

Group 6 - The Farmers

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IDEA - Silos

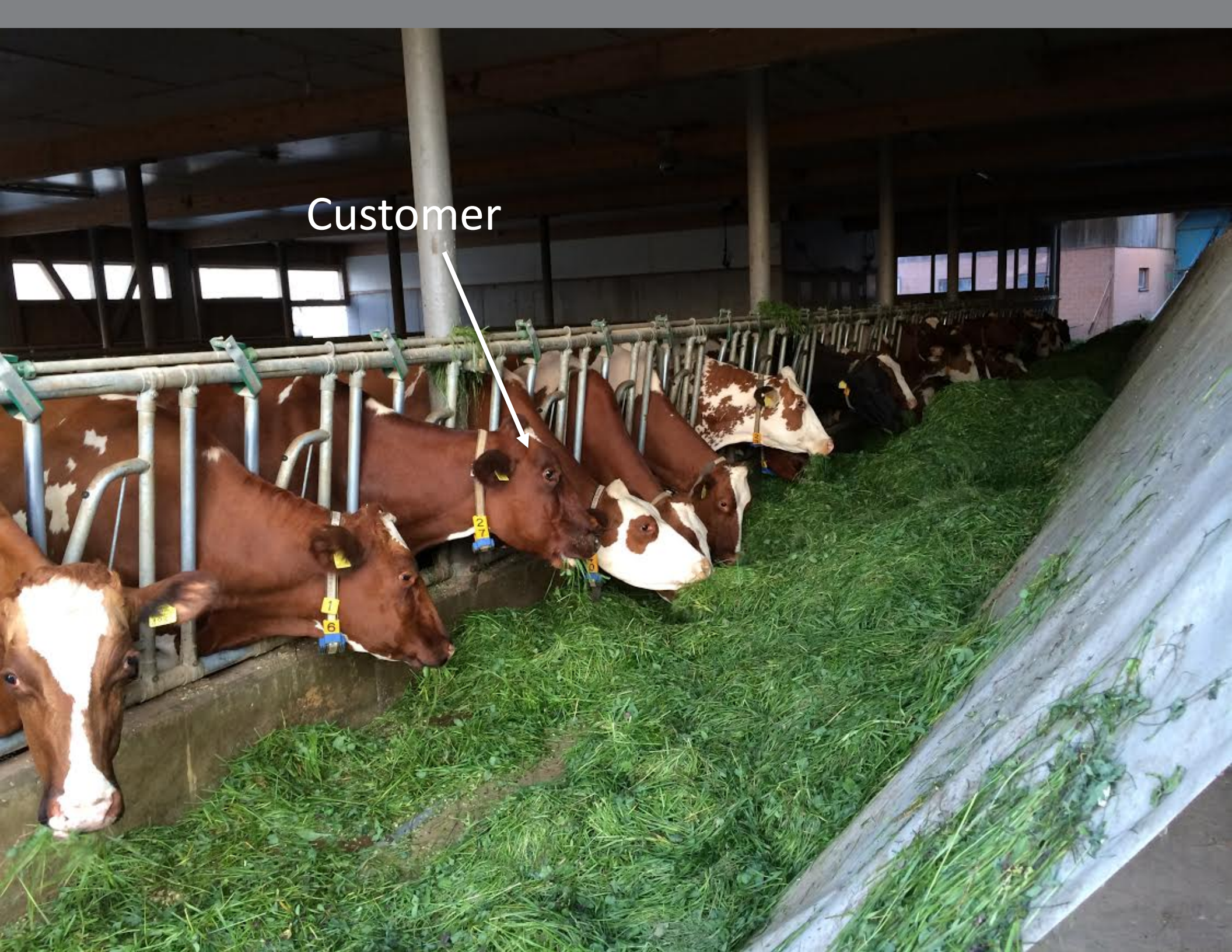
Silo mentality is when a person or department doesn't always share enough information to (or work with) other departments or individuals. This mentality can be intentional or unintentional and can be detrimental to our organization.

Why did we choose Silos?

- Hinders work
- Loss of productivity | Barrier to progress
- Causes Tunnel Vision
- Could work **together** better
- Mindset: Me & Mine vs. We & Ours
- **lack of the three C's**
(Collaboration, Cooperation, & Communication)



Customer



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FUTURE

- Selfless service – **Three C's (Collaboration, Cooperation, & Communication)**
- Efficient & timely responses (smoother work flow)
- **Two way communication** | Listen to comprehend
- **A strong sense of unity** | Common goal & Common interest
- **"The best damn facilities services in the world"**
- **Trust** based relationships within facilities
- **Healthy & helpful work environment**
(mentally & physically)





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SOLUTION (both short term and long term)

Goal: To improve two way communication

Short Term

Purpose: Improve response time (ex: staffing documentation, TMA work orders, e-builder)

Pilot Program Process: survey – discussion (review results) – implementation – resurvey

Long term

- Silo Survey – where are breakdowns? Solutions?
- Communication for e-builder (implement 2day-5day concept)
- Geography, baby steps towards this goal
- Establish chain of communication
- Goals are not conflicting
- Branch to other departments on campus



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TIME LINE

Pilot Survey (deadlines)

Technicians & Requestors

June 30th : Develop survey

July 10th : Send out survey

July 24th : Receive all results

August 31st : Sort through results

September 30th : Plan for Open discussion

October 16th : Informational/Open discussion

December 1st : Implementation

January: Resurvey

May 2018:

Silo Survey (follow up to pilot)

: Develop survey

: Send out survey

: Receive all results

: Sort through results

: Plan for future solutions

(repeat process)





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Measures of Success

Resurvey initial group - compare communication & data recorded (Jan. 2018)

Look back at TMA work orders (Fall 2017)

- Verify timely responses
- Evaluate customer feedback for two way communication

Silo Survey (Fall 2017)

- Have we established common goals & interests?
- Re-survey (2018): Do you see improvements towards a healthy & helpful work environment. Has trust been established?

December 2017: Progress Report on Solutions, Measures of Success and next steps for 2018

May 2018: Report Out to Management Group on one year summary



FARMERS OUT