



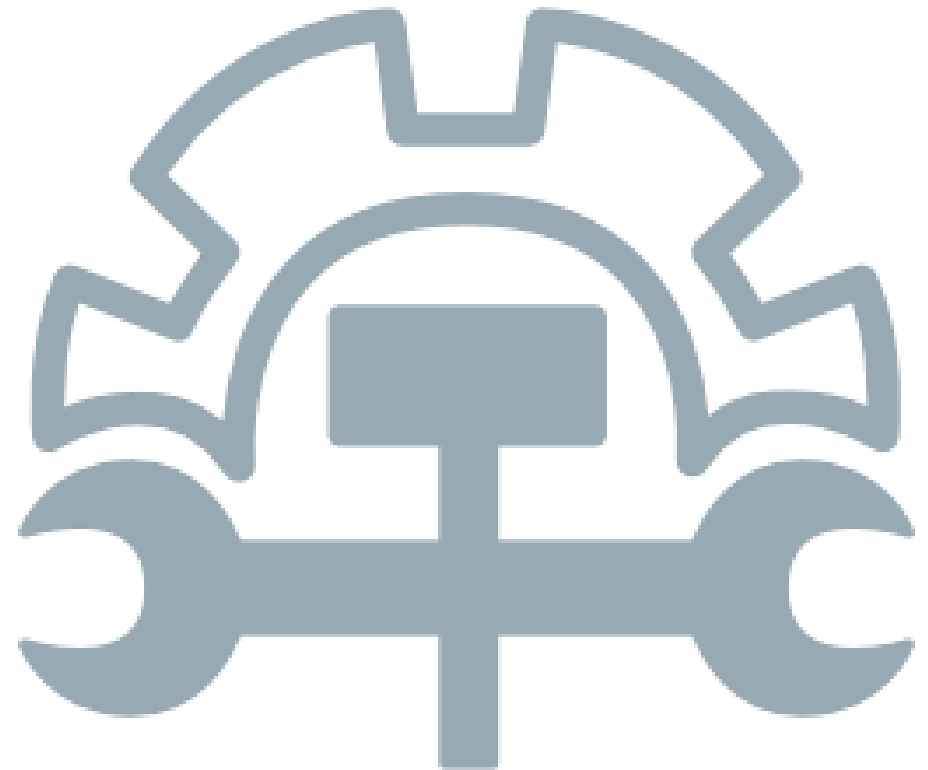
Australian  
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# TECHNICAL WORKSHOPS

Briefing Session

8 April 2019

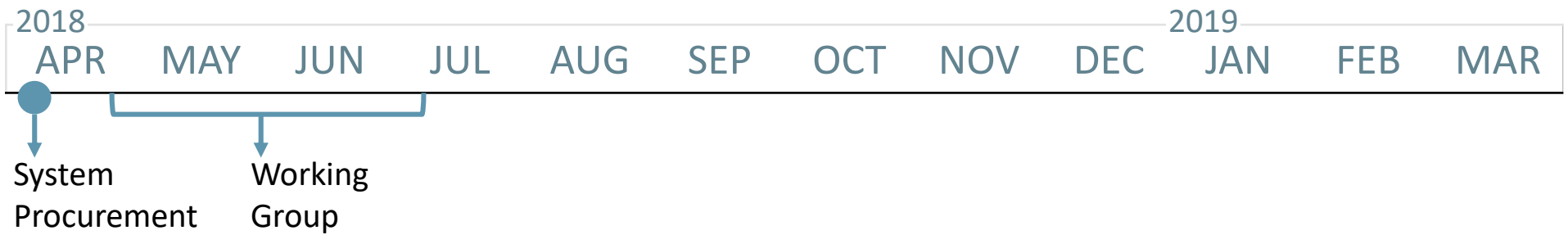
Prepared by:  
Rachael Morgan  
Project Manager, Service Improvement Group



