Group #1

Participants:

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IDEA

• Improve the work order system by partnering with the TMA Committee to achieve less administrative burden, greater flexibility and more dependability of data.

• Including:
  - Problem resolutions with administration offices
  - Lower the total number of work orders
  - Use more time types (yellow cards)
  - Consolidating duplicate work orders where possible
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CURRENT STATE

• Work orders information can be confusing to all users.
• There are too many work orders compared to what is necessary i.e duplicates/monthly
• Many groups/individuals see work order requirements differently
• Those using the work order system need better Education / Training
• Currently, there is not a way for those who use TMA to provide feedback.
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FUTURE STATE

In the future we see:

• Using more time types than work orders

• The redesigned process/system has reduced the volume of tasks allowing Supervisors to Supervise more

• The new system includes a dedicated process to gather feedback and do evaluation

• The dedicated process includes a way to review feedback and a way to follow up so that people who provided the feedback are in the loop as to results

• Stronger education leading to less errors
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SOLUTIONS (both short term and long term)

• Step 1: Meet with TMA Committee; exchange ideas/concerns

• Step 2: Meet with our Group to consider the input received from the TMA Committee meeting and come up with recommendations

• Step 3: Meet again with TMA Committee; make recommendations and agree on action plan and priorities

• Step 4: Begin implementation on the highest priority items; educate all users on new approach and establish a feedback process

• Step 5: Pursue in our Group and with the TMA Committee the long term solutions game plan and provide regular input along the way to the TMA Committee.
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**TIME LINE**

- Mid June; 1\textsuperscript{st} Group Meeting; prepare for TMAC
- Late June; 1\textsuperscript{st} Meeting with TMAC to exchange information
- Mid July; Our 2\textsuperscript{nd} Group Meeting; analyze TMAC results and prepare recommendations for our path forward
- Late July; 2\textsuperscript{nd} Meeting with TMAC to present and discuss short term recommendations
- August; Hold additional meetings as necessary to agree on path(s) forward and begin implementation. Also discuss long term solutions
- Dec 2017; Progress Report on Solutions, Measures of Success and next steps for 2018
- May 2018; Report Out to Meeting Group on one year summary