

# **6 FAH-4 H-300 EVALUATING THE FACILITY MAINTENANCE MANAGEMENT SYSTEM AT THE POST**

*(TL:FCLH-1; 06-16-1997)*

## **6 FAH-4 H-301 FACILITY MAINTENANCE MANAGEMENT SYSTEM**

*(TL:FCLH-1; 06-16-1997)*

a. This chapter is designed to:

(1) Introduce the maintenance manager to various aspects of facility maintenance management; and

(2) Help the maintenance manager evaluate each aspect of the program by asking questions to stimulate thought about the post's current maintenance management.

b. The rest of the *Facilities Maintenance Handbook* addresses the various aspects of facilities maintenance management in greater detail:

- A work control system for getting the work done;
- Records keeping;
- Annual Inspection Summary Report;
- General considerations;
- Preventive maintenance; and
- Automated maintenance management control systems.

## **6 FAH-4 H-302 A WORK CONTROL SYSTEM FOR GETTING THE WORK DONE**

*(TL:FCLH-1; 06-16-1997)*

As the nucleus of an effective post facilities management effort, a work control system includes:

- Work identification;

- Workload planning;
- Work accomplishment(s); and
- Work appraisal (quality control).

## **6 FAH-4 H-303 WORK IDENTIFICATION**

*(TL:FCLH-1; 06-16-1997)*

a. Maintenance managers:

- Identify work; and
- Manage any work that A/FBO/AM has approved for in-house accomplishment

b. The maintenance manager should identify what needs to be done at the post before the deficiencies become critical.

c. Early identification buys time for material procurement, job planning, and efficient work scheduling.

d. There are three major ways of identifying work:

- Inspection;
- Staff observation; and
- Work orders.

## **6 FAH-4 H-304 INSPECTIONS**

*(TL:FCLH-1; 06-16-1997)*

The primary inspection programs at the post are:

- Maintenance Management Inspections;
- Annual Facility Condition Survey;
- Preventive Maintenance (PM) Program; and
- Specialized Inspection Program, e.g., elevators, etc.

## **6 FAH-4 H-305 MAINTENANCE MANAGEMENT INSPECTIONS**

*(TL:FCLH-1; 06-16-1997)*

The maintenance manager should conduct a complete general inspection of the post upon arrival and then every 6 months.

## **6 FAH-4 H-306 MAINTENANCE MANAGEMENT INSPECTION OBJECTIVE**

*(TL:FCLH-1; 06-16-1997)*

Identifying obvious deficiencies routinely facilitates planning and scheduling needed repairs.

## **6 FAH-4 H-307 ANNUAL FACILITY CONDITION SURVEY**

*(TL:FCLH-1; 06-16-1997)*

a. Each year, technically qualified maintenance personnel conduct Annual Facility Condition Surveys.

b. The surveys are designed specifically to look for:

- Structural deficiencies;
- Electrical deficiencies; and
- Mechanical deficiencies.

## **6 FAH-4 H-308 FACILITY CONDITION INSPECTION OBJECTIVE**

*(TL:FCLH-1; 06-16-1997)*

a. Identify major deficiencies early when timely repairs will be much less costly.

b. For guidance on developing a Facility Condition Inspection Program, see 6 FAH-4 H-600 .

## **6 FAH-4 H-309 PREVENTIVE MAINTENANCE PROGRAM**

*(TL:FCLH-1; 06-16-1997)*

Preventive maintenance is the planned periodic inspection and servicing of equipment by maintenance personnel.

## **6 FAH-4 H-309.1 PM Program Objective**

*(TL:FCLH-1; 06-16-1997)*

a. The main objective of preventive maintenance is to reduce the probability of equipment breakdown and resulting high downtime costs.

b. Periodic servicing of equipment lengthens equipment life and reduces breakdown by:

- Identifying present and potential needed repairs.
- Accomplishing (during inspection) minor maintenance.
- Scheduling the repairs for future maintenance attention.

c. 6 FAH-4 H-800 and 6 FAH-4 H-900 provide guidance on developing a preventive maintenance program.

