

**FM Process Improvement  
Project Updates May 2023 - February 2024**

**Summary : \*\*add date when updated**

Completed : 0

New Projects : 0

Active Projects : 5

Future Projects : 9

**Active Projects :**

**I. Fleet Service Center Billing** *revised 10/23,11/23*

- A. Map current state of the billing process to provide a visual document of the process
- B. Identify areas of waste and/or overproduction with VSM as needed
- C. Map future state as a visual document to assist with new Fleet software configuration

**II. Fuel Billing NCDOA**

- A. Streamline, and document, the billing process for future Fleet Manager
- B. Map current state of the billing process to provide a visual document of the process
- C. Identify areas of waste and/or overproduction/wasted time, etc., as areas of possible improvement to the FM process while remaining in compliance with the NCDOA process.
  - 1. Currently NCDOA pays us for fuel used by leased vehicles. As the only university in the UNC system to do this, we need to explore the impact of leased vehicles using the Wex card only and not being allowed to use the fuel farm. We know using the Wex card only UNCC would not bill NCDOA for fuel and they would not send a check back to us. What are the advantages/disadvantages of changing this procedure?

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**III. Motor Fleet Reservation**

- A. Map current state of the reservation and billing process to provide a visual document of the process, and find areas of waste
- B. Improve the reservation process by eliminating excess waste in preparation for new fleet software that will provide customers with a reservation process that is clear and easy to use.
- C. Explore having Motor Fleet vehicles detailing outsourced as well as the repair.

**IV. Fuel Billing to Customers**

- A. Map current state of the billing process to provide a visual document of the process, and find areas of waste
- B. Identify areas of waste to reduce overproduction and duplications of effort
- C. Streamline billing to the customer through the ARCHIBUS, or new Fleet software system to include:
  - 1. Work with FIS to improve views, forms, etc., to create a simple, easy process flow.
  - 2. Provide customer with transparency and accurate billing information

**V. FM 311**

- A. Review current state of the FM 311 SOP to provide any revisions the group has implemented in the last 6 months
- B. Update terminology, triage methods, building list, and ARCHIBUS examples
- C. Include internal resource guide "Conservice" landing page
- D. Update Non reimbursable and reimbursable buildings
- E. Update list of Acronyms
- F. Define work request and projects with Maintenance Operations and Construction Planning
- G. Include specific legal guidelines (ie. Policy 719) to comply with University standards

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**Future Projects FY 24 (*Start dates to be determined*) :**

- I. New Loaner Program**
  - A. Create workflow/process in anticipation of new fleet software
  - B. Create the SOP
- II. Revise MAL SOPs**
  - A. Update documentation to reflect current operating procedures
- III. Revise Fleet Service Center SOPs**
  - A. Update documentation to reflect current operating procedures
- IV. Revise MO Technicians and Supervisors**
  - A. Update documentation to reflect current operating procedures
- V. Revise Fuel Master SOPs**
  - A. Total rewrite of SOP based on outcome of fuel billing process listed above
- VI. Revise Motor Fleet Reservations SOPs**
  - A. Update documentation to reflect future operating procedures
- VII. Fleet Service Center Billing SOPs**
  - A. Update documentation to reflect future operating procedures
- VIII. BES&R Kitting Process**
  - A. Evaluation and reengineering of current process
  - B. Creation of SOP
- IX. Leased Vehicles**
  - A. Evaluation and reengineering of current fuel process
  - B. Review how FM can avoid billing NCDOA as a customer for fuel used by leased vehicles
  - C. Review how leased vehicles are repaired