"I have seen a major improvement in the response times for items submitted to the customer service desk or online. The ease and time of obtaining keys has also improved."

-Claudia Gonzalez
Operations Manager
FMS Customer Forums

In April 2010, Customer Forums were held at HSC and UPC. A total of 47 FMS customers participated, including facilities managers, deans/directors, staff and faculty. The purpose of the forums was to assess the results of improvement initiatives established after the first forum in February of 2009.¹

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"Since the first forum I've seen a lot of improvement and know that sometimes it's very busy. Everyone is doing a good job. There have been a few problems that have fallen between the cracks, but it was corrected promptly. Overall things are improving and I'm sure that they will continue to get better as time goes on." - Marshall Miller, Facilities Coordinator
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Customer Satisfaction

The 2010 FMS Customer Forum survey results and focus group discussions indicate that customers are generally pleased with the direction of FMS continuous improvement efforts.

The level of overall customer satisfaction is a 3.9² on a 5.0 scale. Compared to last year's 3.6, the difference is not statistically significant, but rather, an indication that FMS is moving in the right direction. Further indicators of progress are: several items ranked above the FMS average of 3.9, all items were rated a 3.0 or higher, and several items made commendable improvement.

Consistent with 2009 results, the highest ranked single items overall for FMS in 2010 are:

- Courteous technicians who are professional in appearance, (4.5 and 4.4, respectively).
- Promptness in answering the phone by the Customer Resource Center (4.4).

Other noteworthy scores by campus are:

- Single trade project quality of work (4.4) - HSC
- Special Events promptness set up & breakdown (4.4) - HSC
- Special Events responsiveness to your needs (4.3) - UPC & HSC
- Cleanliness of building interior (4.3) - UPC
- Level of communication regarding safety hazards (4.3) - HSC
- Tradesperson technical competence (4.2) - UPC
- Single trade project quality of work (4.2) - UPC
- Special Events ease of doing business, competency of staff, and overall satisfaction with events (4.3) - HSC

¹In September 2009, an informal, combined-campus, progress forum was also held.
²This score combines the 2010 overall satisfaction score of 3.7 with the two new categories in the 2010 survey, Single-trade projects, 3.8 and Events, 4.2 which equals an average 4.0 score.
**Continuous Improvement Initiatives**

FMS continuous improvement efforts were most apparent to customers in the following areas:

- Communication Regarding Services (3.5 to 4.1) - FMS
- Key Requests went from 3.2 to 3.7 for FMS overall. The UPC campus Key Request Process represented the lowest single campus score in 2009 and the most improved in 2010, from 2.5 to 3.5.
- Repair Response Time (3.5 to 4.0) - FMS
- CRC Responsiveness (3.5 to 4.0) - FMS
- Project Scheduling, Updating and Feedback (3.1 to 3.6) - UPC
- Preventative Maintenance (3.5 to 3.9) - FMS
- Seven (7) items moved from scores in the 3’s to scores in the 4’s - UPC

Customer comments also reflected appreciation for the hot and cold call pilot program and overall organizational continuous improvement focus.

“Overall, Facilities does an excellent job considering the vast requests they receive.”
- Jackie Mardirossian, Director

**Opportunities for Improvement**

According to customers, the areas FMS needs to focus most on in continuous improvement efforts are:

- Exterior Building Surfaces (3.2)
- CRC Follow-up (3.3)
- Work Scheduling Updating & Feedback (3.4)

Based on these results, Facilities Management Services is currently updating the Continuous Improvement Plan and will distribute the updated copy to customers soon.

“Overall I enjoy any dealings with FMS,” Paul McCabe, Facilities Manager