# INTRODUCTION

# WHAT'S BEEN HAPPENING?

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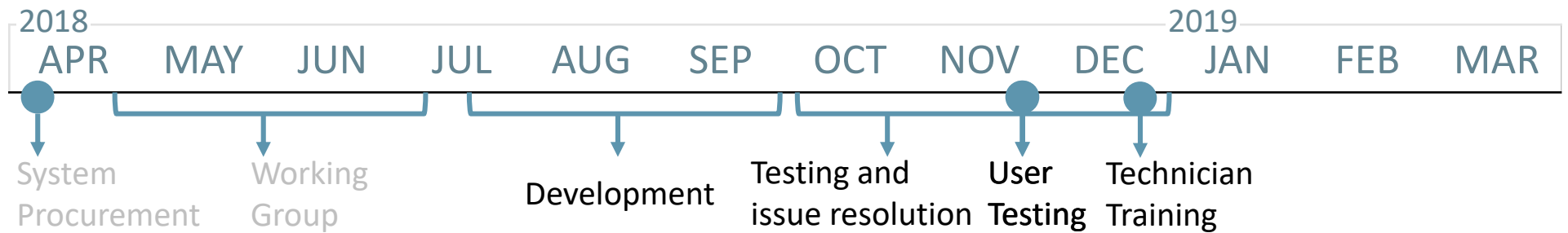
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## WORKING GROUP AND DEFINING SYSTEM REQUIREMENTS

- The working group was comprised of members who represented the interests of the customers, workshop technicians and the Research School management.
- The group met nine times between April and July to develop and agree to the requirements for the following topics:
  - Job types and their workflow, including tasks
  - Request forms
  - Timesheets
  - Billing
  - Materials and consumables
  - Quality assurance
  - Notifications
  - Reporting and user roles

# WHAT'S BEEN HAPPENING?

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# WHAT'S BEEN HAPPENING?

## DEVELOPMENT AND TESTING

- Development and testing was an iterative process. User Experience Testing sessions were scheduled for both the workshop technicians and their customers following the majority completion of development and testing undertaken by the Idea Elan development team and SIG testers.

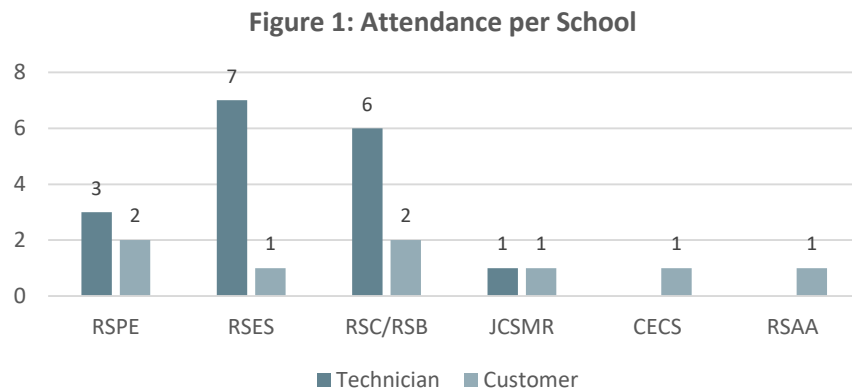
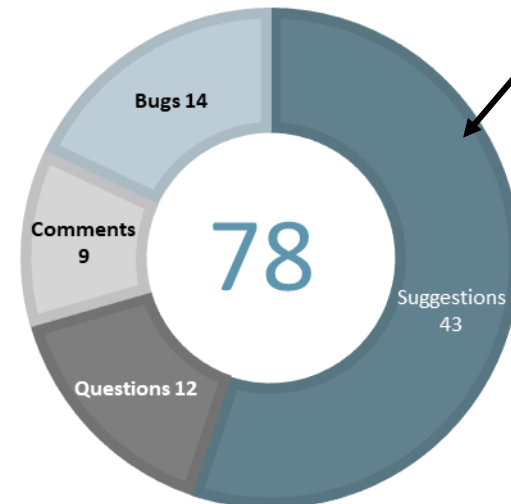


