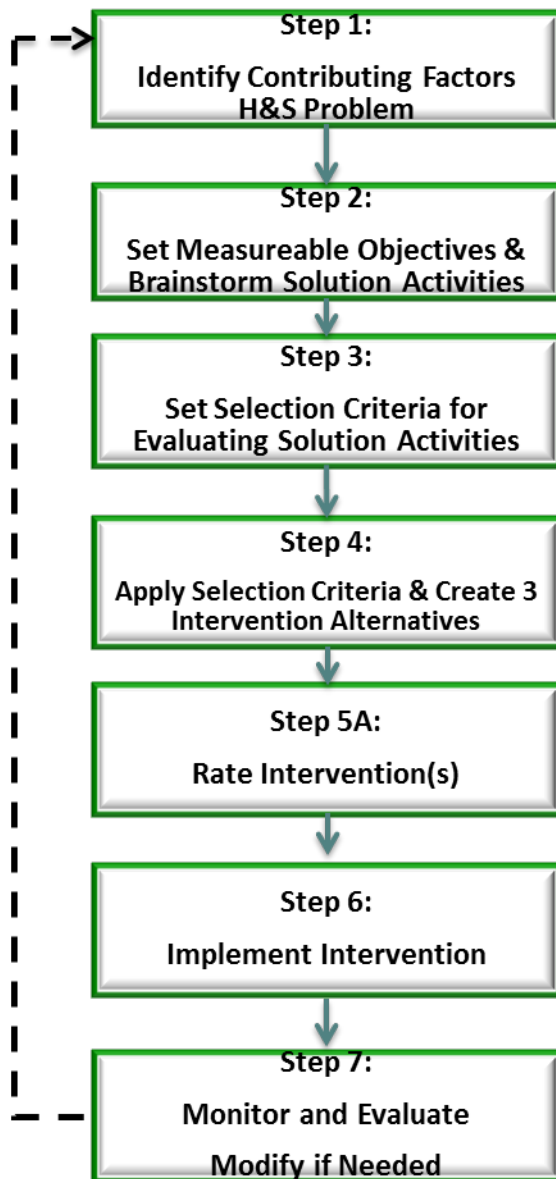
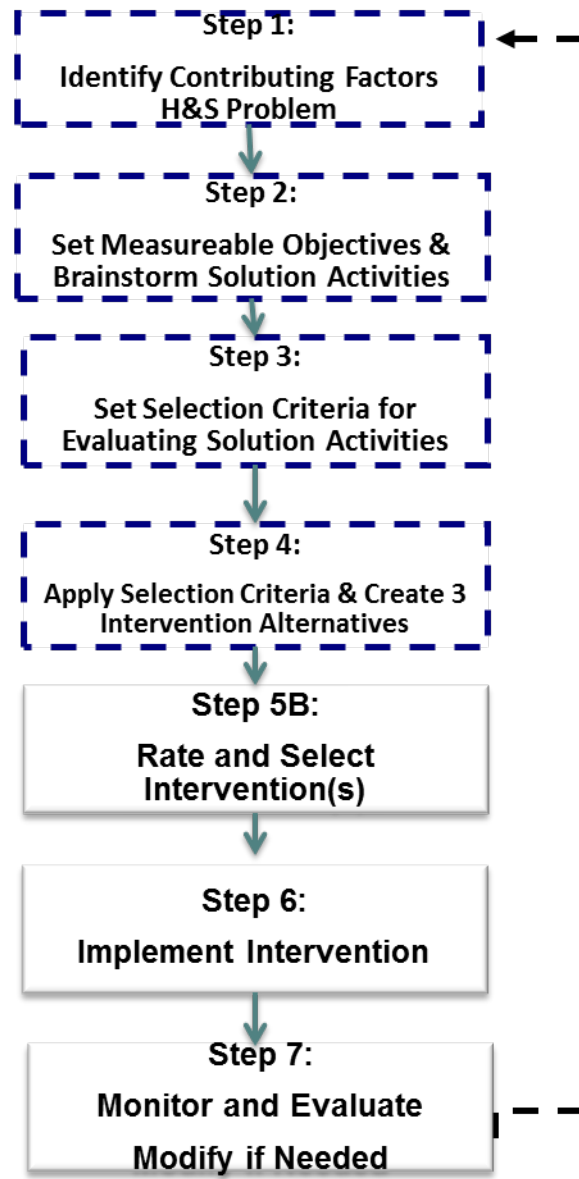


