Small Changes, Big Impact

HARD ROCK
CASINO & HOTELS

TULSA | MAR 30 – APR 02

Introductions

TIM PRADO

Senior Consultant, TMA Systems

Tim.prado@tmasystems.com

KODY WEBB

Maintenance Foreman, SELU

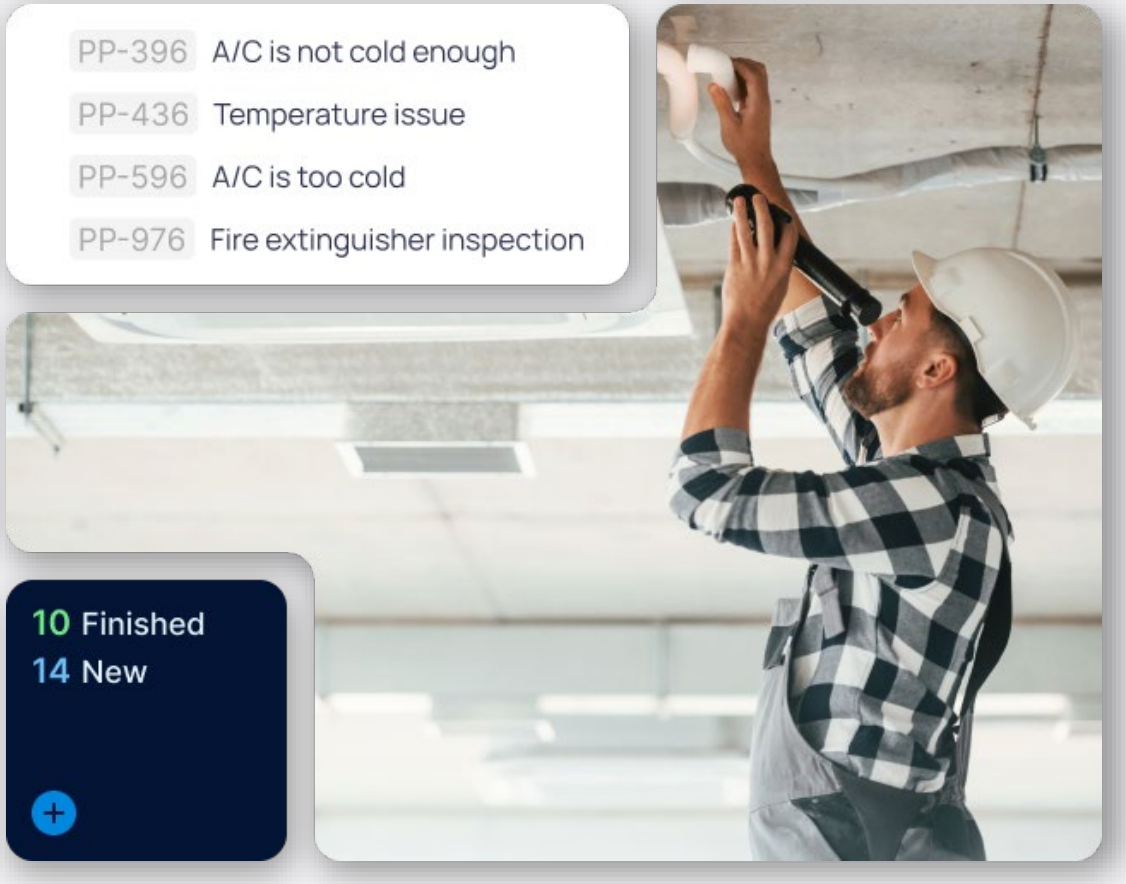
Kody.webb@selu.edu

Agenda

Southeastern Louisiana University Success Story

Small Changes, Big Impact

CMMS success is rarely about major system changes. It's about consistent, disciplined data capture. Today's story shows how small workflow shifts created a measurable impact. I had the privilege of implementing WebTMA with Southeastern Louisiana University two years ago.