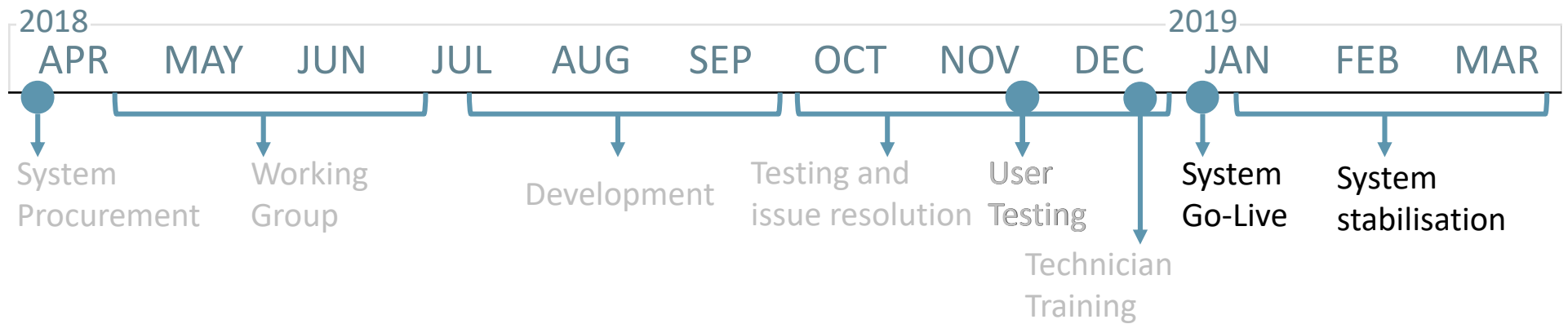
Figure 2: Feedback Items



- 27 suggestions implemented
- Of the 16 not implemented, 10 were placed on the continuous improvement register

# WHAT'S BEEN HAPPENING?

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# WHAT'S BEEN HAPPENING?

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## GO LIVE AND STABILISATION

- The Work Management System went live on 2 January 2019.
- During this stabilisation period, the following activities have been undertaken:
  - 30 issues have been resolved
  - Refined the billing and invoicing module
  - Implemented the following improvements:
    - Auto-hide completed and cancelled jobs
    - Made it easier for customers to see who is assigned to their job
    - Merged the three separate Joint Workshop facilities into one



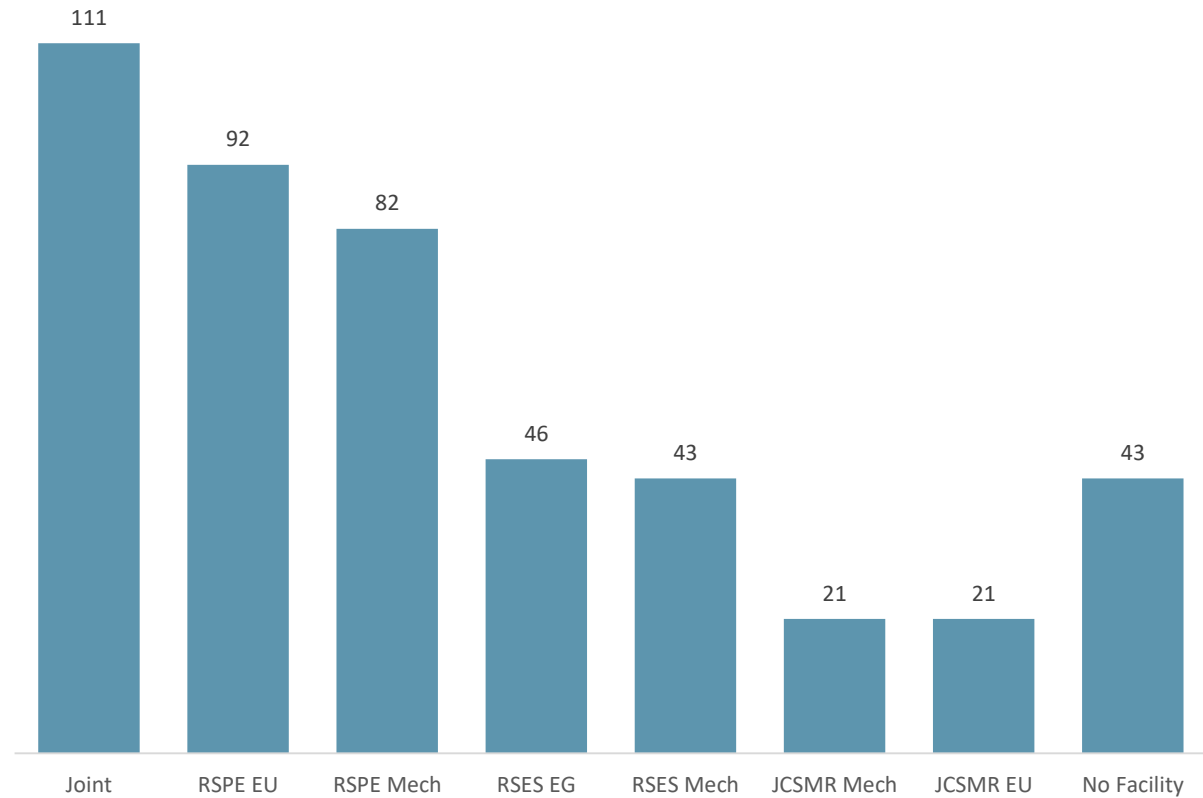
QUESTIONS?