## **6 FAH-4 H-310 UNASSIGNED**

## **6 FAH-4 H-311 SPECIALIZED INSPECTIONS PROGRAM**

*(TL:FCLH-1; 06-16-1997)*

a. Certain facilities and equipment, especially those involving safety, require periodic inspection and certification. Usually, certifications are accomplished by A/FBO or by contract. Post records and appropriate A/FBO personnel can offer information on which items need these inspections, such as:

- Boilers;
- Elevators;
- Roofs;
- Emergency and standby power systems, including generators;
- Heating, ventilation, and air-conditioning; and

- Fire alarms and suppression systems
- b. Identify and note each specialized inspection or certification.
  - c. Coordinate with A/FBO to complete these inspections and certifications before they expire.
  - d. Determine if annual equipment certificates are being completed.

## **6 FAH-4 H-311.1 What Is The Status Of The Inspection Program At Post?**

*(TL:FCLH-1; 06-16-1997)*

### **INSPECTION PROGRAMS CHECKLIST**

<b>YES</b>	<b>NO</b>	<b>QUESTION</b>
•	•	Are the inspections being performed regularly?
•	•	Does the post have an Annual Facility Condition Survey?
•	•	Are Annual Facility Condition Inspections accomplished?
•	•	Are inspections accomplished when scheduled?
•	•	Are inspection reports neatly filed in a central file, indexed properly, and current?
•	•	Are work orders being submitted for new deficiencies noted during inspections?
•	•	Does the post have a PM program?
•	•	Is the PM program being evaluated periodically, and are adjustments made to the equipment inventory, checkpoints, and frequencies?
•	•	Have items requiring specialized inspection and certifications been identified?
•	•	Are all specialized inspections and certifications current?

If the answer to any question is no, take action to improve the inspection program.

## **6 FAH-4 H-312 WORK IDENTIFICATION SOURCES**

*(TL:FCLH-1; 06-16-1997)*

In addition to inspection programs, other sources of work identification must be considered.

## **6 FAH-4 H-312.1 Reports From In-House Staff**

*(TL:FCLH-1; 06-16-1997)*

Establish a single point of contact for in-house staff to report observed facilities deficiencies, and remind all staff that reporting observations is their responsibility.

## **6 FAH-4 H-312.2 Work Identified By Customers Through Service Calls**

*(TL:FCLH-1; 06-16-1997)*

Service calls will consist only of emergency work, or minor but necessary work, for which failure to do could cause:

- Loss of life.
- Impairment of safety.
- Loss of or damage to U.S. Government property.
- Environmental pollution.
- Failure of a vital mission objective.

## **6 FAH-4 H-312.3 Work Identified By Customers Through Written Work Orders**

*(TL:FCLH-1; 06-16-1997)*

a. Written work orders are made by customers for unscheduled work, which is work that occurs on a one-time basis.

b. Maintain a work-order log.

c. Evaluate aspects of the other work identification sources at post.

## **6 FAH-4 H-312.4 Analyzing Work Sources**

*(TL:FCLH-1; 06-16-1997)*

Use the following as an initial basis to ensure observation and follow-up of identified work.

<b>YES</b>	<b>NO</b>	<b>QUESTION</b>
•	•	Is there a formally documented procedure for in-house staff to report noted deficiencies?
•	•	Is work planned and scheduled?
•	•	Are work control numbers being assigned to all work orders?
•	•	Is a work log being maintained?
•	•	Is the work-order log being reviewed and evaluated periodically?
•	•	Are work orders neatly filed in a central file, indexed properly, and kept up to date?

If the answer to any question is no, take action to improve the work identification source.

## **6 FAH-4 H-313 WORKLOAD PLANNING**

*(TL:FCLH-1; 06-16-1997)*

- a. Workload planning is used to determine:
  - What is the work to accomplish?
  - How is the work to be accomplished?
  - When is the work to be accomplished?
- b. Establishing work plans and schedules will ease decision making.
- c. Evaluate workload planning at the post by asking the following questions.