Starting Point: Implementation to Adoption

2 Years Ago

WebTMA implementation

Initial Focus

Core work order management

Opportunity

Improve field data capture

Goal

Increase visibility, accountability, and communication

Targeted Improvements with WebTMA Mobile

Technicians capturing labor hours in real time

Adding technician comments from the field

Attaching photos directly to work orders

Reinforcing consistent mobile usage expectations

What Changed

1. Improved communication with internal customers.

2. Faster and more accurate work order closure.

3. Increased transparency into technician activity.

4. Strong trust between facilities and campus stakeholders.

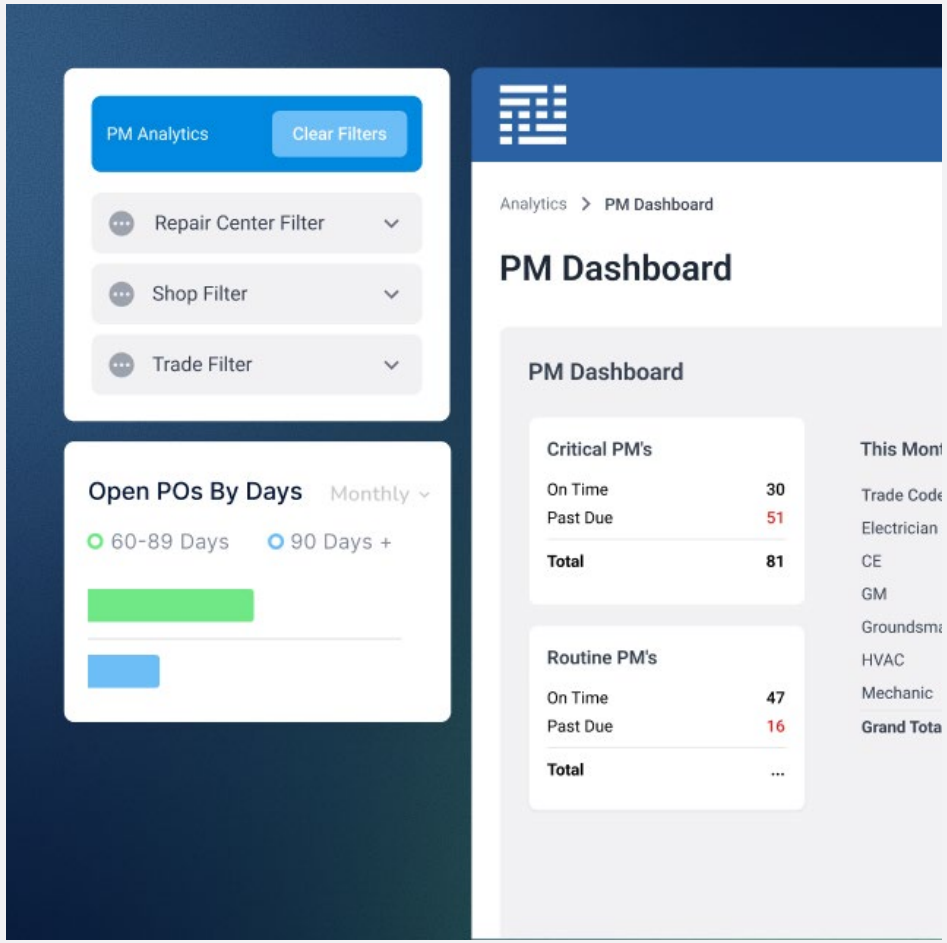
5. Data now supports informed business decisions.

Lessons Seen Across Many Clients

Organizations gain insight when they capture the right data consistently

- Examples we commonly see:
  - Tracking material costs reveals true job cost
  - Using failure codes distinguishes:
    - Mechanical failure
    - Human/training opportunity

Southeastern Louisiana University is a strong example of this maturity curve



My Background

KODY WEBB

Maintenence Foreman

Kody.Webb@selu.edu

University Housing
SOUTHEASTERN LOUISIANA UNIVERSITY

- Southern Louisiana University
- Maintenance Foreman for University Housing
- Over 20+ years of building maintenance & construction
- Served 10 years in the Military (Army)

About Southeastern

- Located in Hammond, Louisiana
- Our Main Campus is situated on 365 acres along with three satellite campuses
- Includes 70 buildings totalling approximately 3 million sq. ft.
- Comprising approximately 15,500 students
- Employs approximately 1,700 faculty and staff

Department Breakdown

Housing Maintenance

All painting, plumbing, residential electrical, carpentry, minor door/locking, appliance & flooring issues