# ACHIEVEMENTS – SYSTEM METRICS (as of 31 March 2019)

## USER DATA

- 285 registered customer (not including technicians)
- 194 unique customers have submitted requests

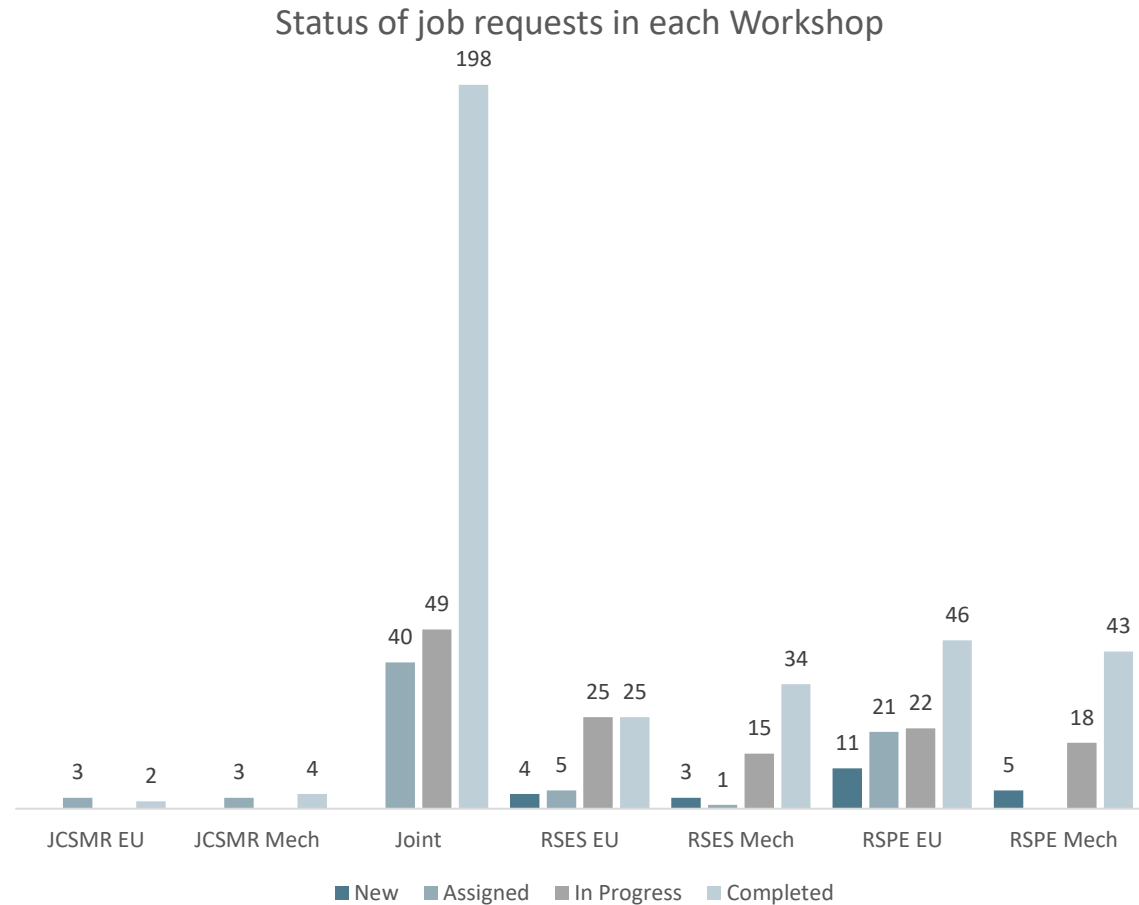
Customers registered to each Workshop