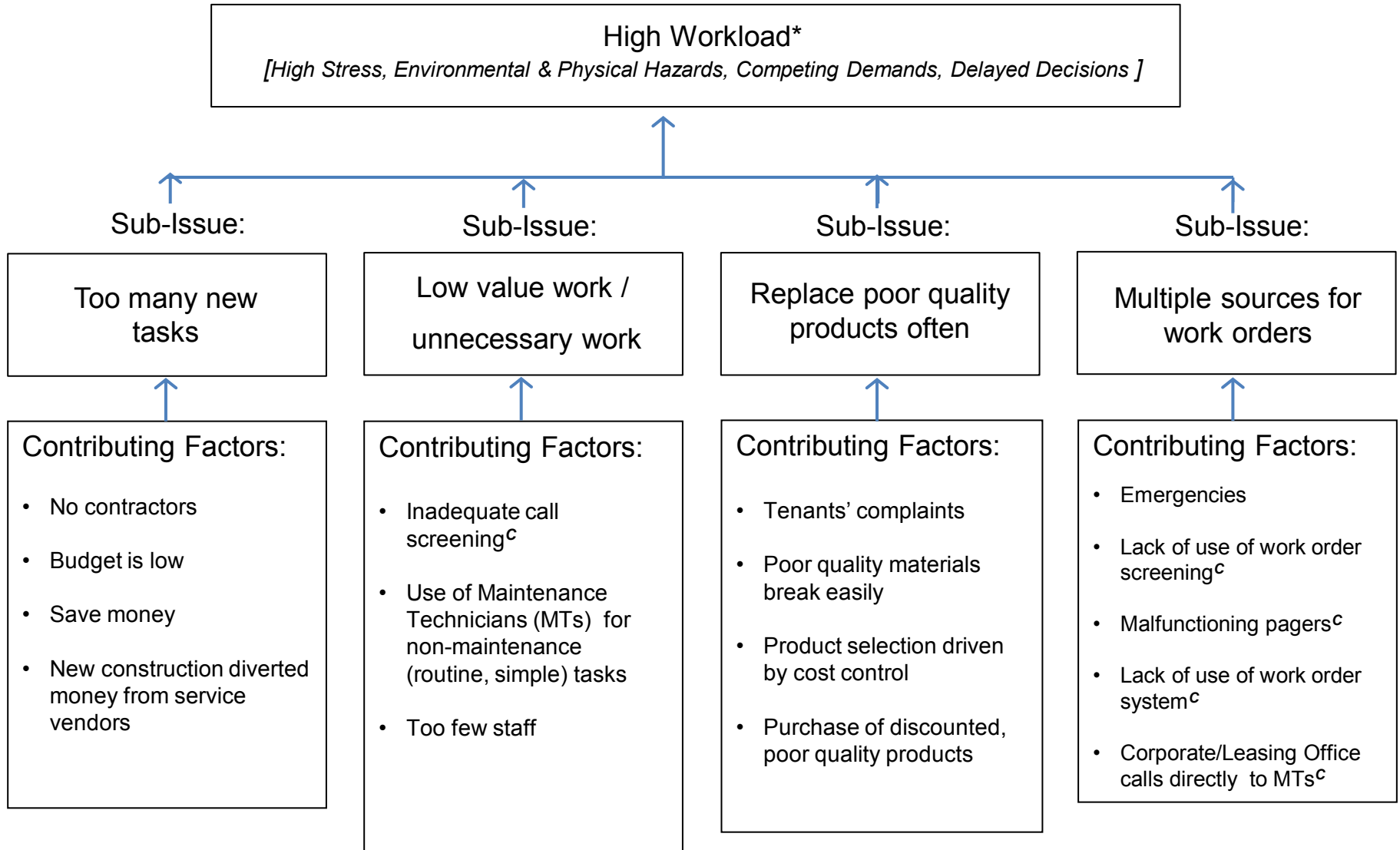
## Design Team (DT)



