



Pymble Ladies' College

Case Study

Project:

To implement an IWMS system in order to maintain the College's reputation for excellence.

Objectives:

Manage in-house and external contractors, improve performance against targets and increase work flow.

Results:

Ability to set up and increase cohesion across SLAs, improved job resolution times, increased unity between all FM staff and access to accurate information for decision making.

Using IWMS to Maintain a World Class Learning Environment

Situated on Sydney's green and picturesque north shore, Pymble Ladies' College is a world-class learning environment with a reputation for excellence.

Around 2,300 pupils from kindergarten to Year 12 follow a comprehensive curriculum in extensive facilities including a full size theatre with orchestra pit and state-of-the-art theatrical lighting, boarding houses, sporting ovals and a farm complete with animals. A newly built aquatic and fitness centre marks the College's Centenary in 2016, boasting sustainable management practices such as solar photovoltaic panels to provide electricity, a combined heating system for the pool and domestic hot water systems and jet fans to provide assisted natural ventilation to the underground car park.

As the College is renowned for its facilities as well as teaching, keeping this diverse 55 acre (20 hectare) area running smoothly is a daily challenge for the 30-person strong estates team.

Planning to Succeed

“It’s all about organization and planning”, says Campus Manager Malcolm Boyes, “If you have that, you’re halfway to success.” Since Malcolm joined Pymble 18 months ago, he has quickly risen to the challenge of maintaining this large estate through expanding the College’s use of QFM integrated workplace management software.

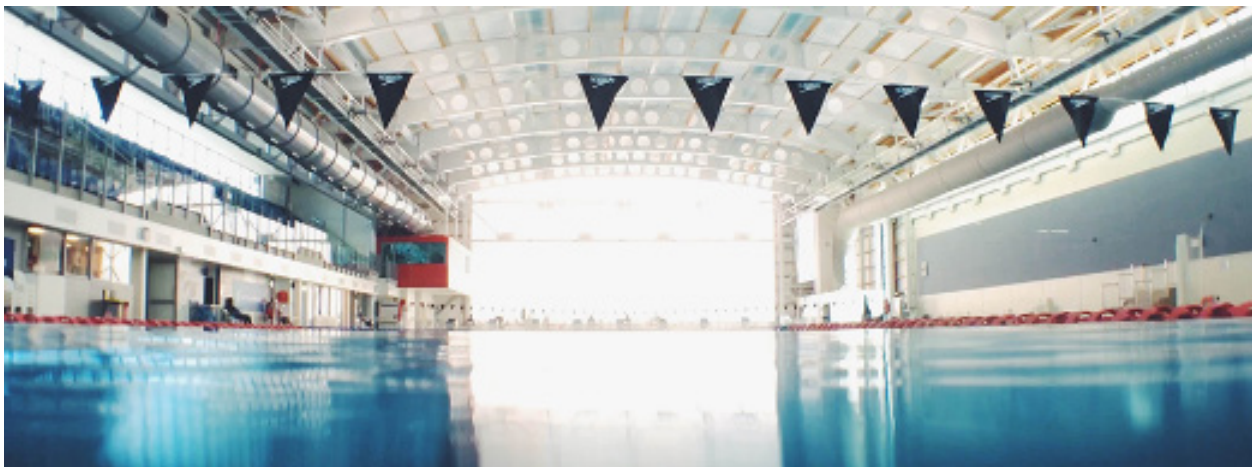
The software has been in use at Pymble since 2014, mainly to manage and prioritize work requests to the team, which consists of around ten in-house engineers and 20 contractors looking after the plumbing, electrical, carpentry and building work. Around 500 jobs are logged through the service provider, but in the past, once the work was allocated there was little visibility of what happened next.

“There was a disconnect between the two teams. The contractors took less ownership of the work and wouldn’t always close jobs themselves, leaving it to

the helpdesk co-ordinator to log them all into the system at the end of the week.”

In addition to these long hours of administration, there was little understanding of how long each job took and when it was completed. Without a service provision in place to help the contractors understand expectations, work would often take longer than necessary.

Mobile phones running the QFM app were introduced to solve this problem and have had a significant impact on the team. Instead of returning to base for paper sheets, jobs are now sent directly to an operative’s mobile phone as soon as they are allocated by the help desk. Work is color-coded red, orange or green to show urgency and allow work prioritization, and a live connection to QFM allows more informed decision making by providing immediate access to previous visit history or technical manuals. Simple features such as ‘accept visit’ or ‘reject visit’, for example if parts are required or the engineer is unable to access the area in question, can be used to aid communication with the help desk and aid work flow. This allows appropriate action to be taken and the jobs to be reallocated for a later date, without getting lost in the system.



“What’s fantastic is that no matter who they work for or what device they’re using, everyone can use the same app – we’re unified” comments Boyes.

Benchmarking Quality

The QFM app is also proving itself by enabling contractors to log their start and finish times in real time, which are recorded accurately in the system even in areas of little or no phone signal due to QFM app’s offline capabilities. This means that jobs can be tracked from the moment they are logged to completion, allowing Pymble to benchmark work and set service level agreements (SLAs).

The system produces weekly and monthly SLA reports to help keep work on track, including information such as number of jobs allocated each month, workload for each operative, time taken for completion and outstanding tasks. Boyes meets with his team regularly to go through the reports. “I can compare my priorities with what’s been assigned and potentially reallocate or change deadlines. All jobs are accounted for and anything urgent can be prioritized.”

Pymble’s vision is to continue its journey to providing “an education for our girls that is universally acknowledged for its outstanding quality and exceptional opportunities.” Working in this high pressure environment means there is little margin for error and “QFM is used to improve accuracy and streamline processes to increase the speed of problem resolution,” says Boyes.

Reactive maintenance can be reported by telephone to the help desk or online and QFM assists with this process through its intelligent workflow system. Mandatory

fields, drop down menu options and pre-filled information reduce errors and assist users to provide the required details with little effort, removing the need for follow up questions by the engineers. The system also manages compliance requirements to prevent disruption to services. Contractor licences and key data like insurance policies are managed within QFM and are flagged by the system before renewal is due so action can be taken in good time.

An All-Seeing Eye

The College is busy all year round, hosting weekly term-time tours, open evenings, junior school taster mornings and the Garden Party – an annual event that welcomes 10,000 visitors to raise money for charity. To cope with the volume of work and manage all activities, QFM’s dashboard is a key feature for the estates team.

“ I really rely on the dashboards to see what’s happening around the campus. They are fantastic for information at a glance – it’s the simplicity that’s really critical for me. ”

Dashboards are fully customizable, providing a graphical summary of key performance data. These on-screen tools show live data from over 250 reports such as budgeting, forecasting, contractor monitoring, activity management and compliance reporting, in easily understandable charts and graphs. “We’re really happy with QFM. It’s a great fit for what we do here and it’s better than other software I’ve used before.”



Future Focus

Following the success of the mobile work management roll-out, Pymble plans to extend its use of the QFM app through dynamic forms. Forms can be set up to appear before work requests are started, during or after completion to gather and impart vital information such as for asset inspections, cleanliness audits or customer satisfaction. Pymble plans to use them to manage work health and safety obligations; for example a checklist attached to a job, that outlines checks the operative should make before the job can be accepted. In this way, risks are mitigated through a simple process, and the safety of the operative, as well as other college staff and students, is given due consideration.

