

SOP No	1.005
Effective Date	10.01.2013
Revision Date	
Approval Date	08.2013

ON-BOARDING PROCESS

1 PURPOSE

- 1.01 This document details the on-boarding process for new staff hired to work in Maintenance & Operations.

2 EXPECTATIONS

- 2.01 This process will be overseen by the Appropriate Administrator the individual reports to and will be scheduled and completed within the first month of hiring.

3 RESPONSIBILITIES

- 3.01 The Appropriate Administrator will complete the plan as detailed in this document and make the appropriate assignments of who the individual will work with and train with as well as any other necessary steps to ensure the expectations and processes shared during this month are presented in a way that engenders the values held within the department and at SJSU as a whole.
- 3.02 The new hire will complete all assignments, follow up on all training on their checklist, and is ultimately responsible to ensure the on-boarding plan is completed. To assist them in this they will be scheduled to meet with their Appropriate Administrator each week for the first month to review their progress and ensure their on-boarding plan is appropriately completed.

4 PROCEDURES

- 4.01 Immediately upon acceptance of hire the Appropriate Administrator will review this process and add additional assignments if necessary to complete the on-boarding plan and communicate it out to all assigned to be involved.
- 4.02 The goals of the plan are to assist the new employee to:
- 4.02.1 *Goal 1:* Understand the work flow and scheduling process adhered to in executing work assignments.
- 4.02.2 *Goal 2:* Understand the individual expectations for performance of work.
- 4.02.3 *Goal 3:* Understand their responsibility for not only their work, but the work and safety of their coworkers. Not only in their shop, but in the FD&O department and for the campus community as a whole. In short to build a sense of team.
- 4.02.4 *Goal 4:* Understand and know the other shops they will be working with and open direct lines of communication to these shops and individuals, so they can better understand how their work affects one another and to open an ongoing dialogue that will assist each other in the performance of work.
- 4.02.5 *Goal 5:* Understand the campus, its physical layout and how to find their way around, how to get where they need to go, and how the organization is structured.



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- 4.02.6 *Goal 6:* Understand how to get assistance during the performance of their work.
- 4.03 *On-Boarding Checklist/Plan:* Will be completed by the Appropriate Administrator and submitted to the new employee's direct supervisor 5 business days prior to the new employees start date. By this time required training such as safety training and baseline physical will be scheduled for completion in conjunction with the EH&S liaison. Necessary changes may be recommended by direct supervisors but must be approved by the Appropriate Administrator no later than one business day prior to the new employees start date.
- 4.04 *The On-Boarding Plan* will contain the following at a minimum:
 - 4.04.1 Their Supervisor or Appropriate Administrator will arrange a ten minute Meet & Greet with the Associate Vice President of Facilities Development & Operations as well as the Director of Utilities, Maintenance & Operations.
 - 4.04.2 The new employee will be assigned by the Appropriate Administrator to assist at least three current staff from three different shops or crews for a full work shift as part of a Team Induction Program. The purpose of these sessions are to allow the new employee to reflect on their place in the department as a member of the team, learn how the team works, and open doors to other shops or crews to empower them with the ability to gain input and assistance from their team members. In short, it is to begin to build a sense of team membership.
 - 4.04.2.1 These shops or crews should be those the new employee will work the most with, and more shops may be added if necessary. During these Team Induction Sessions the new employee should not be assigned to follow Supervisors or Leads.
 - 4.04.2.2 During the course of the day the new employee may assist in performing Work Orders as directed by the individual they are assisting, and is to observe and learn how work assignments are accepted, planned, and performed.
 - 4.04.3 The new employee will be assigned to sit in Work Control, Central Stores, and with the Planner/Scheduler during the course of one day to observe how work comes in and is dispatched/assigned.
 - 4.04.3.1 During the course of this day they are to observe only but may provide expertise or ask questions as necessary to understand the processes used. Work Control will train them how to use TMA for entering time, looking up work orders, and completing Technician Reports. It is understood that this is a repeat of what the Supervisor is to do as well. Repetition is intended.
 - 4.04.3.2 During this day they will also sit with the Planner/Scheduler for some time to ensure they see how work is planned and scheduled. They will also be trained on Google Docs, how to use them, and how they are organized.



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- 4.04.3.3 They will be taken through Central Stores. While there they will receive a tour of the store room, be introduced to the processes used for requesting and ordering materials and observe how orders are made and tracked in TMA.
- 4.04.4 By the end of the first week the Shop Supervisor/Manager will train the individual on the use of TMA and share with them the expectations of reporting time and Tech Reports in TMA daily. They will also share with them the Shop's/Crew's expectations and introduce them to the rest of the Shop/Crew staff.
- 4.04.5 Eight hours will be scheduled in the first month for the new employee to review the Standard Operating Procedures.
- 4.04.6 The Appropriate Administrator will schedule a meeting each week with the new employee to review progress on the On-Boarding Plan and make adjustments to the plan as necessary. They will show the new employee around campus within the first two weeks. Finally they will go over their performance expectations and answer any questions they may have.
- 4.05 *New Employee Assignments:* The following assignments will be completed by the new employee during the On-Boarding Process:
 - 4.05.1 At the end of each week during their meeting with the Appropriate Administrator the new employee will present answers to the two questions below, in writing and add additional answers each week. The Appropriate Administrator will review the answers and provide feedback, encouraging them to consider additional answers and continue to add to them.
 - List one thing you have learned each day of the week that you feel will make you a better employee at SJSU.
 - List one thing you feel you can bring to the organization to enhance its ability to perform its mission of providing a safe and functional learning and living environment to the students at SJSU.
 - 4.05.2 After completing their reading of the Standard Operating Procedures (SOP) the new employee is to share 5 ways the SOP's can be improved, 5 things they believe are good about them, and 5 things they learned from them. These are to be provided in writing at the end of the On-Boarding Process during their last weekly meeting with the Appropriate Administrator.
 - 4.05.3 Submit the status of their On-Boarding Checklist during their weekly meeting with the Appropriate Administrator during the course of the On-Boarding Process.