



**BERKELEY LAB**  
LAWRENCE BERKELEY NATIONAL LABORATORY



# Facility Division All Hands Meeting

Jennifer Ridgeway  
Division Director  
October 6, 2009

# Agenda

- Accomplishments
- Climate Survey
- Group Training
- Efficiencies and Process Improvements
- Ownership of Processes/Systems
- New Hires – Growth to Facilities

# Accomplishments

# Climate Survey/ Jennifer's Upward Review

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Facilities Division All Hands Meeting | October 2009

# Efficiencies and Process Improvements



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# Operations Department

**Ken Fletcher**  
Department Head

October 6, 2009

# FY10 Facilities Maintenance Strategic Cascade

## 1 Mission:

We safely maintain real property to maximize the life and reliability of LBNL assets at a standard industry level that satisfies the Labs Mission Requirements, and supports the Scientific Programs.

## 4 Objectives:

### CUSTOMERS:

We will Implement improvements for timely, and do it right the first time, customer service (internal and external)

### RESOURCES:

We will develop a professional and get it done safely customer service attitude within Maintenance

### BUSINESS PROCESSES:

We will develop productive and efficient Maintenance Planning, Scheduling, and Estimating processes so that Facilities' response to customers is World Class

### INNOVATION:

We will relentlessly strive to delight the customer by employing innovative processes and technology

## 12 Targets:

Customer Satisfaction Surveys Ratings All categories scores > 6 by 3rd Q

Complete Service Level Agreements (SLA) for internal customers by 2nd Q

- Capability to deliver service , staff level analysis and hiring by 1st Q
- Staff Training Safety (on going) > 97%
- Equipment Specific (on going) > 95%
- Total Productive Maintenance (TPM) by 3rd Q > 95%

- Re-engineer Maint organization and Work Flow processes by 1st Q
- Implement Maint Key Performance Indicators (KPI) by 2nd Q
- Install and utilize Maintenance Activity Board by 1st Q

- Upgrade to MAXIMO 6.2.4 2nd Q
- Implement Mobile Technology, hand held devices, to Maintenance work force 3rd Q
- Condition Based Maintenance Monitoring 2nd Q

### Demand to Service

Forecast Accuracy  
Plan/Schedule Performance  
Request/Reserve Resources  
Capacity/Velocity  
Manage Inventory & Assets  
Workflow Management

### Maintain to Sustain

Capital Effectiveness  
Asset Lifecycle Mgmt  
Manage Maintenance, Repairs & Ops

## 18 Key Focus Areas:

Execute Work

### Concept to Launch

Contract Lifecycle Mgmt

Post-Launch Support (PMs)