# ACHIEVEMENTS – SYSTEM METRICS (as of 31 March 2019)

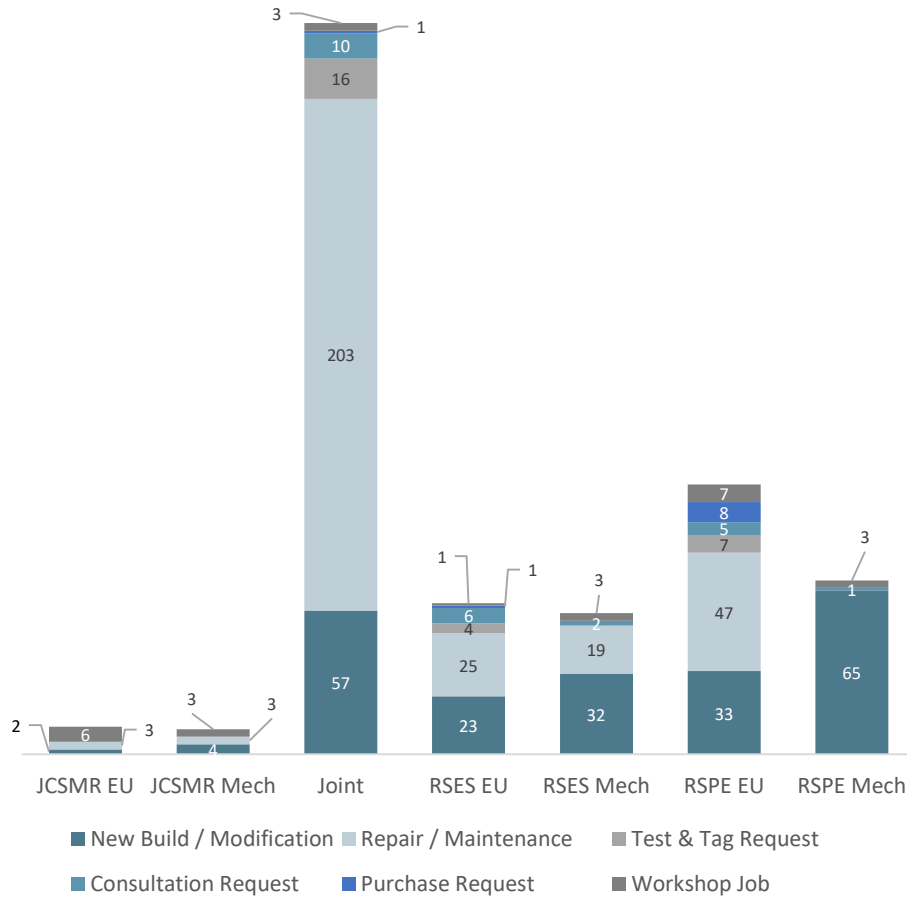
## JOB REQUESTS

- 577 requests submitted
- 61% completion rate
- 39% completed in 5 days or less
- 65 jobs open for 28 days or longer (11%)

