Maintenance Executive Overview Briefing

Kern Community College District

2023-03

Dude Solutions

Total Number of Work Orders

of WOs

8,309

Total Corrective Maintenance (CM) – **Total Planned Maintenance (PM)**
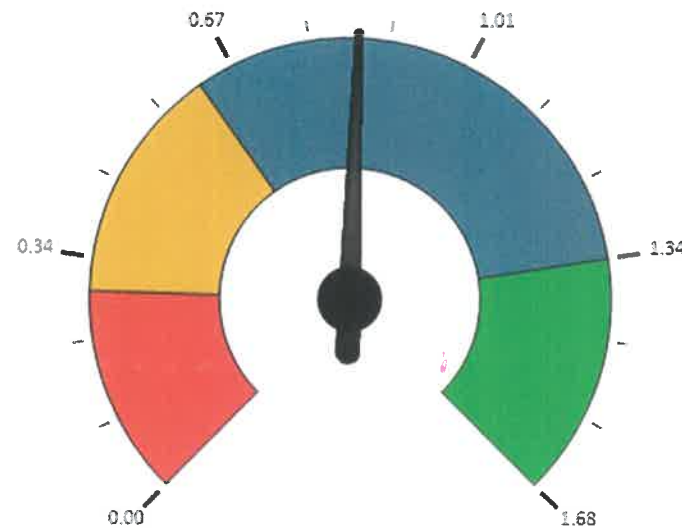
6,295   2,014

This reflects how many repairs and jobs were captured in the 12 month rolling window. (includes all statuses)
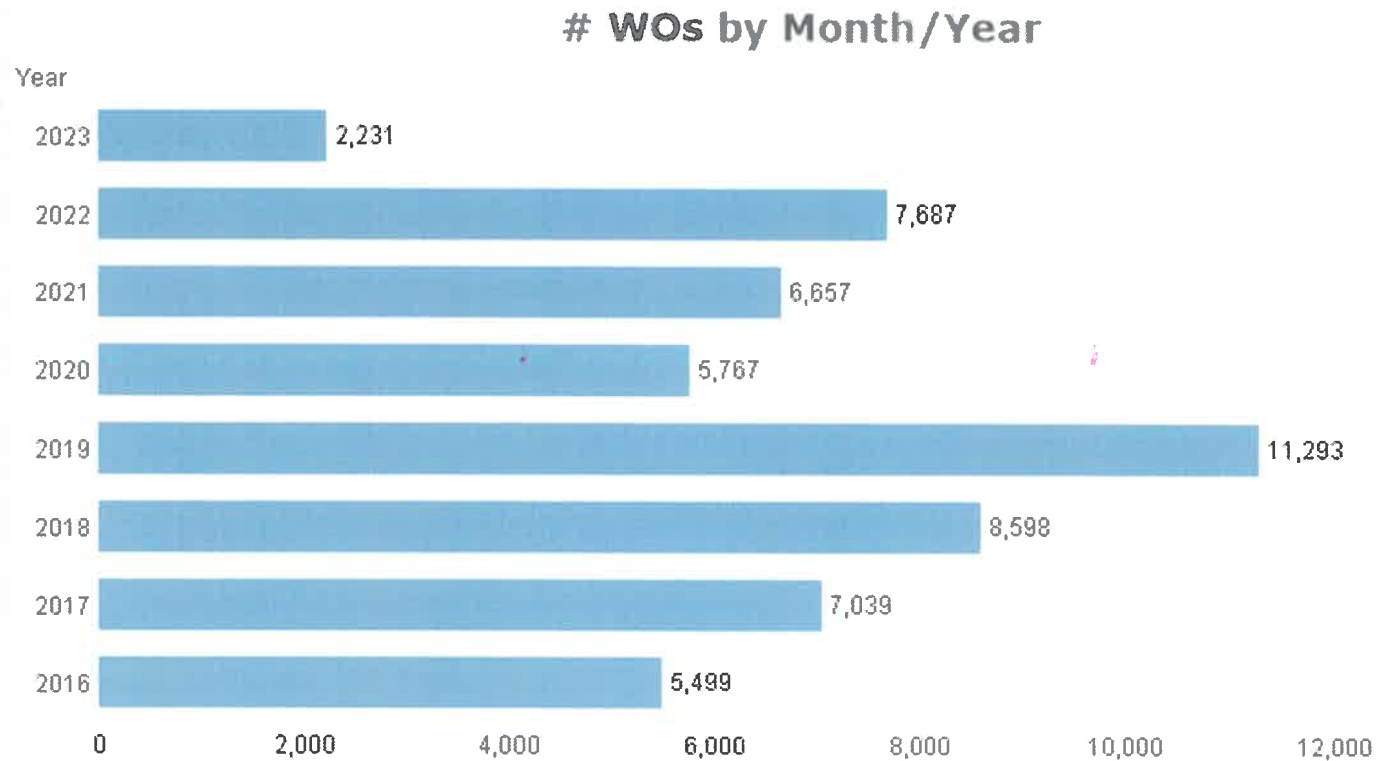
WOs Per Enrollment Per Year