### Innovation w/o Disruption

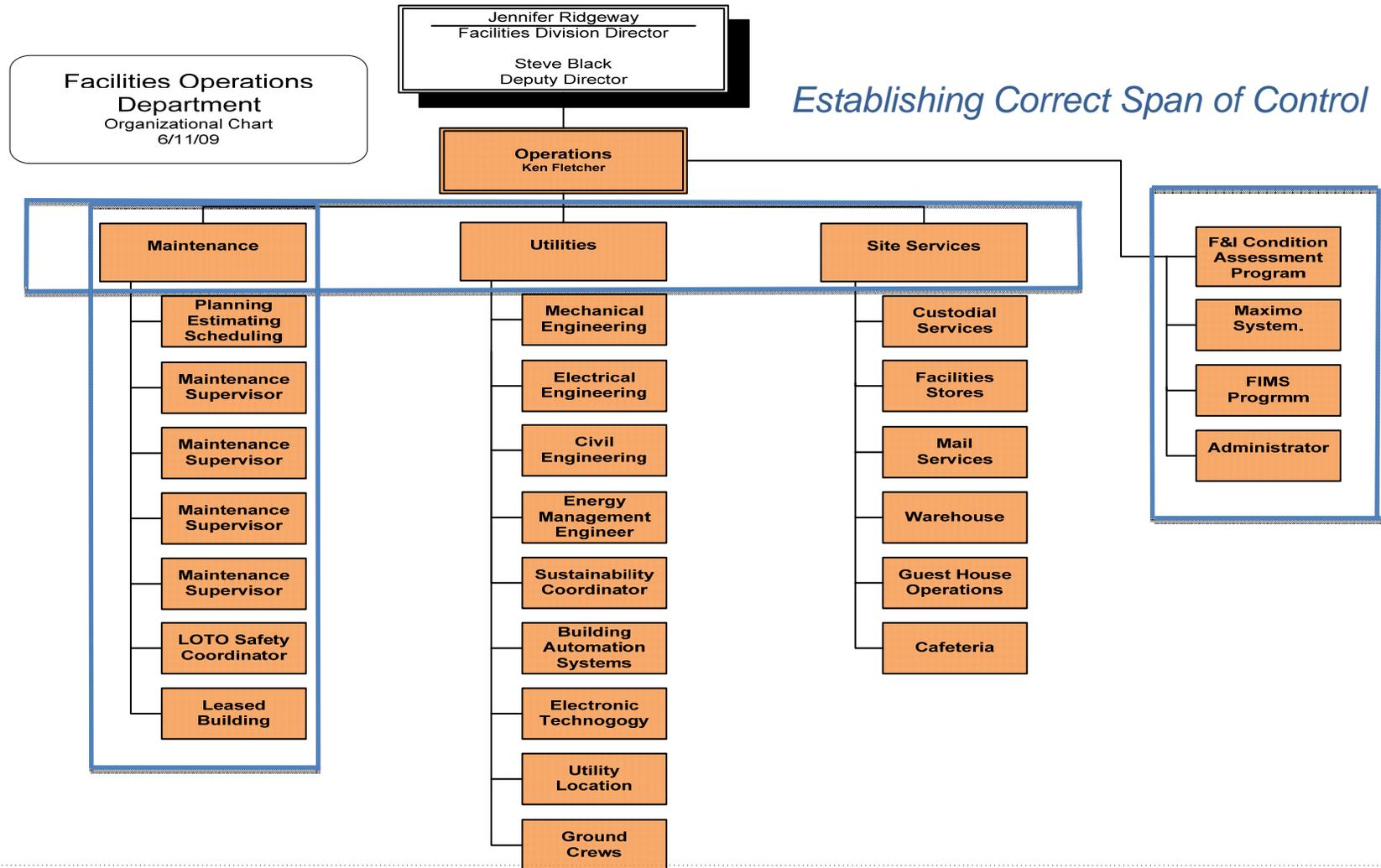
Customer Feedback  
Corrective Action Mgmt