## **6 FAH-4 H-314 WORKLOAD PLANNING CHECKLIST**

*(TL:FCLH-1; 06-16-1997)*

<b>YES</b>	<b>NO</b>	<b>QUESTION</b>
•	•	Can a response be given when someone questions the status of a job?
•	•	Is the total backlog of work to be done identified by shop and trade?
•	•	When a rush job arises, can the jobs that will be delayed or omitted as a result be identified?
•	•	Is there a work plan that indicates what the shop will be doing for the next 2 months?
•	•	Can firm estimated completion dates be given to the customers?

If the answer to any question is no, take action to improve the workload planning system.

## **6 FAH-4 H-315 IN-HOUSE WORK ACCOMPLISHMENT**

*(TL:FCLH-1; 06-16-1997)*

a. A work control system provides the manager with the necessary resources to accomplish the work.

b. It is the maintenance manager's responsibility to ensure that the work gets completed properly and within budget.

c. Work appraisal determines if the work was done as planned and feeds that information back into the other work control system elements. The maintenance manager should perform work appraisal on:

- Scheduled work
- Unscheduled work
- The work force

### **6 FAH-4 H-315.1 Getting In-House Work Done Checklist**

*(TL:FCLH-1; 06-16-1997)*

<b>YES</b>	<b>NO</b>	<b>QUESTION</b>
•	•	Is there a plan for accomplishing work?
•	•	Is a work order being submitted for each piece of work?
•	•	Is the work order being properly completed?
•	•	Is there a system for tracking the status of work orders?
•	•	Is there a work plan and schedule for work accomplishment?
•	•	Is work being supervised and work progress documented?

**If the answer to any question is no, take corrective action.**

## **6 FAH-4 H-315.2 Contracting**

*(TL:FCLH-1; 06-16-1997)*

Contracting capability:

- (1) May be used for a minor construction and alterations.
- (2) Provides the post with a pressure relief valve for reducing work backlog.
- (3) Provides access to special capabilities or skills that may not be available at the post.
- (4) Allows the manager to concentrate on urgent or critical maintenance and repair rather than on routine services.

## **6 FAH-4 H-315.3 Contracting Work Out Checklist**

*(TL:FCLH-1; 06-16-1997)*

Contracting is a valuable tool. Determine if the post is getting the most from this tool by asking the following questions:

<b>YES</b>	<b>NO</b>	<b>QUESTION</b>
•	•	Are the specifications clear and concise and fully cover the work?
•	•	Does the COR (contracting officer's representative) have a copy of the contract specification?
•	•	Is there an inspection schedule?
•	•	Is contract work being inspected?
•	•	Is documentation on contractor performance being maintained?
•	•	If required, is completed contract work being reported to A/FBO?

**If the answer to any question is no, take corrective action.**

## **6 FAH-4 H-316 FACILITY RECORDKEEPING**

*(TL:FCLH-1; 06-16-1997)*

Accurate records yield big returns compared to the time required to update.

### **6 FAH-4 H-316.1 Facility Maintenance Files Checklist**

*(TL:FCLH-1; 06-16-1997)*

To evaluate the facilities maintenance files, answer the following questions:

<b>YES</b>	<b>NO</b>	<b>QUESTION</b>
•	•	Is the information needed to manage facility maintenance at post in the existing files?
•	•	Are the files orderly?
•	•	Are the files up-to-date?

- • Does the information in the files support the information in the facilities notebook?
- • Are the serial and model numbers of each piece of equipment included in the inventory list?

**If the answer to any question is no, take corrective action to improve the facility maintenance files.**

## **6 FAH-4 H-317 REPORTING**

*(TL:FCLH-1; 06-16-1997)*

Reports submitted by the post reflect the quality of the facilities management program.