WOs Per Enrollment

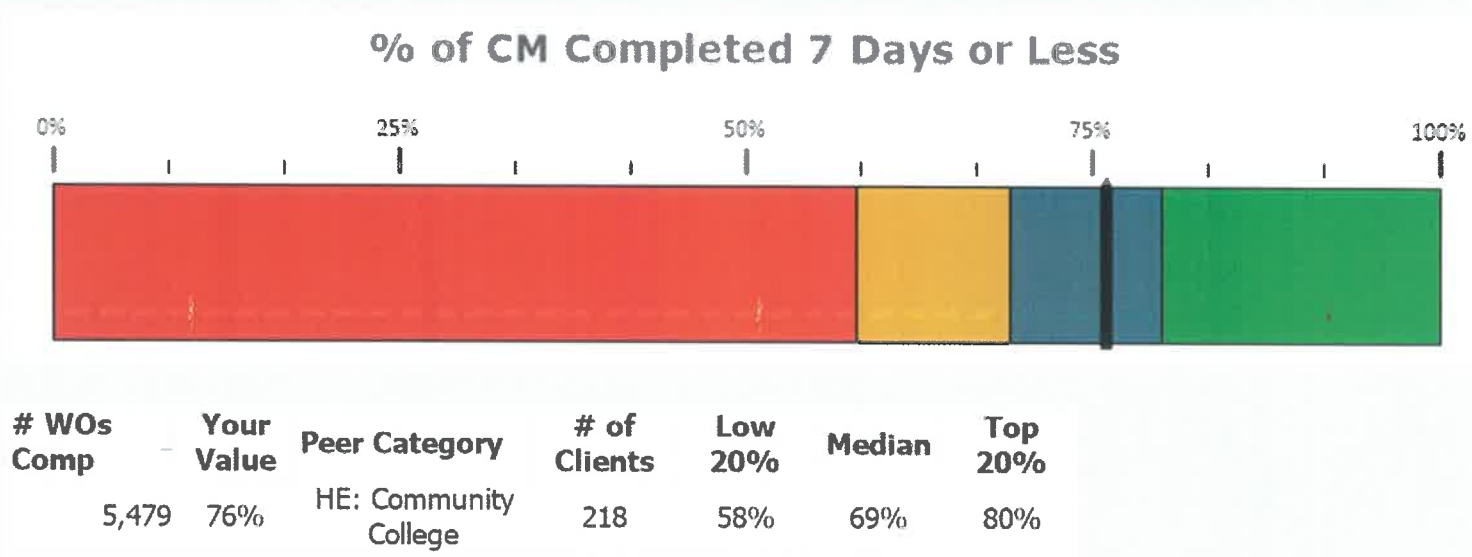| Enroll	# WOs	Your Value	Peer Category	# of Clients	Low 20%	Median	Top 20%
9356	7990	0.85	HE: Community College	218	0.29	0.62	1.34

This metric is an indicator of how much work is being captured and also serves as a measurement of software utilization. Far below average can indicate you are not capturing all work being performed. Far above the average may be a sign of trying to capture too much at the risk of becoming inefficient. This metric is important because the more work is captured, cases can be stronger for justifying resources. (rolling 12 Months, ignores rejected work)

Total # of WOs by Year

WOs by Month/Year

Year

Year	# WOs
2023	2,231
2022	7,687
2021	6,657
2020	5,767
2019	11,293
2018	8,598
2017	7,039
2016	5,499