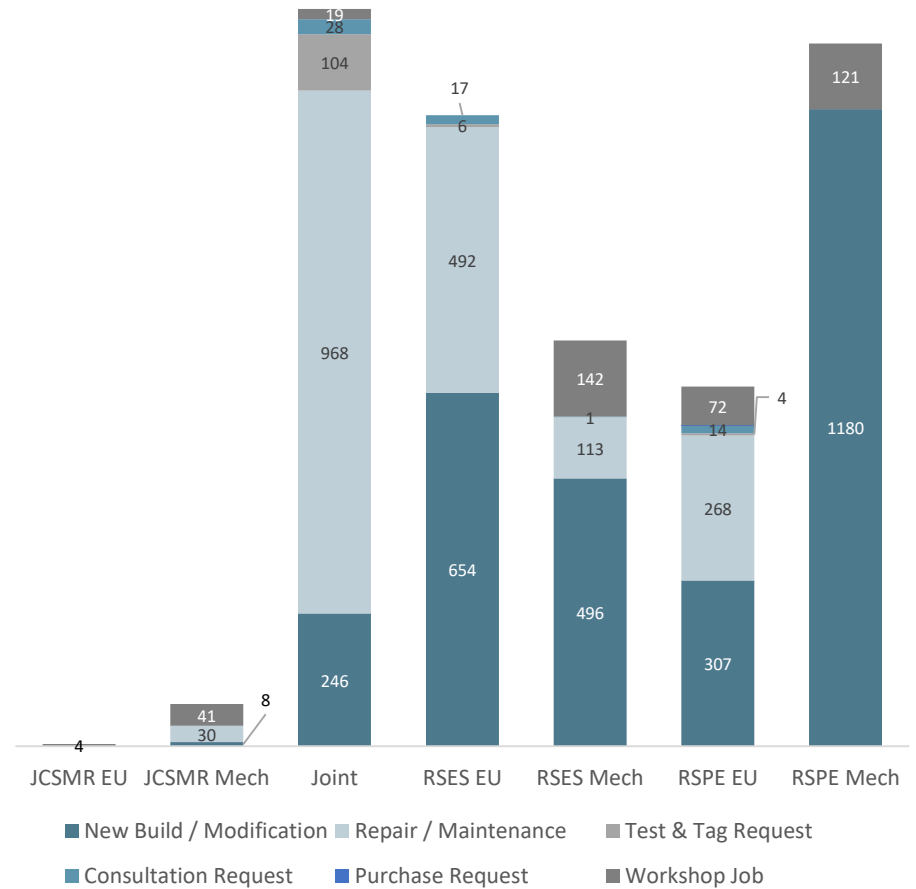


# ACHIEVEMENTS – SYSTEM METRICS (as of 31 March 2019)

Number of **job requests** by request type



Number of **hours recorded** by request type



# RECORDING TIME

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## GUIDELINES

- Collecting accurate data has always been a cornerstone of the project – to do this, we need your help.
- It has always been the project's aim to use the system data to inform the next stages
- The benefits of recording accurate data will enable trends in the volume and types of services required from customers to be tracked, which in turn will impact training and hiring requirements. It will also help build what the future services from the workshop will look like, including the pricing of those services.
- To assist technicians with this, in the coming weeks we will release a guideline for using the system and recording time and will run an information session to go over the guideline. This will ensure consistent practices and consistent data across the workshops.

QUESTIONS?

# WHAT'S BEEN HAPPENING

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## PRICING AND FUNDING GREEN PAPER

- 14 written responses to the Pricing and Funding Green Paper were received during the feedback period between 2 and 19 October 2018.
- Key themes included:
  - Perception that it is too soon to discuss the pricing and funding model, especially in light of the implications of the ANU Resource Management Model.
  - Block grant income should be used to support basic maintenance and equipment upgrades and to pay for workshop overheads.
  - Improved efficiency and cost effectiveness
  - Improved customer service from the Workshops

QUESTIONS?



# WHAT'S NEXT FOR THE PROJECT?

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## WHAT HAPPENS NEXT?

- Key to the future decision making in relation to the project has always been collecting data.
- Now that the system is operational, the project team will continue to improve its functionality and refine the reporting outputs. This ensures that when the next stage of the project is ready to be implemented, it is fully supported by quantitative data.
- With this in mind, over the next 12 months the project team will be focusing on prioritising and implementing the most effective ideas for improvement to improve the system functionality and analysing and building on the data being collected.

# WHAT'S NEXT?

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## WHAT WILL WE DO NEXT?

- To support the continuous improvement update, the project team will meet with the working group to analyse and prioritise the improvement ideas based on their relative importance and impact.
- The ideas selected for implementation will then undergo development and testing before being released in a software update.
- We will assess the system's Instrument Module suitability to track and charge for instrument usage, this will also give us strong data on instrument usage to assess future equipment purchases.
- In conjunction with this will be an analysis of other potential areas at the ANU that would benefit from having a booking system.

QUESTIONS?

# NEXT STEPS

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## WHAT WE WILL DO NEXT?

- We will be in contact with the Working Party to review and prioritise the ideas for improvement and to ensure that requirements are properly understood.
- Distribute this presentation and a summary of the questions asked and their answers.

## CONTACT DETAILS

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QUESTIONS?