

Updated Facilities Management plan to be rolled out for fall semester

Facilities Customer Service (FCS) has made some changes in order to improve the way they interact with the Coral Gables campus community. Many of the changes that they have made have been as a result of your suggestions and feedback.

The new changes they have made include:

- A new easy-to-remember, consolidated phone number, 305-284-8282
- An updated online service request page www.miami.edu/sro
- Refreshed FCS web pages that do a better job of explaining their services www.miami.edu/fcs
- New wireless handheld devices for Facilities mechanics that improve response time and save paper
- A customer service survey to help continuously improve processes
- Formalizing the use of departmental/building liaisons to streamline the submission of service requests and enhance communication

"I am excited about all the changes being made by Facilities Customer Service. I am confident that they will improve the way that Facilities Management works together with the University community," said Alex Mac Namara, Sr. Facilities Manager.

The formalization of departmental/building liaisons will allow the University community to direct all of their service requests through someone in their area who will have enhanced knowledge of Facilities Management's operations, and this in turn will facilitate more timely communication with customers and allow for more efficient turn-around time.

The changes are expected to go live Fall 2011.

For more information, call **305-284-8282**, or email fcs@miami.edu

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