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## WORKFLOW COMMUNICATION CONTINUED IMPROVEMENT PLAN

### 1 PURPOSE

1.01 The purpose of this document is to specify procedures for continued improvement of communication between the Service Desk and frontline staff.

### 2 EXPECTATIONS

2.01 Staff will take time to learn and understand the work environments each other function under in order to improve understanding and communication between them.

### 3 RESPONSIBILITIES

3.01 Supervisors: will adhere to the schedule of procedures below and ensure these procedures are coordinated and followed through with.

### 4 PROCEDURES

4.01 On a monthly basis each staff member assigned to the Service Desk will take one morning, from the beginning of their regular scheduled shift to follow a Maintenance, Grounds, or Custodial Technician in the performance of their duties.

4.02 The Technician they are assigned to should be one who is assigned to DIN calls if possible.

4.03 The Service Desk member may assist in the completion of work orders as directed by the Technician.

4.04 They will end the partnership at 11:30am of the same shift.

4.05 An alternate Technician from the same shop will be scheduled to handle calls at the Service Desk and provide technical expertise to the Service Desk Staff. This will begin at the beginning of their shift and end at their first morning break.

4.06 Any suggestions or recommendations discovered during this time should be emailed to the Service Desk Supervisor who will review then and make plans for implementation if feasible.

4.07 The following Schedule should be adhered to:

Month	Supervisor	Customer Service Representative 1	Customer Service Representative 2	Special Projects
January	Auto Shop	Lock Shop	Carpenter Shop	Month Off
February	Carpenter Shop	Plumbers	Movers	Lock Shop
March	Central Plant	Electrical Shop	Paint Shop	Controls/HVAC
April	Controls/HVAC	Movers	Electrical Shop	Day Custodial
May	Day Custodial	Central Plant	Controls/HVAC	Electric Shop
June	Electrical Shop	Paint Shop	Auto Shop	Plumbers
July	Grounds	Carpenter Shop	Plumbers	Central Plant
August	Lock Shop	Month Off	Central Plant	Auto Shop
September	Paint Shop	Auto Shop	Grounds	Movers
October	Plumbers	Day Custodial	Lock Shop	Carpenter Shop
November	Movers	Controls/HVAC	Month Off	Grounds
December	Month Off	Grounds	Day Custodial	Paint