

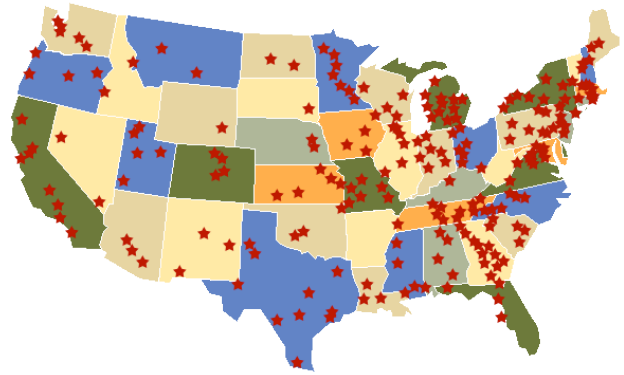
around the country in 28 days

How can the creation of a monthly planned maintenance schedule keep facilities up to standard?

Retailers depend on planned maintenance to keep each facility's appearance up to standard, thereby protecting the overall brand. A national retailer contracted Resicom to perform a broad spectrum of overnight, multi-trade maintenance projects at various locations. The proposed schedule included 110 stores across 12 states, many with multiple facilities in a particular city.

Scope of Work

1. Conduct preliminary site visits to create the scope of work for each location.
2. Execute all work as designated by the project scope created during the initial site visit.
3. Alert mall and store management of our scheduled work one week prior to the start of work, verifying mall has all current insurance information.
4. Schedule overnight security for each location.
5. Conduct audit of all project execution no later than next day following completion.



Challenges

The constraints of the project include:

1. All work needed to be completed within the fiscal month (28 nights).
2. All work needed to be completed overnight to minimize disruption to sales staff and guests.
3. Several locations were conducting internal overnight inventories or had other facility services in progress that prohibited scheduling maintenance the same night.
4. The projects at certain stores would require specialized execution that necessitates specifically skilled tradesmen.
5. Several locations were located at outdoor malls, which introduced weather related issues and limitations.

Solutions

1. Grouping stores in certain regions together to allow for schedule "runs" to maximize our workforce and reduce waste in travel time.
2. Utilizing multiple crews working simultaneously throughout the country to ensure that all deadlines are met.
3. Organizing each crew to contain the required specialized tradesmen for each run to ensure all work would be executed to exact specifications.
4. Cross-referencing our schedule against all other facility services, blackout dates, and inventories that were being conducted at stores to prevent conflicts.
5. Purposely scheduling an extra day in each run allowed us to anticipate any problems that could be caused by inclement weather or other unforeseeable obstacles.

Outcome

We were able to complete project scopes for all 110 locations within the 28 day window requested by the client. Only three visits needed an adjusted schedule. However, those changes did not impact any other facility, nor effect the overall deadline as an allotment of extra days had been factored for inclement weather. An adjustment of 2 facility dates occurred due to an unforeseen inventory date change, however, we accommodated the client's last minute request with ease. Resicom met the client's needs with good planning, flexibility and clear communication.