BES Re-organization

Continuous Improvement measures within Building Environmental Services (BES)

Customer Meeting: CHHS Zone
Thursday, March 5, 2015 | 1:30 pm
BES & Recycling Mission

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: CHHS Zone
Your BES CHHS Zone Contact

Debra Mayfield
BES CHHS Zone Supervisor

Office: CHHS 002 A (College of Health and Human Services)
Phone: 704-687-7489
Email: dwmayfie@uncc.edu
Monday - Friday (8:00 am - 5:00 pm)

Debra is primary point of contact for all BES cleaning needs in the CHHS Zone. All BES cleaning and floor care work requests for Burson, Cameron Hall and the College of Health and Human Services route directly to Debra.

CHHS Zone
- Burson Building
- Cameron Hall
- CHHS (College of Health and Human Services)

Customer Meeting: CHHS Zone
BES Re-org

CHHS Zone Supervisor: Debra Mayfield

- Debra Mayfield is the BES CHHS Zone Supervisor covering Burson, Cameron Hall and College of Health and Human Services (CHHS)

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

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BES Re-org

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BES Re-org

CHHS Zone Supervisor: Debra Mayfield

- Vanessa Dodd is the BES North Area Manager and is Debra’s immediate Supervisor

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BES Re-org

CHHS Zone Supervisor: Debra Mayfield

- Debra 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)
BES Re-org

CHHS Zone Supervisor: Debra Mayfield

- Debra coordinates floor care with 3rd Shift Floor Crew Supervisor Rob Ervin
- The Floor Crew works Sunday – Thursday (11:30 pm – 8:30 am)
BES Re-org

CHHS Zone Supervisor: Debra Mayfield

- The Floor Crew Supervisor, Rob Ervin, will allow Debra to coordinate and forward Floor Crew work to his unit.
- The Floor Crew Manager is Joe Scollo.
New BES Geography (Zone Map)

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

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: CHHS Zone
CHHS Zone

- You will receive a handout of the CHHS Zone contact information and the BES Zone Map
- Now the CHHS Zone Staff will introduce themselves and take any questions you may have.
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