## Steering Committee (SC)



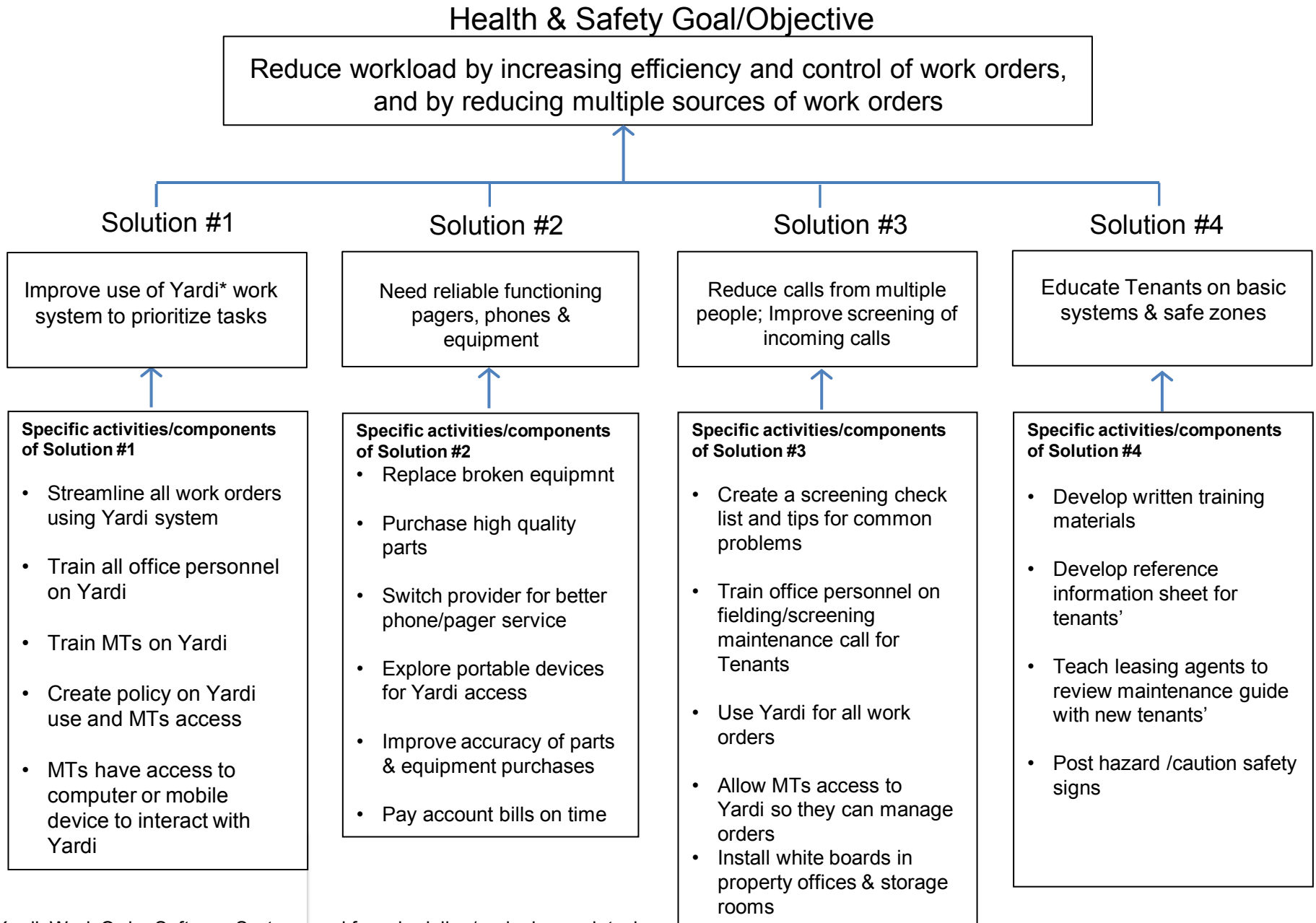
# Step 1: Identify Health & Safety Problem/Issue and Contributing Factors



\*Health & Safety emergent themes from the focus groups/interviews/work environment survey. High Workload issue was rated as the top priority concern to address by the Design Team.

“C” Indicates communication-related issue– members of the design team identified many of the contributing factors as communication related.

# Step 2: Set Measurable Objectives & Brainstorm Solution Activities



\* Yardi: Work Order Software System used for scheduling/assigning work tasks.

