BES Re-organization

Continuous Improvement measures within Building Environmental Services (BES)

Customer Meeting: Library Zone
Wednesday, March 4, 2015 | 1:00 pm
Building Environmental Services & Recycling cares for UNC Charlotte’s built environment to provide a safe and healthy campus. We achieve this by routinely cleaning, recycling, and conserving University resources.
BES Re-org

Implementation began this week

- On March 1, 2015, BES implemented a new Organizational Structure, new Zones, new Shift Hours, and new Geographical assignments for the whole unit

Customer Meeting: Library Zone
Your BES Library Zone Contact

Candis Robinson
BES Library Zone Supervisor

Office: Atkins Library G-49
Phone: 704-687-1732
Email: crclemon@uncc.edu
Monday - Friday (8:00 am - 5:00 pm)

Library Zone
- Atkins Library
- King Building
- Reese Building

Candis is primary point of contact for all BES cleaning needs in the Library Zone. All BES cleaning and floor care work requests for Atkins, King, and Reese route directly to Candis.

BES & Recycling  •  Facilities Annex Nine  •  9151 Cameron Blvd. Charlotte, NC  •  704-687-6177

Building Environmental Services & Recycling  •  Creating a Campus of Distinction

Customer Meeting: Library Zone
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Library Zone Supervisor: Candis Robinson

- Candis Robinson is the BES Library Zone Supervisor covering Atkins Library, King and Reese

- Candis’ normal work hours are Monday – Friday 8:00 am – 5:00 pm

Customer Meeting: Library Zone
BES Re-org

Library Zone Supervisor: Candis Robinson

- Candis is the primary point of contact for all BES needs in the Library Zone
- All BES work requests for Atkins Library, King and Reese route directly to Candis

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Library Zone Supervisor: Candis Robinson

- Greg Kish is the BES South Area Manager and is Candis’ immediate Supervisor
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Library Zone Supervisor: Candis Robinson

- Althea has two crews for general cleaning:
  
  **1st Shift:** Tuesday – Saturday (5:00 am – 2:00 pm)
  **2nd Shift:** Monday – Friday (1:00 pm – 10:00 pm)
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Library Zone Supervisor: Candis Robinson

- Candis coordinates floor care with 3rd Shift Floor Crew Supervisor Bill Costello

- The Floor Crew works Sunday – Thursday (11:30 pm – 8:30 am)
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Library Zone Supervisor: Candis Robinson

- The Floor Crew Supervisor, Bill Costello, will allow Candis to coordinate and forward Floor Crew work to his unit
- The Floor Crew Manager is Joe Scollo

Customer Meeting: Library Zone
New BES Geography (Zone Map)

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Legend
- BES Areas
- North Area
- South Area
- BES Zones
- Grieg Zone
- Colvard Zone
- EPIC Zone
- Mcrby Zone
- Kennedy Zone
- Library Zone
- CHHS Zone
- Woodward Zone
- Non-PF BES
- BES Offices

BES Office Locations

<table>
<thead>
<tr>
<th>Number</th>
<th>Building Name</th>
<th>Room Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Kennedy</td>
<td>112</td>
</tr>
<tr>
<td>4</td>
<td>Atkins</td>
<td>049</td>
</tr>
<tr>
<td>20</td>
<td>Mcrby</td>
<td>012C</td>
</tr>
<tr>
<td>32</td>
<td>Colvard</td>
<td>1068</td>
</tr>
<tr>
<td>52</td>
<td>College of Education</td>
<td>11</td>
</tr>
<tr>
<td>55</td>
<td>Facilities Management &amp; Police</td>
<td>144, 145, 146</td>
</tr>
<tr>
<td>56</td>
<td>Woodward Hall</td>
<td>163A</td>
</tr>
<tr>
<td>59</td>
<td>Grieg Hall</td>
<td>266C</td>
</tr>
<tr>
<td>63</td>
<td>College of Health &amp; Human Services</td>
<td>002A</td>
</tr>
<tr>
<td>72</td>
<td>EPIC</td>
<td>1241, 1242</td>
</tr>
</tbody>
</table>
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Benefits

- Flattens organizational structure
- Simplifies shift and zone structure
- Increases productivity by minimizing travel time
- Facilitates effective communication with customers
- Streamline processes and task delegation protocol
- Cost neutral to execute

Customer Meeting: Library Zone
BES Re-org

Library Zone

- You will receive a handout of the Library Zone contact information and the BES Zone Map

- Now the Library Zone Staff will introduce themselves and take any questions you may have

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