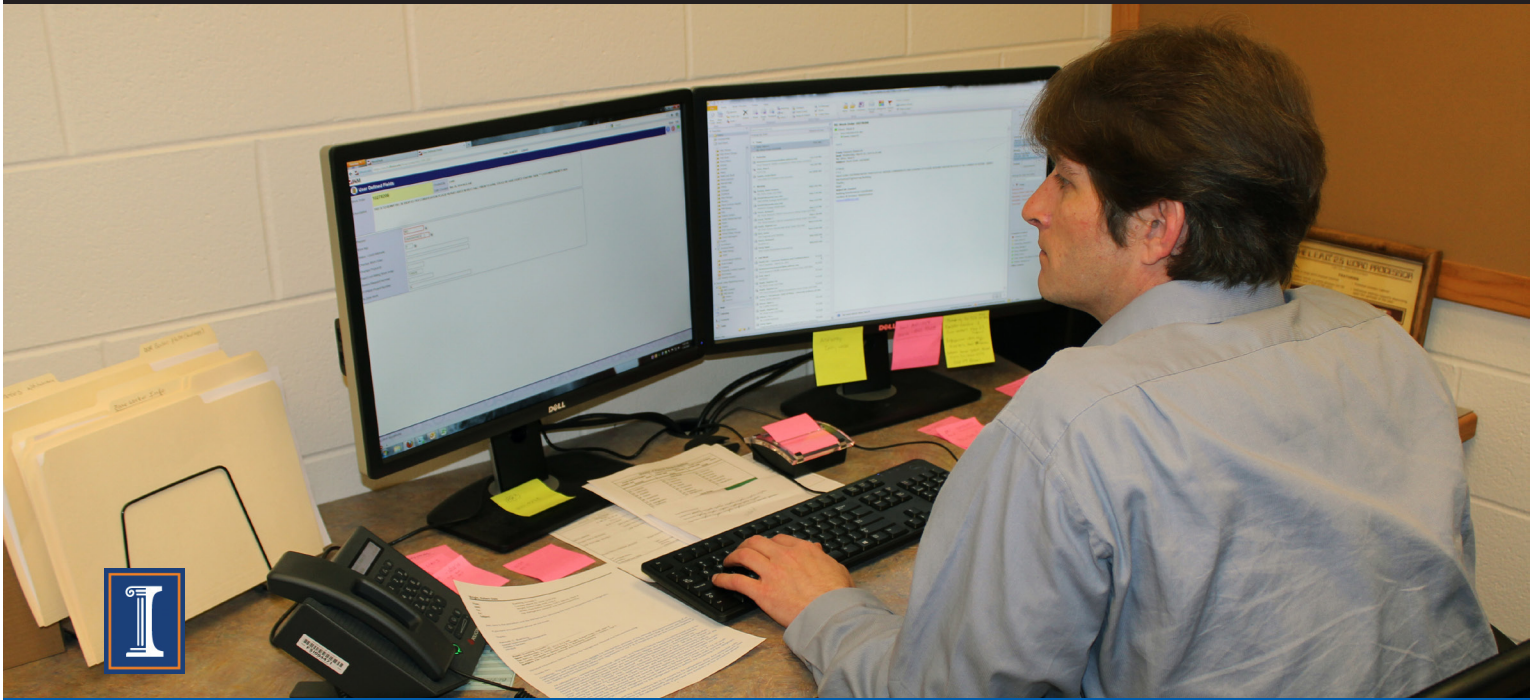


Facilities & Services

work management center



Work Management Center

The Work Management Center (WMC) will enable a thorough review of work requests, uniform prioritization of work, efficient scheduling of work, and the timely execution of assigned tasks. Detailed planning and scheduling of work will be conducted by WMC planners who will also be responsible for:

- Monitoring the status, activity, age, and completion of work
- Meeting regularly with zone supervisors and shop foreman to discuss work orders and assignments
- Following up with customers and zone supervisors on work order scheduling problems

Customer Service and Communication

- Customers will be guided from the Service Office to the appropriate planner concerning questions regarding work order status or scheduling
- Planners become better familiar with the needs of their customers and buildings located in assigned zones
- Relationships are developed among planners, customers, zone supervisors, and zone employees



Please visit the Resource Center on the Facilities & Services web site for a list of services,

[http://www.fs.illinois.edu/resources/brochures.](http://www.fs.illinois.edu/resources/brochures)

Service Office: 217-333-0340