0   2,000   4,000   6,000   8,000   10,000   12,000

Trend: Past 3 Years, plus current date: based on Created Date

% of WOs Completed in Less than a Week

% of CM Completed 7 Days or Less

# WOs Comp	Your Value	Peer Category	# of Clients	Low 20%	Median	Top 20%
5,479	76%	HE: Community College	218	58%	69%	80%

This KPI indicates how much work an institution is able to complete in 7 calendar days. Below the national average suggests potential process improvements for managing and completing work. Above the national average could be a sign you have embraced mobile, your staff completes their own work assignments online and/or have reduced (or eliminated) paper in your processes. This compares Completion Date – Start Date (uses Request Date if Start Date is not used) for WO's with a Priority of Low, Med or High & ignores PM's to see what % of PM WO's are completed in 7 Days or Less. (Rolling 12 Months)
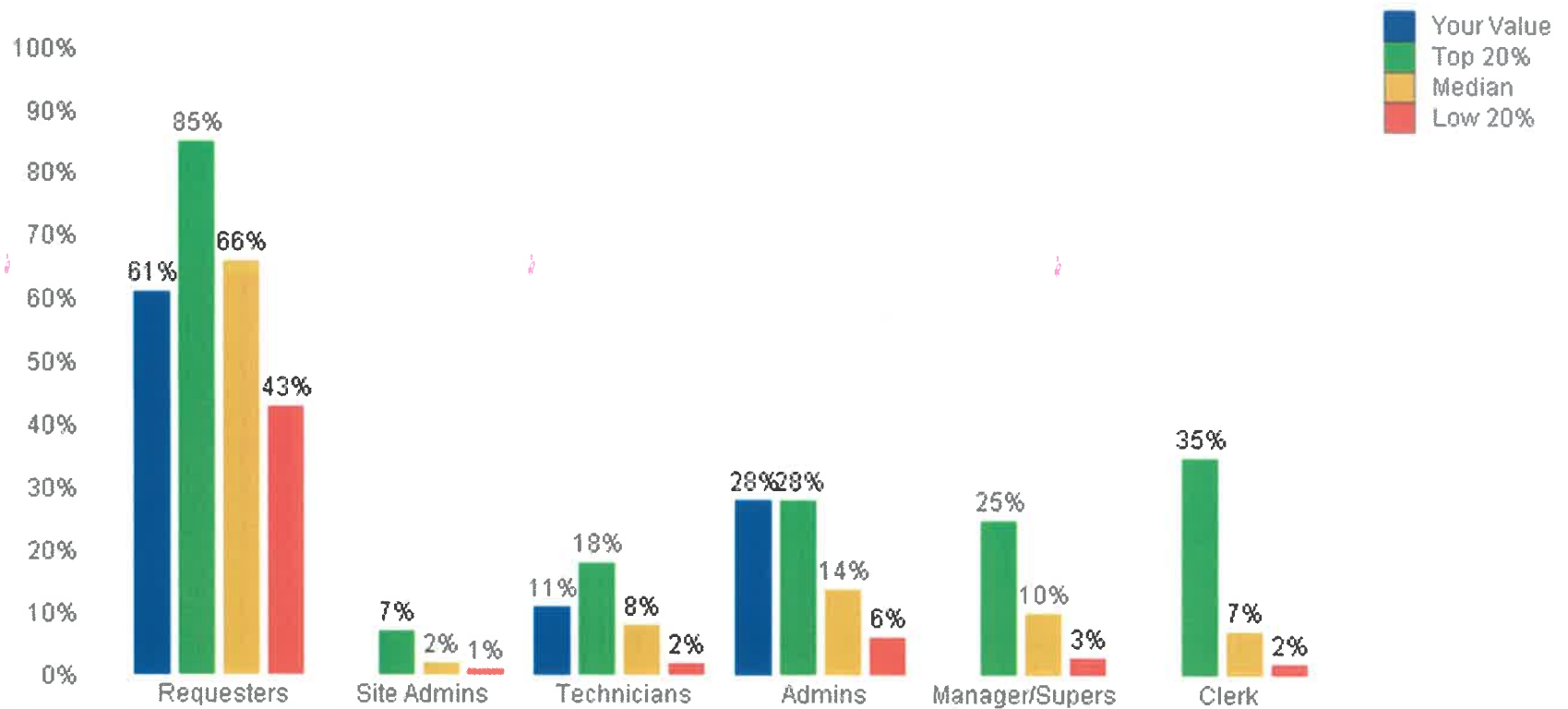
% CM WOs Completed in a Week by Year

% of WOs Completed in Less than Week by Year (Completion Date)

Year

Year	%
2023	74%
2022	71%
2021	67%
2020	57%
2019	81%
2018	77%
2017	77%
2016	66%
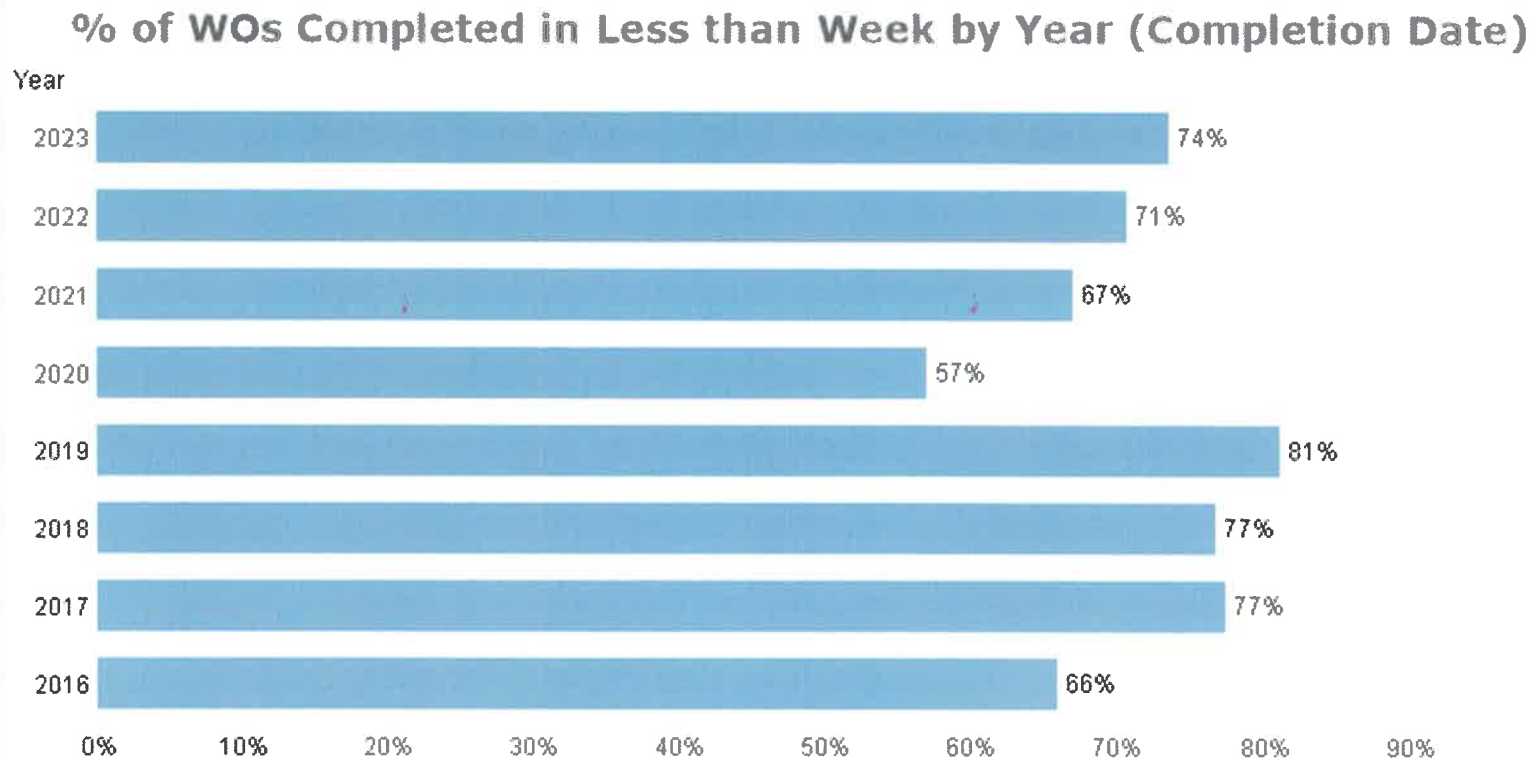
Trend: Past 3 Years, plus current date: based on Completion Date

