

The One Where We Were All On Schedule

Conference 2024

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Introduction to Class/Mission Statement:

Staying on task with your production plan will ultimately lead to a happy team, happy residents, and a successful year. Our Managers and Maintenance Supervisors must have the same vision and be completely transparent in the day-to-day activities and goals for the property. It is imperative to create and stay on course with your production plan in order to have a smooth running community. Through efficient and effective communication, planning, and scheduling we will be able to achieve our vision and reach the summit.

Icebreaker (10 Minutes): Hometown Map

If you're interested in getting to know a bit more about who your colleagues are and where they're from, Hometown Map is an awesome icebreaker activity for work.

Using a real map pinned to your wall, have each member of your team come up and place a pin on the location where they were born and share one fun fact about that place and their experience growing up there.

Communication Problem Video (7 Minutes) –

Show video and discuss poor communication and how it impacts work. This will be played at 1.5x speed.

<https://www.youtube.com/watch?v=dBT6u0FyKnc>

- **If you say the wrong thing or are not clear in your expectations, it will be perceived differently on the other end, one thing leads to another and the next thing you know you are way off course**
- **Ask from the video.. what did you recognize from this video that could have been handled differently? How could it have been said differently in order to have effective communication?**

Productivity Level Game- (10 Mins)

How it's played:

- Instruct your colleagues to plan a day in their life, from waking up to going to sleep.

- We are going to have pre-printed papers with designated time slots on them :7am-9am, 10am-12pm, 1pm-3pm, 4pm-5pm, 6pm-7pm and the maintenance class will then simply place a letter into the slot.
- After completed we will go around the room, share, and discuss how that can be used at your property with your entire team. Different tasks can be assigned to different team members in order to line up accordingly with their energy level status.
- Tell them to take each period of the day and write a letter showing their energy levels next to it:
 - A — High energy,
 - B — Autopilot control,
 - C — 70% energy level,
 - D — Distracted,
 - E — Slowing down for the day, and
 - F — Tired and hungry.

What you'll learn: You'll understand how energy levels change during the day, so you'll be able to make better decisions about your schedules.

Discussion points:

- When they should work on important, challenging tasks (during “high energy” time),
- When they should tackle less important work (during “autopilot control” time or “70% energy level” time), and
- When they should simply take a break (during “distracted” time).
- Recognize that each person may have different energy levels at different times of the day and to schedule yours and others’ work accordingly to productivity levels.
- Re-iterate with the teams... when making the production plans with your team you know how your team operates and the correct tasks to assign to each based on their productivity levels.

You can even post all your completed charts on a wall, so everyone will know when to call their co-workers and for what type of tasks.

Have Class Fill Out A Production Plan (20 Minutes):

Due to previous years not having time to complete a proper Production Plan, we will go over creating one first, and then conduct open discussion about it, what issues may arise, how we adapt to changes, and communication to stay on track.

Supervisors will pair up in groups of 2. Ask if any have never filled one out with Michelson, and if so, have them grouped with a more seasoned MS.

The following reports from Preston Run will be given to each group:

- A copy of a Production Plan to fill out.
- Availability
- Property Inspection
- Training Schedule
- Safety Meetings Schedule
- Major Projects List

We will go over the reports and how each relates to the production plan, and once all are completed initially, we will discuss how they created theirs and go into below.

Looking at different Production Plans, here are some real life problems. How would you handle as these types of problems? Go one-by-one with different group's plans to see how they/the class would react.

- Snowfall (weather restrictions)
 - Someone from maintenance quits
 - New move-in wants to move in a day early
 - A vendor can't handle the work load
 - What if you are over budget in a certain area materials, plumbing, flooring etc.?
 - You have a new team member
- Class Statement: It's important to realize how much goes into the production plan, and the importance it has to the **entire** staff, not just the maintenance staff

Ask The Class (-20 Minutes):

We will keep the following questions here and try to cover all. Make sure to get the point across about why it is important, what it takes to complete it, and who is affected by it.

