**Continuous Improvement Plan**

**Date:** 01302025 **Name of Program/Unit: Facilities**

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**Table 1: CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)**

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| **A. Expected Outcome(s)**  Results expected in this unit  (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services) | **B. Measure(s)**  Instrument(s)/process(es) used to measure results  (e.g. survey results, exam questions, etc.)  Include Course Information and Semester in which assessment will occur | **C. Target(s)**  Level of success expected  (e.g. 80% approval rating, 10 day faster request turn-around time, etc.) |
| Improve District wide average corrective WO Response time from Feb 2025 Baseline. | CMMS Data (Days) from Feb 2025:  Emergency WO: 0.16  Urgent: 0.68  Routine: 5.36 | Average 10% decrease over Feb 2025 baseline |
| Develop a new key standard operating procedure for the district. | Create and distribute a SOP which details the roles and responsibilities of Facilities Operations personnel as well as procedures for assignment and collection. | Develop and distribute the new standard operating procedures for all key protocols as well as processes for tracking key distribution throughout the district. |
| Courtyard Center Construction projects and remodeling completed by 2026. | Ensure that the construction and remodeling of the building is complete meets all the college’s standards. | 100% completion of the construction project by Spring 2026. |

**Description of Fields in the Following CIP Tables:**

**A. Outcome(s)** -Results expected in this program (e.g. Students will learn how to compare/contrast conflict and structural functional theories; increase student retention in Nursing Program).

**B. Measure(s)** -Instrument(s)/process(es) used to measure results

(e.g. results of surveys, test item questions 6 & 7 from final exam, end of term retention rates, etc.)

**C. Target(s)** -Degree of success expected (e.g. 80% approval rating, 25 graduates per year, increase retention by 2% etc.).

**D. Action Plan** -Based on analysis, identify actions to be taken to accomplish outcome. What will you do?

**E. Results Summary** - Summarize the information and data collected in year 1.

**F. Findings** - Explain how the information and data has impacted the expected outcome and program success.

**G. Implementation of Findings** – Describe how you have used or will use your findings and analysis of the data to make improvements.

**Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)**

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| 1. **Outcome #1**   Purchased and implemented a new CMMS system to accurately track work orders and equipment maintenance data. | |
| 1. **Measure (Outcome #1)**   CMMS purchased July 1,2024 and implemented during that timeframe. | 1. **Target (Outcome #1)**   100 % completed CMMS purchase, implementation and utilization by all Facilities and Grounds Personnel; utilized for monthly reports and tracking purposes as validated and utilized by the VP of Facilities and Construction. |
| 1. **Action Plan (Outcome #1)**   Continue to utilize the CMMS system **for** all Facilities and Grounds Personnel; utilized for monthly reports and tracking purposes as validated and utilized by the VP of Facilities and Construction. | |
| 1. **Results Summary (Outcome #1)**   Purchased and implemented WEB TMA in July 2023. The Facilities and Construction Department captured work order data spanning over the first year resulting in finalizing the quality and quantity of available Facilities data. | |
| 1. **Findings (Outcome #1)**   Improved CMMS system implementation has improved the quality and quantity of available Facilities data. This has allowed for actionable data analysis that has been used to prioritize facilities and ground resources, making the department more efficient while continuing to support learning across the district. 44K work orders completed in the first year along with PM Completions of 92% and compliance of 80%. | |
| 1. **Implementation of Findings**   Web TMA has been able to show the number and types of work orders completed and backlogged at each campus. This has allowed for resources to be adjusted to be targeted areas by trade or location as needed to balance our levels of service and maintain the district facilities. | |

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| 1. **Outcome #2**   Developed and distributed new SOPs to ensure requirements are met and productivity is maximized. | |
| 1. **Measure (Outcome #2)**   Number of SOPs developed and distributed after Aug 1, 2022. | 1. **Target (Outcome #2)**   One new SOP developed and distributed per month after Aug 1, 2022, validated by the VP of Facilities and Construction. |
| 1. **Action Plan (Outcome #2)**   Developed and distributed new SOPs per month being validated by the VP of Facilities and Construction. | |
| 1. **Results Summary (Outcome #2)**   As of the end of Feb 2023, 3 New SOPs have been developed since Aug 2022. There should have been 7 new SOPs at this time. We have completed 22 SOPs dating back to July 2023. Continued development and approval in the following months to maintain our schedule. | |
| 1. **Findings (Outcome #2)**   Establishing these standards has allowed resource adjustments to be targeted by trade or location as needed to balance our levels of service and maintain the district facilities. | |
| 1. **Implementation of Findings**   These SOPs have provided much guidance for the operations of Facilities and Grounds and ensure the district follows one set of standards vs different standards on each campus. Establishing these standards allows for resource adjustments to be targeted by trade or location as needed to balance our levels of service and maintain the district facilities. | |