



2018 APPA AWARD

**EFFECTIVE AND
INNOVATIVE PRACTICES**



THE OHIO STATE UNIVERSITY

Facilities Operations and Development
fod.osu.edu

Table of Contents

Abstract	3
The Need	4
Innovativeness, Creativity, and Originality	5
Management Commitment and Employee Involvement	7
Portability and Sustainability	8
Documentation, Analysis, Customer Input, Benchmarking.	10
Institutional Benefit	11
Employee Video Archive	12

Abstract

One aspect of the university's strategic plan entitled "Time and Change" particularly affects Facilities Operations and Development (FOD), namely operational excellence and resource stewardship. We are continually working to increase efficiencies and reduce costs, as are so many educational institutions nationwide.

Throughout the years, surveys and feedback continue to yield three recurring themes:

Training, Communication, Recognition

Facilities Operations and Development decided to develop its own employee-centered [Training](#) and reference program.

The result is the **Employee Video Archive**, employee-driven at the grassroots level.

Benefits:

- **increased** knowledge base, efficiencies, [Communication](#), morale, customer service.
- **decreased** waste, lost man-hours attributable to injury, preventive maintenance costs.
- **reinforced** safety, employee [Recognition](#).

The Need

The Ohio State University President Dr. Michael V. Drake set forth his vision for the future of the university in a 5-tenet strategic plan known as “[Time and Change](#).” While focusing on teaching and learning; access, affordability, and excellence; research and creative expression; and academic health care; one tenet particularly touched the Department of [Facilities Operations and Development](#) (FOD), namely operational excellence and resource stewardship.

We are continually working to increase efficiencies and reduce costs, as are so many educational institutions nationwide.

Feedback - Throughout the years, FOD routinely surveyed its staff to learn what was working well, what wasn't, and what could be improved. What could boost employee performance and morale? What would let our

650+ employees know that they, the frontline staff, represent the face of the department and ultimately define our success or failure?

So we took a fresh look at our survey results, which yielded three recurring themes:

Training, Communication, Recognition

In 2016, Facilities Operations and Development decided to focus on Training using a different approach by developing its own employee-centered training and reference program, i.e., done **by employees for employees** and specifically tailored to its own needs. To be effective, it needed to be accessible anywhere, at any time, with the swipe of a finger or the click of a mouse.

The result is the ...

Employee Video Archive, a/k/a EVA

OHIO STATE'S STRATEGIC PLAN
TIME AND CHANGE
Enable, Empower and Inspire

To make the next bold leap in Ohio State's land-grant history of excellence and impact, we aspire to be a leading national flagship public research university.

- I Teaching and Learning**
Ohio State will be an exemplar of the best teaching, demonstrating leadership by adopting innovative, at-scale approaches to teaching and learning to improve student outcomes.
- II Access, Affordability and Excellence**
Ohio State will further our position as a leading public university offering an excellent, affordable education and promoting economic diversity.
- III Research and Creative Expression**
Ohio State will enhance our position among the top national and international public universities in research and creative expression, both across the institution and in targeted fields — driving significant advances for critical societal challenges.
- IV Academic Health Care**
The Ohio State University Wexner Medical Center will continue our ascent as a leading academic medical center, pioneering breakthrough health care solutions and improving people's lives.
- V Operational Excellence and Resource Stewardship**
Ohio State will be an exemplar of best practices in resource stewardship, operational effectiveness, and efficiency and innovation.

To learn more about the strategic plan, visit go.osu.edu/strategicplan



Employee Video Archive

as of October 2017

FOD 01 — Thermostats

- Tools
- Calibrating
- Determining Spring Range
- Replacing

FOD 02 — Urinals - Flushometers, Vacuum Breakers, Handles

- Parts
- Tools
- Diaphragm
- O-Ring
- Vacuum Breaker
- Battery-Operated Flush Handle
- Batteries

FOD 03 — Bearing Replacement

- Tools
- Determining if Bearings are Bad
- Safety
- Remove Bolts
- Brass Hammer, Remote Rotor
- Motor Windings
- End Bell
- Wave Washer
- Gear Puller
- Remove Bearings
- Snug Fit
- Remove Shield
- Bearing Heater
- Attach Bearing
- Air Vents & End Bell
- Return Rotor
- Align Step
- Grease
- Older Motors

FOD 04 — Water Removal Pump Kit

- Water Pump and Bucket
- Extension Cord
- Water Pump Hose
- Demonstration
- Place Water into Bucket
- Place Water Extractor Hose into Bucket
- Turn on Pump

FOD 05 — Air Compressor Maintenance

- Tools and Supplies
- Isolate and Turn Off Air Compressor
- Toggle Switches
- 3 Steps: Air Intake Filter, Belts, Oil
- Replace the Air Filter
- Check the Belt for Wear and Tension
- Changing the Oil
- Remove the Drain Line Plug
- Set up Funnel and Oil Container
- Remove Filler Neck Cap
- Open Valve and Drain Oil
- Contact EHS for Waste Pick-up and Disposal
- Place Funnel into Filler Neck, Close Drain
- Slowly Add New Oil, Close Drain First
- Check Site Glass
- Final Check
- Put Air Compressor Back into Operation

FOD 06 — Ballast Replacement

- Tools
- Remove Lamp
- Check for Live Wires
- Turn Power Off
- LOTO
- Remove Fuse
- New Ballast
- Remove & Replace Ballast
- Check Wiring Diagram
- Replace Lamp Holder Leads One at a Time
- Rewiring Yellow
- Wire Location to Not Pinch
- Blue Wires
- Cutting and Stripping a Wire
- Red Wires
- Replace Hot and Neutral Power Leads
- Ballast Lead Hot vs. Fuse Lead Hot
- Black Wires
- Ground
- Neutral White
- Re-insert Fuse
- Check Voltage
- Check Lamp Operation
- Insert Reflector into Position
- Insert Lamps