### Order to Cash

Customer Presence  
Order Entry & Fulfillment  
Distribution of Service

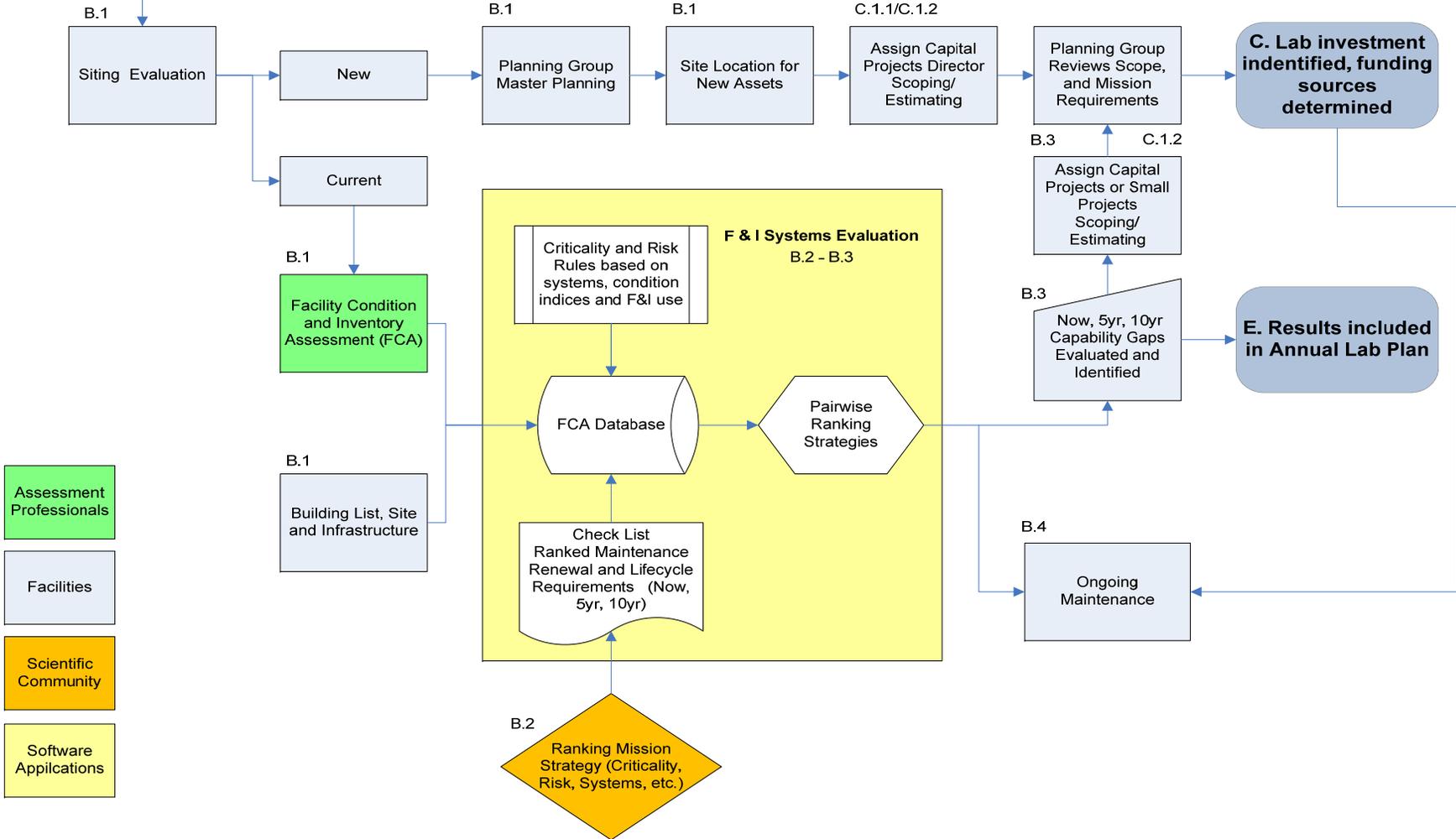
# Re-engineer Maintenance Organization

## Activity Based Model



# Mission Readiness Lines of Inquiry Process Step B. Lab Analysis of Facilities and Infrastructure

**A. Lab Scientific Priorities**



- Assessment Professionals
- Facilities
- Scientific Community
- Software Applications



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# Construction Projects Department

