MAINTENANCE UTILIZES SPECIFIC PLANNING STRATEGIES TO CATEGORIZE WORK AND MANAGE PERFORMANCE RESULTS. CONSTRUCTION CREATES COMPLETE PROJECT SCOPES AND TIMELINES TO MEET CUSTOMER SCHEDULING REQUIREMENTS.

MAINTENANCE PLANNERS

Maintenance planners are responsible for balancing routine and preventive maintenance work with long-term strategies, and for creating and modifying online schedules. When a request is submitted, the Service Office supervisor determines if it requires immediate attention. If it is an emergency dispatch, the request is sent directly to the appropriate craft or trade. All non-emergency work orders are released to the planners.

Regular Requests

As new work orders are received, planners identify and update similar requests by grouping and combining related tasks. They consult the Priority Levels for Projects and Requests list and assign the work order to one of three categories:

- Emergency – should be addressed immediately
- High – should be addressed within one or five work days
- Normal – should be addressed between one to five weeks
- Low – should be addressed within one to five months
- Slight – may be addressed within one year

Additionally, work requests may be classified as: Dispatch, Cancelled or Deferred as described in the Maintenance Request Categories document. Planners inform customers of deferred maintenance decisions or cancellations via email. Zone Supervisors and Crafts & Trades share the responsibility of providing details to the planners for any new work phases and potential adjustments. Planners also aid the emergency planning process by incorporating enough flexibility into the Crafts & Trades schedules to allow for immediate response.

A planner assigns a week’s worth of maintenance work orders to a craftsperson who is responsible for executing the work. A planner also releases the work orders to the Maintenance Zone Supervisors and foremen who oversee the execution and completion of the work. At the end of the week, a new week’s worth of work is assigned and any remaining work orders from the previous week will be carried over and prioritized accordingly.

Major Repairs

Extensive repair work cannot begin until all components have been coordinated and scheduled by the planners. All repair work or routine maintenance involving more than one craft or trade, requiring over 16 hours to complete, or needing materials purchased must have a comprehensive scope of work. Planners
and Zone Supervisors can add phases to modify existing work and in certain situations a new work order may be created if additional significant repair is required.

CONSTRUCTION SCHEDULERS
Construction Services projects, non-capital projects with budgets less than $500K, are currently scheduled by the Construction Superintendents, Project Coordinators, and construction foremen.

Upon request, a work order is created and the Construction Superintendent begins working with the customer to determine project needs and develop a comprehensive budget and tentative schedule. If the project requires a single craft, the Construction Superintendent releases the work order to the shop and the foreman schedules the work. If it requires an estimate or is a multi-craft project, it is assigned to a Project Coordinator who works with the customer and the foremen to develop a schedule.

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