### Step 3: Set Selection Criteria for Evaluating Solution Activities and Interventions

Scope/Impact	Benefits/Effectiveness	Resources/Costs	Obstacles/Barriers
<p><i>(Who will benefit from the intervention)</i></p> <p>Office Personnel</p> <p>Maintenance Office</p> <p>Tenants</p> <p>All Maintenance Technicians</p>	<p>Increased job satisfaction/morale – <b>long term</b></p> <p>Increased quality &amp; resident satisfaction – <b>short term</b></p> <p>Increase in teamwork &amp; collaboration – <b>short term</b></p> <p>Increased productivity – <b>short term</b></p> <p>Decreased stress and frustration – <b>long term</b></p> <p>Improved communication – <b>short term</b></p>	<p>Materials, equipment, service fees, etc.</p> <p>Consultant/trainers</p> <p>Translation fees</p> <p>Production downtime to implement solutions</p>	<p>Time for training</p> <p>Time for other office and corporate involvement</p> <p>Resistance to change—personnel and tenants</p> <p>Getting approval from property and corporate managers</p> <p>Fears about tenants reactions</p>

## Step 4: Apply Selection Criteria to Solution Activities & Create Intervention Alternatives

Solution Activities	Scope/Impact	Benefits/Outcomes	Resources	Obstacles
<p>Improve the use of Yardi system to prioritize tasks</p>	<p>Streamline work orders to avoid confusion, stress, duplication</p> <p>Create checklist for office to screen calls</p>	<p>Increase in efficiency, organization, satisfaction, time-response, communication, proactive behavior, reliability</p> <p>Less unnecessary work and lost time; better prepared when arrive to fix problem; less frustration, less stress caused by time management.</p> <p>Better communication; resolve resident issues more quickly</p>	<p>Set up workstations for maintenance workers; time needed to train maintenance &amp; office personnel on Yardi; use of guidelines; inform tenants of call procedures; train office personnel. Train office personnel on how to field maintenance calls from tenants</p> <p>Design Team – time to create guidelines and screening checklist; train office personnel. Office personnel – time to assist tenants; more effort to screen calls completely</p>	<p>Resistance to change</p> <p>Time for other offices and corporate involvement</p> <p>Getting approval form property and corporate manager</p> <p>Time for training</p>
<p>Need reliable functioning pagers, phones &amp; equipment</p>	<p>Help order supplies for storage room; help locate MT by order on a daily basis</p>	<p>Better communication; organized way to order supplies; improve work flow; make completion of orders more expedient. Office staff know where you are</p>	<p>Funds needed to purchase boards; multiple boards per site Time: very little– coordinate purchasing (supervisor orders it); installation (MT can do it)</p>	<p>Resistance to change</p> <p>Time for other offices &amp; corporate involvement</p>
<p>Reduce calls from multiple people &amp; improve screening of incoming calls</p>	<p>Improve communication</p>	<p>Save money on contract; improved signal strength; less dropped/missed calls; less frustration; faster service provided; better response from maintenance for residents</p>	<p>Funds &amp; staff time – new plans, phones &amp; accessories. May be low priority for decision-makers; needs VP/mgt. review &amp; approval</p>	<p>Getting approval from property &amp; corporate manager</p>
<p>Educate tenants on basic systems &amp; safe zones</p>	<p>Instruct residents on what/how to do in light of a problem; indicate what's (not) emergency</p> <p>Communication with tenants</p>	<p>Maintenance – reduce time spent on simple tasks so more time to work on complex orders; more organized; less stress; faster problem-solution for tenants</p> <p>Less stress for maintenance &amp; office staff – can work safely &amp; uninterrupted.</p> <p>Avoided injuries for tenants.</p>	<p>Time for Design Team and office staff to write instructions; time and effort to train leasing agents on common problems to discuss with tenants; print &amp; distribute material; money for translation</p> <p>Safety &amp; Property Committee effort to discuss &amp; approve; money to buy signs; time to put up signs</p>	<p>Time for training</p> <p>Fears about tenants' reactions</p> <p>Resistance to change – personnel</p> <p>Resistance to change – tenants</p>

# Step 5A: Rate Intervention(s)

	Intervention A	Intervention B	Intervention C	Intervention D
	Improve the use of Yardi system to prioritize tasks	Need reliable functioning pagers, phones & equipment	Reduce calls from multiple people & improve screening of incoming calls	Educate tenants on basic systems & safe zones
<b>Anticipated scope/impact (L/M/H)</b>	H	H	H	H
<b>Anticipated benefits (L/M/H)</b>	H	H	H	H
<b>Resources needed (L/M/H)</b>	L	M	L	L
<b>Anticipated obstacles (L/M/H)</b>	M	L	M	L

*Priority rankings of interventions (optional)*

*Additional notes to the Steering Committees (optional):*