- Housing Maintenance Foreman
- Maintenance Technician
- Painters

Housing HVAC

All refrigeration issues, heating and cooling of buildings, and boilers

- HVAC Foreman
- HVAC Technicians
- Maintenance Technicians

Southeastern Louisiana University

What Our Department Maintains

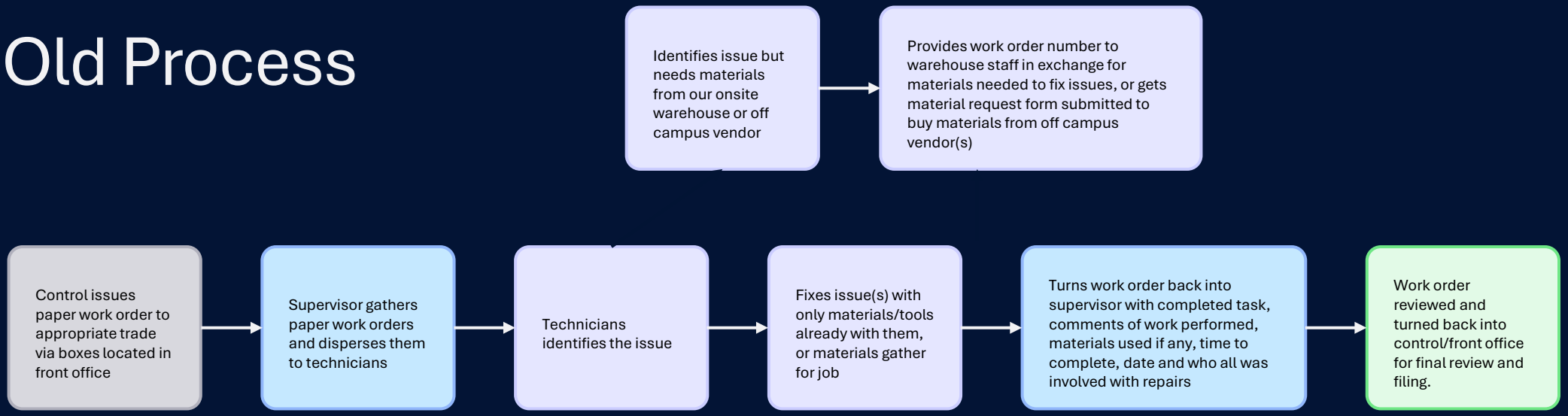
31
Buildings

2,700+
Residents per semester (Spring & Fall)

650-700
Average work orders a month (combined shops)

1,400
Rooms

The Old Process



Challenges with the old process

- Slow work process
- Ineffective tracking and reporting
- Overhead space and cost
- Ineffective customer service
- Outdated system from Y2K (2000)

Why the switch?

- Lost data due to a network incident.
- Researching better ways to service our customers (students, faculty, staff and guest).
- Understanding a change was needed to maintain our facilities while tracking cost.
- Wanting accurate material and labor cost, which allows us to make better decisions within our budgetary parameters.
- Real time updates (labor or materials) of projects being worked on throughout our campuses.
- Better communications amongst our departments

New Beginnings

01 Intro to TMA

Introduced to TMA Systems shortly after attending first conference

02 Gear Up

Started inputting data while still at the conference, building dashboards and gearing up for our launch

03 Internal Test

Launched internally by introducing dashboards to a few department supervisors

04 GO LIVE

Decided to GO LIVE for all departments in early March

How We Got Started!

- Started with Dashboards for all supervisors so they could view work orders in real time
- Customized those dashboards for each supervisors/trade
- Started slow as to introduce a new system with similar steps as the old ones
- Started allowing supervisors to input task finish dates and labor
- Work control/front office would verify that all information was correct before closing work orders.

Learning to Navigate

- Identified problematic areas within our processes and workflow
- Finding who was strong and who needed more assistance with that overall process
- Figuring new ways to achieve what our ultimate goals as a department were
- Implementation of new steps in the workflow
- Fine tuning every inch of the system

Going Mobile

- Work orders are updated while out in the field
- No more trips to the front office to collect paper work orders
- Labor and materials are tracked more accurately
- No more misplaced work orders
- Transparency to our customers
- Real time tracking for supervisors and front office/work control
- As of today, we have 6 of 10 trade shops completely mobile/paperless

Old vs. New

Old

- Issue reported or Scheduled PM
- Control makes paper work order or PM and places inside inner office mail boxes
- Supervisors retrieve paperwork
- Supervisor disperses work to technicians
- Technicians preforms job duties and completes task hand writes labor and material cost (if needed), turns work order back into supervisor for review/sign off
- Supervisor then brings paper copy back to front office for final review/ Quality control
- Then paper copy is filed into filing cabinets for future reference if/when that time is needed

New

- Issue reported or Scheduled PM.
- Control assigns to supervisor’s dashboard.
- Supervisor then assigns task to technician’s tablet.
- Technician completes task assigned including labor and materials (if needed) enters finish date.
- Work order appears on supervisor’s dashboard, they verify labor, materials, and comments are correct, then sends it to control for final review.
- Control reviews all information and applies finish date, work order is then stored in data base for future reference if/when that time is needed.

Wins & Lessons Learned

- Fielding less calls from supervisors
- More information for customers
- Better team work
- That we can adapt
- Always room for more improvement

Using Data to Drive Decisions

- Improved cost analysis helps drive decision making
- Holding us accountable
- Being able to identify different types of needs
- Key factors that drive not just one decision but multiple decision all at once
- Being able to track and monitor live work orders has allowed us to maintain larger areas without the worry of having something go unattended

Tips & Tricks

1. Keep it simple.

2. Don’t forget your roots.

3. Don’t try to reinvent the wheel.

4. Be patient.

5. Be open to change.

6. Don’t forget where you are headed.

7. Don’t be afraid to make mistakes.

In Closing

1. Our future is bright.

2. Still have a lot to learn.

3. Still reaching for goals.

4. Better prepared for our future.

5. Always striving to improve our service.

Q&A

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Thank you

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