**Dennis Nielsen**  
Department Head

October 6, 2009

# Construction Projects Department

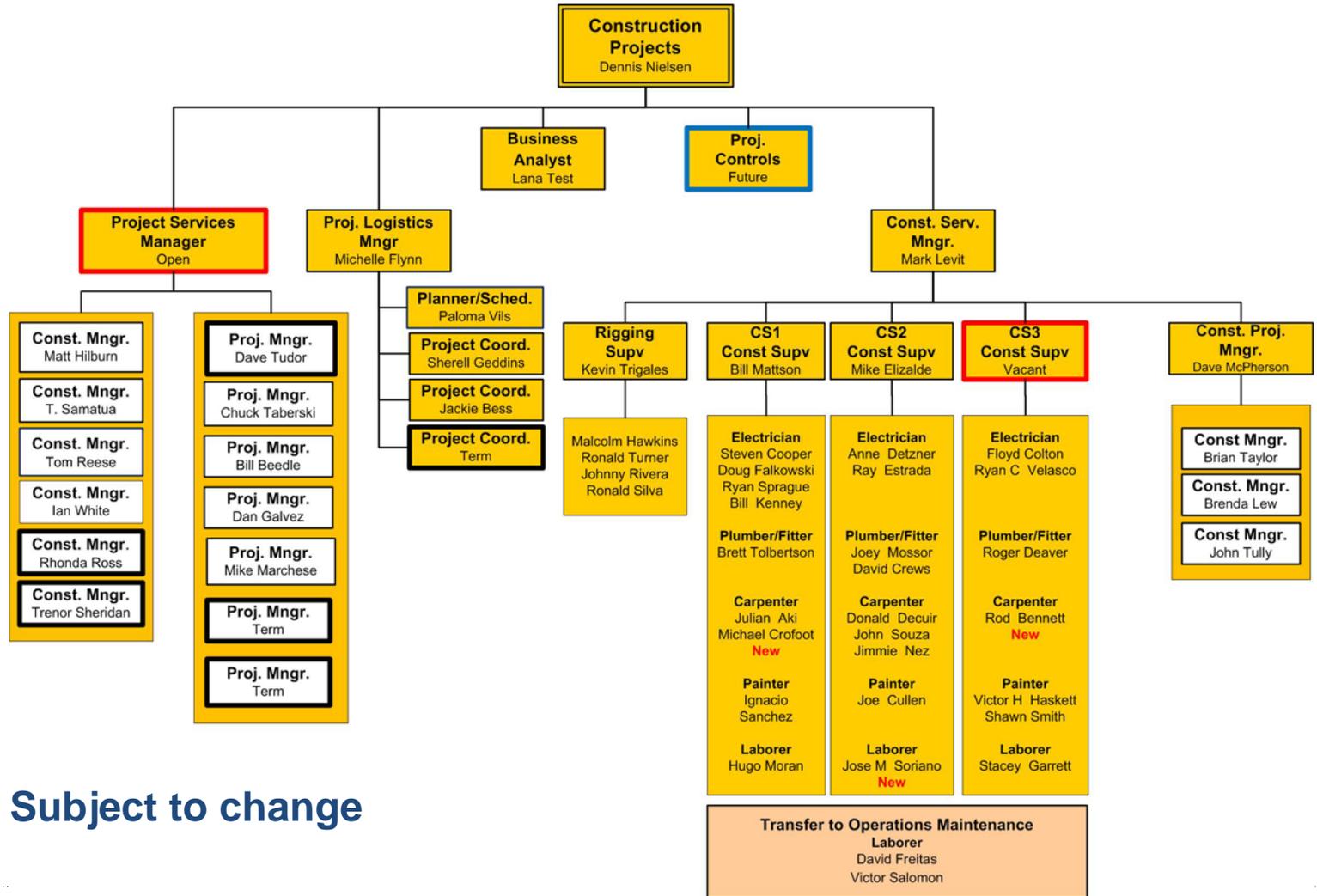
**VISION:** To be the preeminent provider of superior construction services.

**ROLE:** Consistently improve the quality of our services to add value for our clients through innovation, integrity and response to achieve ultimate client satisfaction.

**MISSION:** Perform for our customers turnkey quality construction project services in support of Science & Technology Programs.