Who Creates Work Orders?

% of WOs Created by Role

Legend:
- Your Value
- Top 20%
- Median
- Low 20%

Requesters: 61%, 85%, 66%, 43%

Site Admins: 7%, 2%, 1%

Technicians: 11%, 18%, 8%, 2%

Admins: 28%, 28%, 14%, 6%

Manager/Supers: 25%, 10%, 3%

Clerk: 35%, 7%, 2%

KPI: Rolling 12 Months

% of WOs from Request Portal

% of WOs Entered by Requesters

Year

Year	%
2023	60%
2022	62%
2021	52%
2020	32%
2019	40%
2018	38%
2017	42%
2016	37%

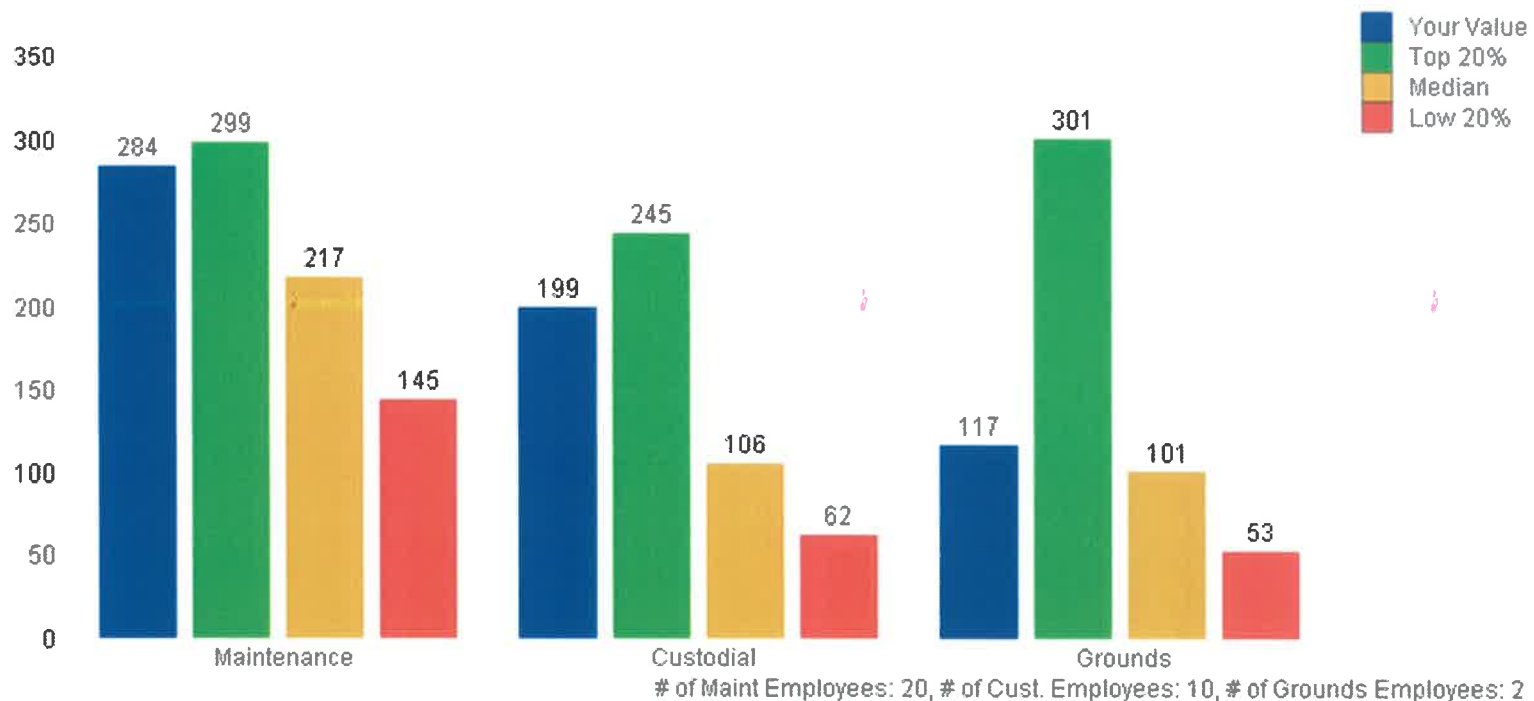0%   10%   20%   30%   40%   50%   60%   70%
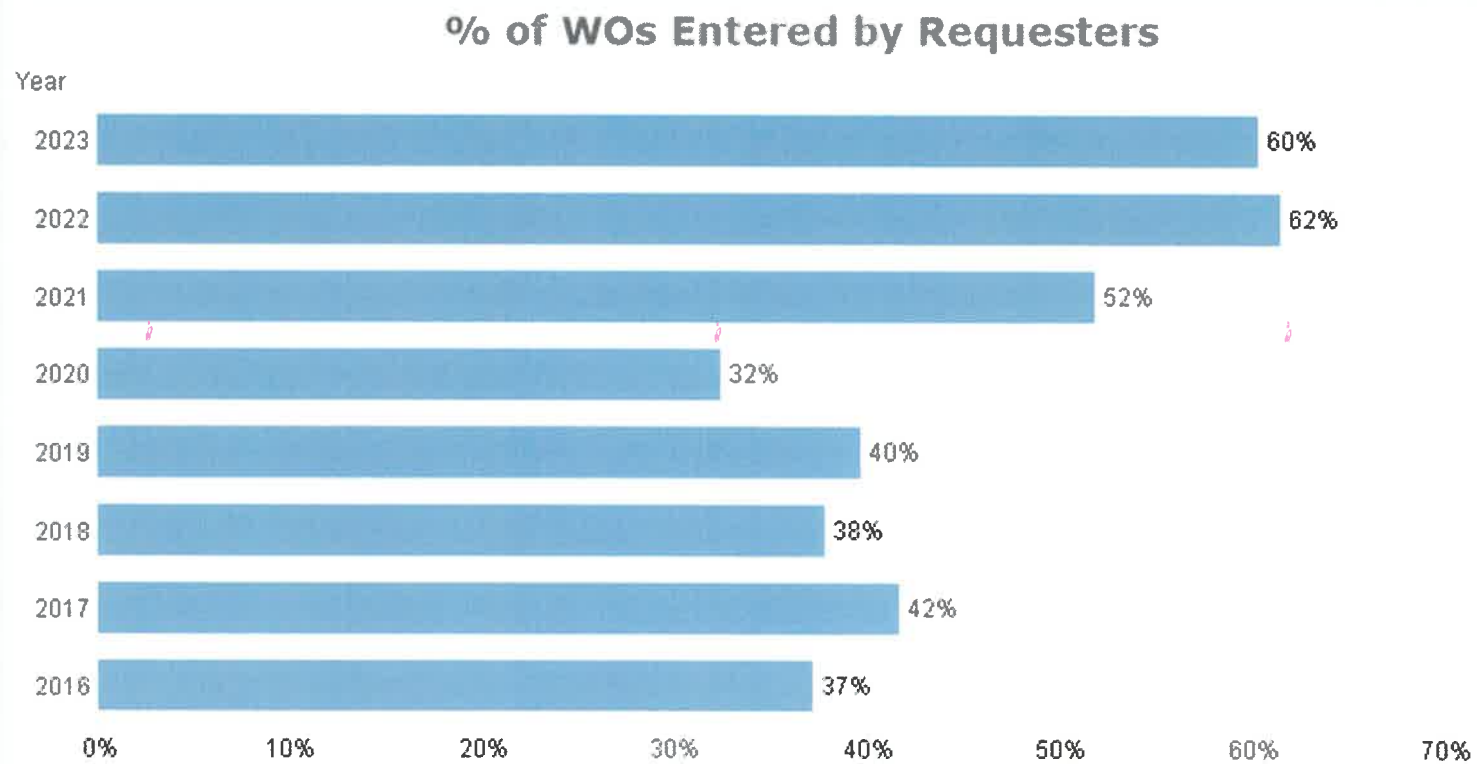
Trend: Past 3 Years, plus current date: based on Created Date

Average Count of Work Orders Per Employee Per Year

Avg WOs Assigned Per Technician

Legend:
- Your Value (blue)
- Top 20% (green)
- Median (yellow)
- Low 20% (red)

Maintenance: 284, 299, 217, 145
Custodial: 199, 245, 106, 62
Grounds: 117, 301, 101, 53

# of Maint Employees: 20, # of Cust. Employees: 10, # of Grounds Employees: 2

This metric gives you a direct comparison of your staff's productivity compared to peer institutions. Employees are users who have been assigned more than 30 work orders, but less than 2,000 in a rolling 12 month window.

