



FACILITIES MANAGEMENT

COLORADO STATE UNIVERSITY

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PROCESS COMMITTEE

FM News has an updated look. It was three years ago, April 2020, when I started sending daily emails to the department. We moved to weekly communications as the need to communicate daily became less pressing. In the last few months there has not been consistent news to share out on a weekly basis. I am still committed to sending FM news and information in between the quarterly *Facilities Focus* newsletter as updates and announcements are available, but there may be weeks when there is nothing to share. If you have a topic relevant for the department, please feel free to reach out to me or your FM section's director so we can discuss sharing it FM-wide.

Sincerely,

Tom Satterly, P.E.

Associate Vice President for Facilities Management

Greetings FM Team,

The FM Process Committee is looking for interested participants to become members. Learn more about it below.

Thanks,

Michael Dobbins, Assistant Director of IT

WHAT IS THE PROCESS COMMITTEE?

The Committee originally formed at the beginning of the AssetWorks IWMS purchase. The charge was to map out current Facilities Management core processes, such as work orders and logistics inventory, so AssetWorks could be best configured for our uses. The committee has grown beyond this initial purpose since the AssetWorks launch.

Now committee members work with FM sections and groups to assist them in documenting their standard processes and daily job activities. They work together to help identify all the steps in the process, creating a flow diagram that shows the tasks from start to finish. They include who performs the task and what systems they may use. The flow diagrams are used to create Standard Operating Procedure (SOP) documents that provide step by step directions for completing all the tasks in the process. The end goal is to have current FM processes documented and added into an electronic library for guidance and reference to FM employees.

WHO USES THESE PROCESSES AND HOW?

The processes can be used in a few different ways. Most simply, new employees can use them to learn components of their new position. Employees may use them for a task they only do annually, to refamiliarize themselves with all the steps. Colleagues can reference the processes when they are filling in for a different position if an employee is out unexpectedly or while a position is being filled. FM teams can also use them more holistically to examine their processes, eliminate redundancies or unnecessary steps they find, and improve processes, potentially gaining more time and cost efficiencies.

WHAT TYPES OF PROCESSES ARE WE TALKING ABOUT?

So far, the Process Committee has met with Logistics, HR, IT, the Customer Service Desk, Finance & Accounting, and others. Examples of processes they're capturing include onboarding new employees (HR), receiving parts (Logistics), surplus process (IT), as well as the FM recognition and retirement process (FM Administration). Other processes for the future include meeting with the Utility Services group to document how they receive data from utility meters and working with the Campus Planning team to document their process for updating floorplans.

WHO CAN JOIN THE COMMITTEE?

- Anyone curious about creating process flow charts, writing procedures, interested in learning these types of skills, or wanting to help Facilities Management become a better documented and efficient CSU department
- Anyone wanting to learn more about what other FM sections do and what their processes are
- Past, current, or future Leadership Academy participants who want to continue to learn more about Facilities Management
- Subject matter experts are always welcome!

WHAT IS THE ANTICIPATED TIME/WORK COMMITMENT?

- The committee meets virtually on Microsoft Teams, every two weeks, Thursdays from 1–2 p.m.
- Committee members can expect to dedicate 4–6 hours a month to meetings and tasks.
- Please reach out to Michael.Dobbins@colostate.edu if you want to help with one or more processes or if you are interested in learning a new skillset by joining the committee.

WHO IS ON THE PROCESS COMMITTEE?

Chair: Michael Dobbins

Members: Karin Rees, Jackie Robledo, Ken Vergo

DO YOU HAVE PROCESSES THAT YOU'VE ALREADY DOCUMENTED?

If your team has documented processes, the committee would love to add those into the future electronic library they are creating. Email Michael.Dobbins@colostate.edu for any FM processes that have already been created or for processes that you would like to create.

Issue 175 – Did you learn something new about FM from this communication? Tell us yes or no here.