**GOAL:** To be highly valued by our clients in recognition of our dependability, performance and integrity.

**Construction Projects  
Department  
Reorganization**  
Effective: 10/12/09



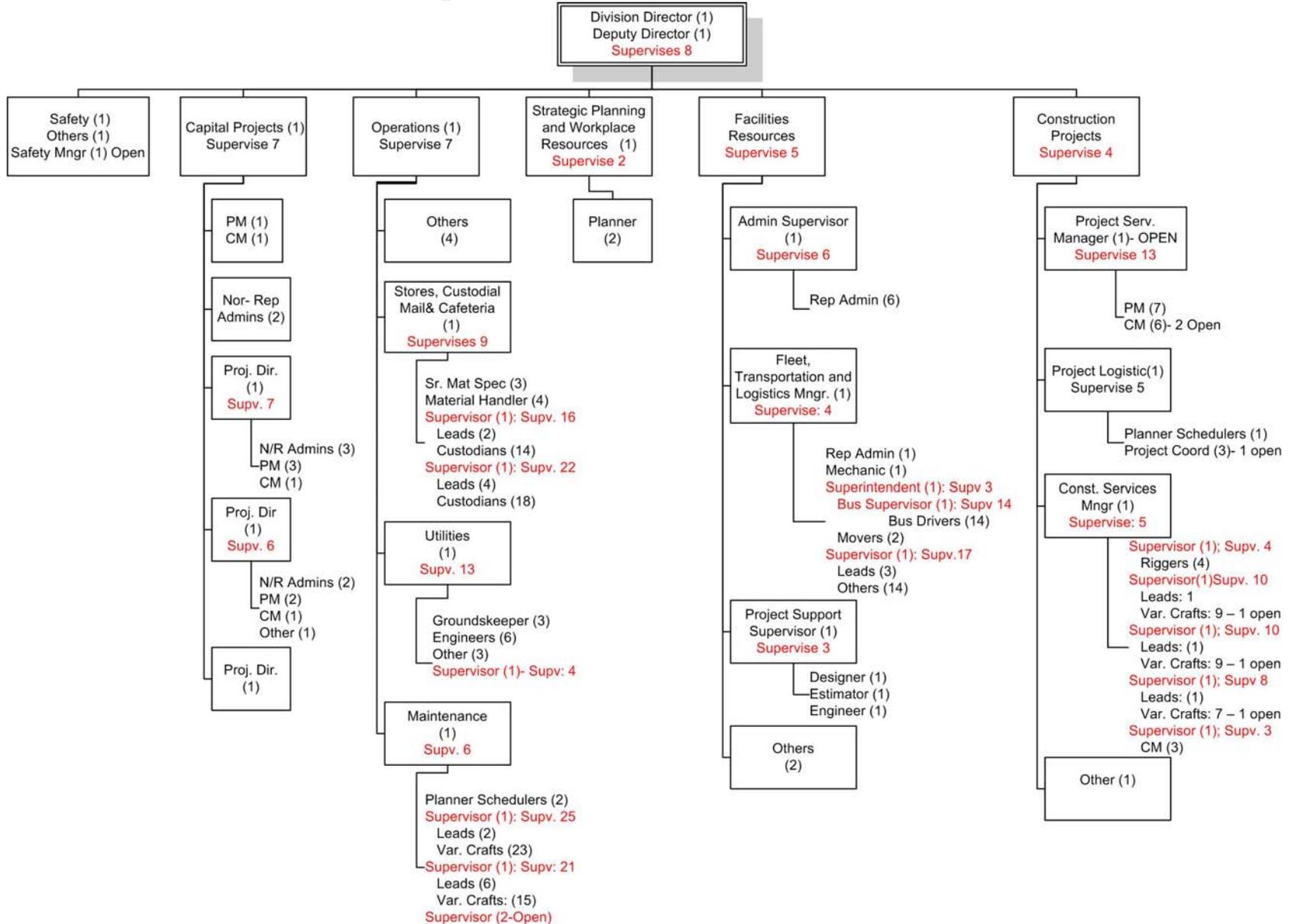
**Subject to change**

# Group Training

# Ownership of Processes/Systems

# New Hires Growth to Facilities

# Span of Control



# Personnel with New Roles in Facilities

## Planner/ Schedulers



Cesar Sanchez



Tom Price



Paloma Vils

## Utilities Group Engineers



Eric Lahrs



John Kpaka

## Painter



Shawn Smith

## Electrician



Floyd Colton

## Construction Managers



Rhonda Ross

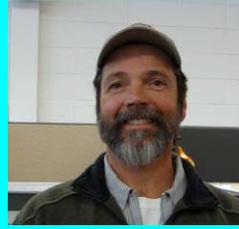


Trenor Sheridan



Ian White

## Carpenters



Curtis Cariveau



Gerald Martin

## Pipefitter



David Crews

## Laborer



Victor Salomon

## Managers



Kory Porter



Walt Flannery



Mark Levit



Michelle Flynn

## Project Controls



Sally Bahowick

## HVAC



Joseph Bojorquez



Gabe Hawkins

## Plant Maintenance Technicians (PMTs)



Jack Fellman



Dunston Kirk



Robert Parker



Vaughn Phillip



Germaine Sumbler