Avg WOs Per Technician by Year

Avg # of WOs Assigned per Maint Tech Each Month

Year

Year	Value
2023	61
2022	59
2021	62
2020	70
2019	82
2018	102
2017	92
2016	73

0 10 20 30 40 50 60 70 80 90 100 110 120
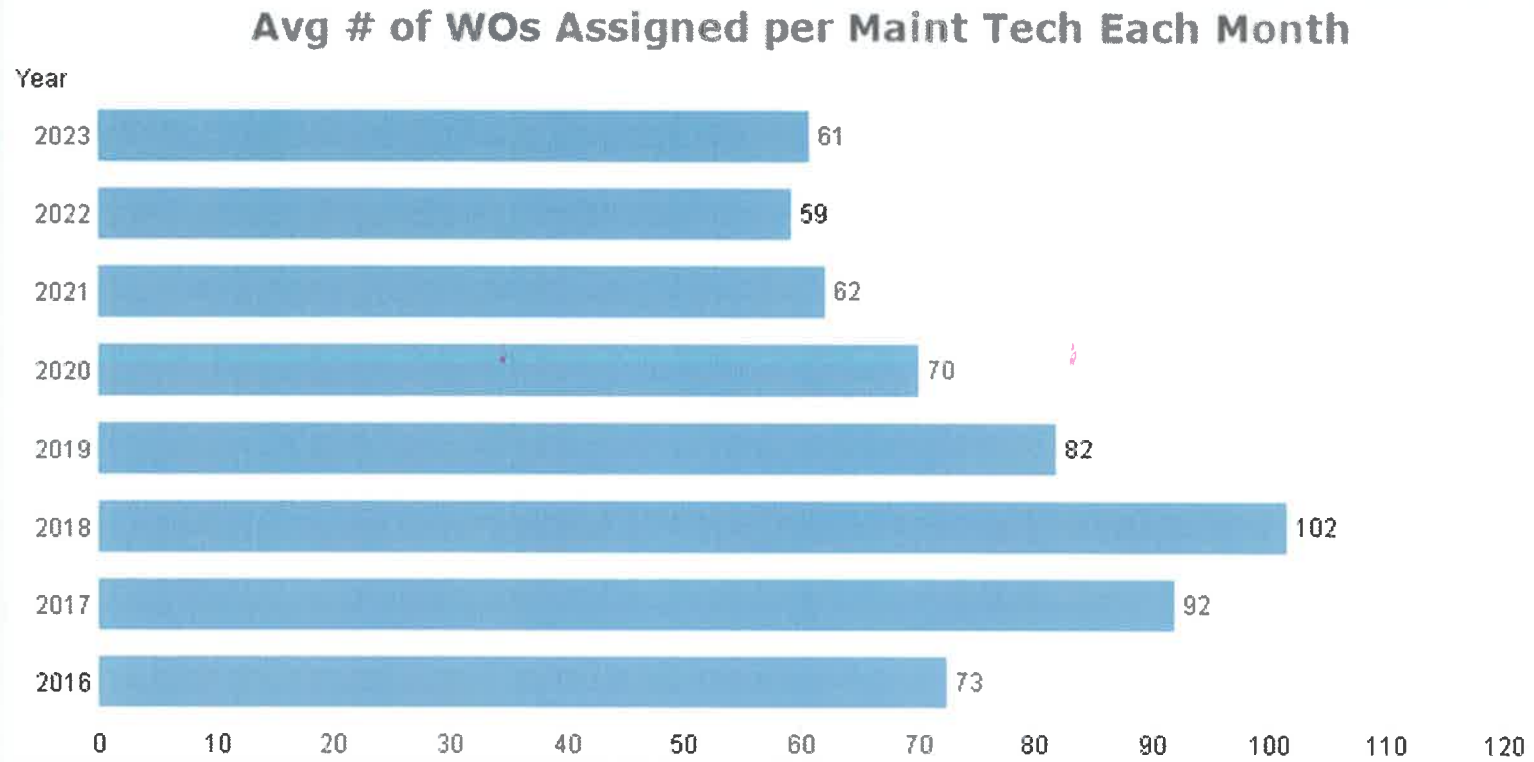
Trend: Past 3 Years, plus current date: based on Created Date