- In all honesty, how many in here actually do a full production schedule on a weekly or monthly basis? If not, what prevents you from putting together a schedule for your team?
- What is the importance of the production schedule?
 - Having a structure in place

- Being accountable for the daily operations
- The entire team can view the tasks at hand ahead of time and prepare
- The team knows that when there is potential downtime what they can do on their own without having to consult the MS or PM.
- How do you use in your daily/weekly/monthly schedules?”
 - Try to stay on scheduled as best as possible while dealing with the everyday items that come your way trying to throw it off course
 - Have posted for all to see at all times
- (Will use a flip chart to write down ideas and discuss)

Ask class:

- What is your process of putting a production plan together?
 - Availability reports
 - Major projects list
 - Seasonal items
 - Property Inspection
 - Field Notes
 - Downspout maps for drain cleaning
- Who is involved in this process
 - Maintenance
 - PM
 - Vendors
- As we are discussing following bullet points, we will be writing them on the flip board and created a list of all the items that need to be included in a production plan.
 - Walk the pre-inspections together.
 - Is there a walk sheet template you want to provide?
 - What to look out for and what needs to be ordered for that particular apartment that can then be given to the tech when the vacant comes available to make sure they're taking appropriate items to the turn?
 - When do you perform pre-walks?
 - At least 3-4 weeks ahead of time, but ideally more than a month prior to move-out to ensure all items can be scheduled accordingly.
 - Ask Group: Who currently does this and how does it work for your property?
 - Expect the class to say both supervisor and manager conduct the pre-inspects, but really push this to see what is actually happening at different communities.

- The property manager and supervisor need to decide together which units may be getting rehabbed based on availability, location of units, and budget
 - Do Managers have a WISH list ready to go when they sit with the maint supervisor to make the production plan?
 - What type of items should managers put on their WISH list? What reports are used when creating the Production Schedule?
 - Community projects they feel are important.
 - Items from the property inspection.
 - Items from the most recent RM/AM visit.
 - Renewal updates promised 2-3 months ago and now need to be done upon the resident's renewal.
 - Q: Does anyone do these early/once the renewal is signed in the slower times just to make sure they're getting done? How are renewal updates tracked?
 - Major Projects List
 - Add additional responses on what can be used.
 - Maint: Should the managers have a wish list, would that help?
 - Schedule a solid date and time EACH WEEK to work on AND review the production plan and also have a backup time.
 - DO NOT say you'll 'get to it'! Always make sure it is scheduled!
 - Communicate with your manager any changes or concerns. Very important to communicate
- Ask class – what type of items come up that can disrupt the production plan?
 - Examples would be: skips, water leaks/backups, emergency calls, evictions, sick team members, weather, etc.
 - Discuss how we can overcome each of the obstacles presented.
- When we don't create or follow a Production Plan, who and what are affected?
 - The entire maintenance team. How?
 - Productivity can decrease
 - Task can drag out because time was not associated with project
 - The office team. How?
 - Office won't have a move in estimated date
 - Allows office to know what is going on at any given time
 - The residents (current and future)/community. How?
 - Not meeting resident expectations can also lead to negative reviews and higher turnover!
 - Staying on track re-enforces the Happy Resident Philosophy!

As a group, discuss what adaptations we should have in place once the Production Plan changes for the week.

- 1) Weekly Schedules
- 2) Meeting set aside once a week to rearrange items on the production plan.
- 3) The wish list board and making sure it is updated as items are completed and if not add to next month production plan

Ending video about teamwork:

<https://www.youtube.com/watch?v=PpLPQVyxdkk>

After the video, just reiterate the importance of teamwork and Happy Team/Residents as an outro to the class.

What is needed for the class:

- Laptop with projector/screen
- Flip board with markers
- Blank Production Plan
- Blank Pre-inspection template
- Availability Report
- Property Inspection
- Major Projects List
- Safety Meetings Schedule
- Training Schedule
- Productivity Level template/instructions
- Two North American maps plus push pins