Reporting helps the activity obtain resources and

The major reports are:

- Real Estate Management System (REMS)
- Budget inputs to the post budget and finance officer
- Annual Inspection Summary (AIS)

### **6 FAH-4 H-317.1 Reports Checklist**

*(TL:FCLH-1; 06-16-1997)*

Evaluate the current reports by asking the following questions:

<b>YES</b>	<b>NO</b>	<b>QUESTION</b>
•	•	Are reports based on current information and properly prepared with appropriate information?
•	•	Are reports being prepared and submitted on schedule in accordance with current guidance?
•	•	Is all information and appropriate backup data being included?
•	•	Has someone been assigned responsibility for each report?

**If the answer to any question is no, take corrective action to improve the reporting system.**

## 6 FAH-4 H-318 GENERAL CONSIDERATIONS

(TL:FCLH-1; 06-16-1997)

Additional areas of responsibility should also be evaluated:

- Fire and life safety
- Handicapped considerations
- Energy management
- Safety considerations
- Environmental control and abatement
- Security considerations

### 6 FAH-4 H-318.1 General Considerations Checklist

(TL:FCLH-1; 06-16-1997)

Ask the following questions:

YES	NO	QUESTION
•	•	Is there a fire prevention program and does it meet the Department's guidelines?
•	•	Is there an energy management plan and awareness program?
•	•	Are post energy goals being met?
•	•	Is there a post safety plan?
•	•	Does the post safety plan meet OSHA requirements?
•	•	Is the safety plan up to date?
•	•	Are environmental control and abatement regulations known and followed?
•	•	Are identified facility requirement plans accurate and adequate?
•	•	Are projects being developed and submitted in a timely manner?

- • Are projects being promptly and timely executed?

**If the answer to any question is no, take corrective action to improve that area.**

## **6 FAH-4 H-319 DEVELOPING LONG-RANGE FACILITY MANAGEMENT GOALS**

*(TL:FCLH-1; 06-16-1997)*

a. After evaluating the facilities maintenance management system, the maintenance manager is now in a position to personally establish long-range goals and major milestones.

b. Long-range goals will make day-to-day operations more effective.

c. Focus attention on these seven areas of maintenance management:

(1) Work identification, prioritization, and funding

(2) Work order system for getting the work done

(3) Contracting

(4) Recordkeeping

(5) Reporting

(6) Specialized inspections and certifications

(7) General considerations

d. Record the planned actions on a Facility Maintenance Timetable. The timetable provides the maintenance manager with a long-range (2-year) schedule of significant maintenance events. An example format is given a 6 FAH-4 H-319 Exhibit H-319 .

e. Large posts will have an automated work-order program.

f. After completing the evaluation of the facility maintenance management system, improve any weak areas. The timetable can be used to plan and schedule the work required to correct any weaknesses.

## **6 FAH-4 H-320 THROUGH H-399 UNASSIGNED**

# 6 FAH-4 H-319 Exhibit H-319 FACILITY MAINTENANCE TIMETABLE FORMAT

(TL:FCLH-1; 06-16-1997)

POST: \_\_\_\_\_  
 BY: \_\_\_\_\_  
 DATE: \_\_\_\_\_  
 PREPARED: \_\_\_\_\_

		FY 19__												FY 19__									
SMALL POSTS	MANUAL	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
	REF																						
KNOW YOUR ACTIVITY																							
EVALUATE THE MAINTENANCE MANAGEMENT SYSTEM		██████████												██████████									
DEVELOP YOUR TIMETABLE		██████████																					
WORK ORDER SYSTEM ANNUAL FACILITY CONDITION SURVEY PREVENTIVE MAINT. INSP. BOILERS ELEVATORS														██████████									
WORKLOAD PLANNING																							
WORK ACCOMPLISHMENT AND APPRAISAL		██████████																					
CONTRACTING REWRITE QA PLANS																							
RECORDKEEPING FACILITY NOTEBOOK FACILITY FILES		██████████																					
REPORTING ANNUAL INSP. SUMMARY		██████████												██████████									
GENERAL FIRE SAFETY ENERGY SAFETY POLLUTION SPECIAL PROJECTS		██████████												██████████									