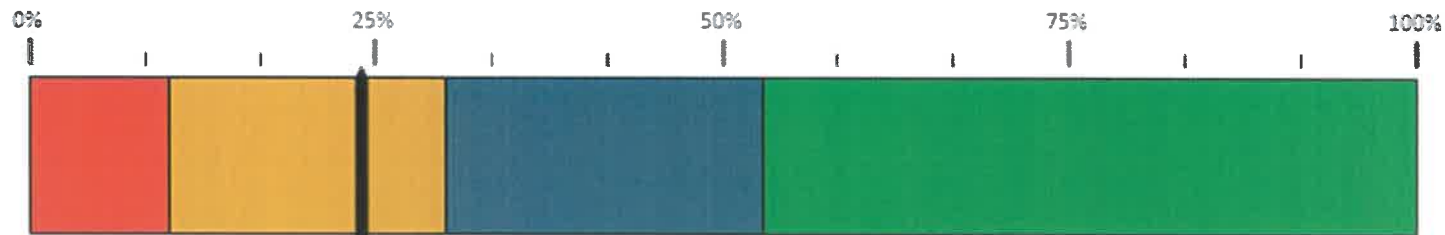# Total Number of PM Work Orders Generated over past 12 Months

PM WOs
2,014

Rolling 12 Months, includes all statuses

Ratio of PM Work Orders to Work Orders

Ratio of Planned to Corrective Maintenance

| 0% | 25% | 50% | 75% | 100% |

# CM WOs Comp	# PM WOs Comp	Your Value	Peer Category	# of Clients	Low 20%	Median	Top 20%
5,479	1,719	24%	HE: Community College	207	10%	30%	53%

This metric lets you evaluate how successful your institution has been at transitioning from a reactive to a proactive mindset and indicates how much of your M&O resources are dedicated to PM vs Reactive work. As more time is invested into PMs, you should see a decrease in reactive work, an increase in cycle times and an improved learning environment. (Rolling 12 Months)

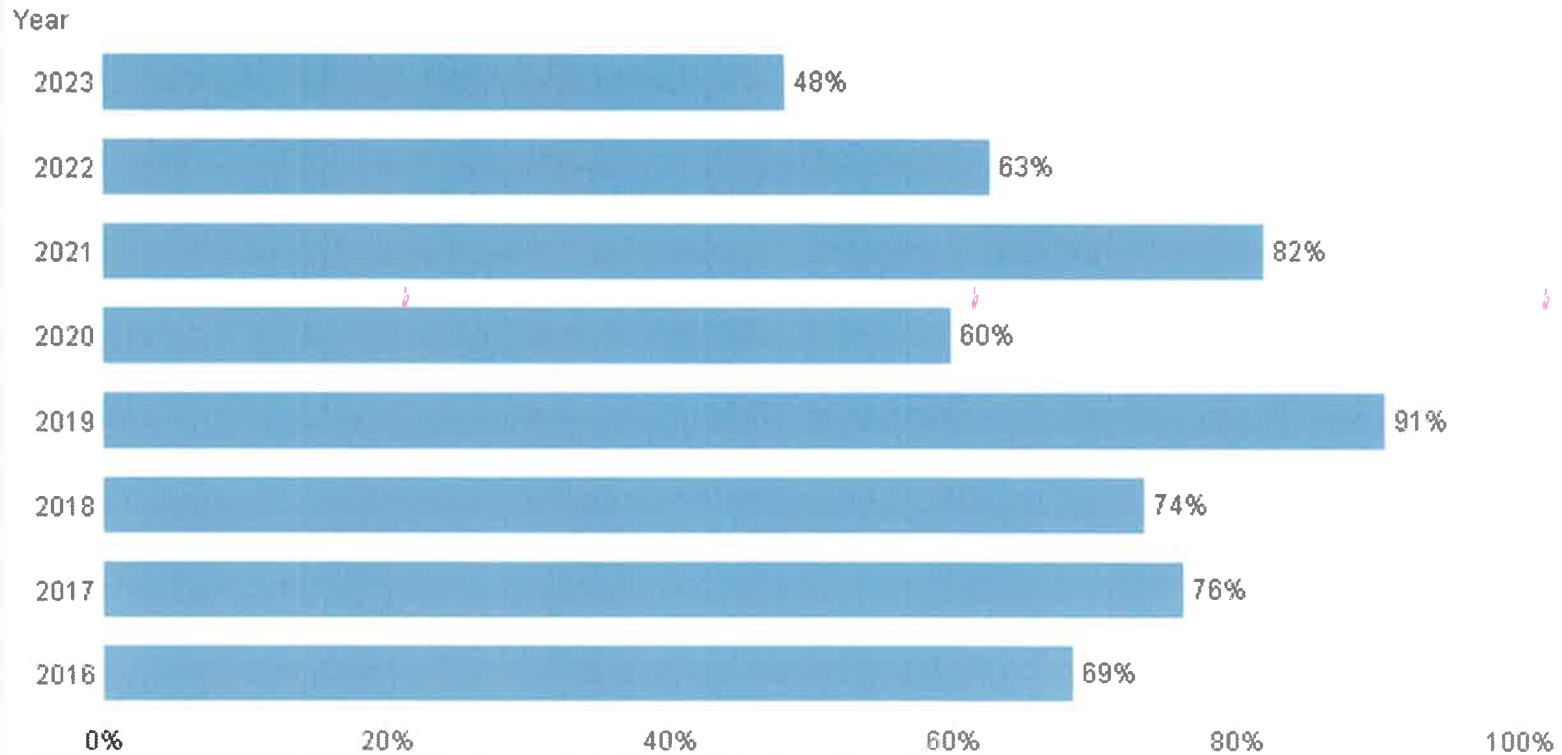# Percentage of PM WOs Completed in a Month or Less

