [DEPARTMENT] [DATE]**

#### **Goal:**

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

#### **Assessment Findings**

Student Satisfaction Surveys – 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. At this point the department divided work orders into four categories: 1) emergency work orders; 2) preventative maintenance work orders; 3) routine work orders; and 4) non-routine work orders.

Staff Meetings – During our regular weekly staff meetings we looked over the work order log data and determined that: 1) emergency work orders were being handled in an appropriate timeframe and manner; 2) certain work orders (i.e. preventative maintenance and non-routine work orders) hit us in cycles, making it difficult for us to keep up with the routine work orders.

Cost-Benefit Analysis – 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.

#### **Actions Taken:**

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