% of PM Completed 30 Days or Less

40%	55%	70%	85%	100%
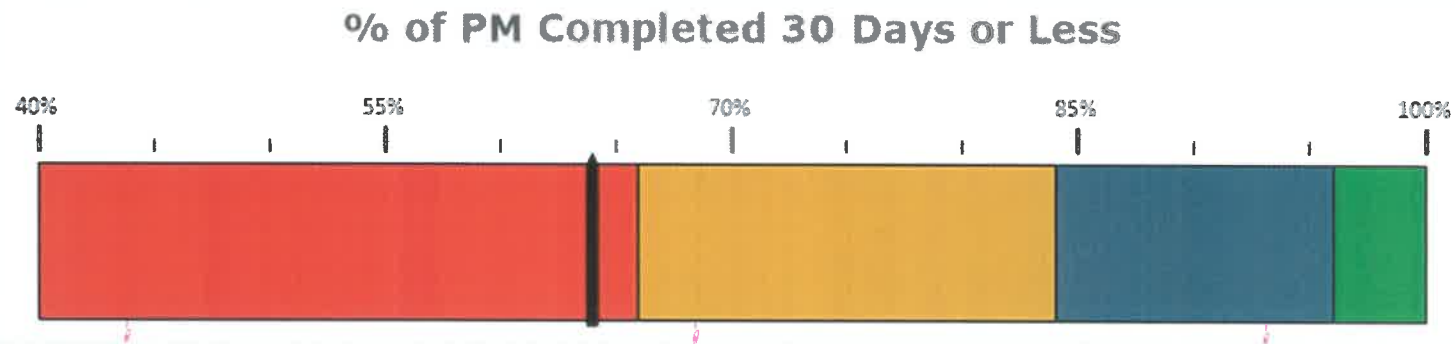
# PM WOs Comp	Your Value	Peer Category	# of Clients	Low 20%	Median	Top 20%
1,719	64%	HE: Community College	207	66%	84%	96%

This metric is a measurement of the responsiveness of proactive work. An above average measurement here leads to higher productivity and a decrease in backlog. This compares Completion Date – Start Date (uses Request Date if Start Date is not used) to see what % of PM WO's are completed in 30 Days or Less. (Rolling 12 Months)
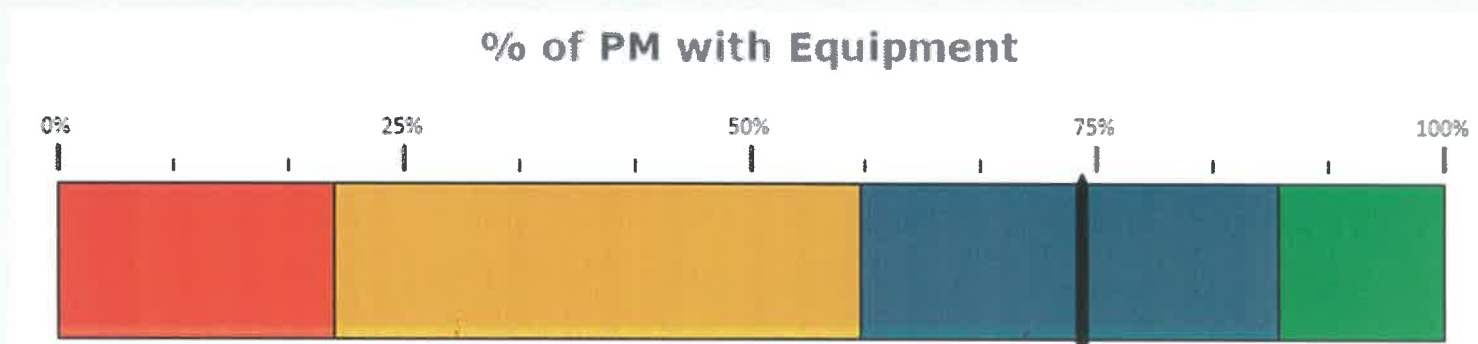
% of PMs Completed 30 Days or Less by Year

% of PMs Completed in 30 Days or Less (Completion Date)

Year

Year	%
2023	48%
2022	63%
2021	82%
2020	60%
2019	91%
2018	74%
2017	76%
2016	69%

0%   20%   40%   60%   80%   100%

Trend: Past 3 Years, plus current date: based on Completion Date

% of PM's with Equipment

% of PM with Equipment

Peer Category	# of Equipment	# PM Schedules	Your Value	Low 20%	Median	Top 20%
HE: Community College	743	389	74%	20%	58%	88%