

**SCHOOL DISTRICT OF PALM BEACH COUNTY**  
**DIVISION OF FACILITIES MANAGEMENT**  
**EVALUATION SURVEY RESULTS**  
**2006 FACILITIES MANAGEMENT SPRING TRAINING – MAY 12, 2006**

**The best thing about the workshop was:**

- Learned process to get better
- The review of management programs
- Presented good idea to move forward
- The review of all 3 systems
- Learned how different systems work
- Exposure to the three systems
- Break-out sessions
- Brief and concise - well defined methods
- Lots of solid information
- Learned about the different processes available and that they can be integrated
- New learning process
- Team project
- Learned new management techniques
- New ideas, concepts
- Seeing different styles of quality management
- The ability to actively take part in a process that will enhance our products; i.e., maintaining facilities for our customers.
- Different approaches to improve things
- Good exposure to various quality systems
- The positive nature of the materials
- Interaction of the group
- Group projects
- Working together in teams to resolve difficult problems
- The interaction with the groups. Using these new programs helps clarify our own programs.
- “Permission” to take parts of successful programs to develop one
- Getting a review of process improvement as well as the variety of quality assurance programs out there
- Informative, positive approach
- Great presentation
- Great information
- Group exercise
- Wanting to get better
- Speaker presentation
- Small group
- Presenter was knowledgeable and answered questions very well
- Introduction of various concepts to improve organizational effectiveness
- Getting familiar with conforming and other type processes
- The integrated approach: mix and match to make the process better. Also “lean” eliminate all waste from all processes
- Ability to interact with others in facilities
- Understanding you do not need to fear problem solving; but we did not have enough time to understand

- Very interesting; hopefully staff will want to better their departments by following a new system. Hopefully, individual departments or units will strive for an award or accreditation.
- Learning about the overall ISO program--a different perspective
- Concepts great
- Team exercise
- The concepts presented and presenter
- Making everyone aware of standards (interactions)
- Learning about Six Sigma
- Mentally stimulating
- The various best practices systems and being able to pick and choose
- Learning the different formats for continuing improvement
- Explanation of the difference between ISO, Sterling and Six Sigma
- Addressed continuous improvement – very important
- Brain storming in groups
- Presentation and slides
- It identified how to establish a process of improving the performance of what a department or organization does when providing service
- Good format

**The thing I would change about the workshop is:**

- Did not enjoy workshop, it had a focus mostly on industrial products
- Present less material
- Slow it down
- Need more time
- Do more problem solving
- Need to provide a similar course material for the non-supervisory people to provide a career path and opportunities
- Another break
- More District specifics
- Presentation should not be stand and deliver; learning rarely happens when being read to.
- More interactive participation
- Nothing
- It was a little rushed.
- Nothing at this time
- Be more specific on certain issues.
- The different systems seemed to blend together during presentation real world examples can help explain principles. Team project was confusing, needed to be better defined.
- I would have more exercises with discussion groups.
- A little dry in the beginning, better graphics on slides or more anecdotes early on
- There was a lot of information to absorb in a very short period of time. An exercise after each product would help clarify how to use and the differences involved.
- Clarity of the group assignment
- Message very unclear, more meaningful speaker, topic
- I would ensure that the speaker and materials are more geared toward our industry. It might be helpful to assemble a small group of pre-workshop folks to help develop appropriate materials.
- Fine as is
- Better food and drink
- Select two topics for in-depth discussion and possible solution
- More case study that can be related to our specific issues
- Length

- Less reading of book, more explanation
- More time needed to cover all the topics; but they were just right
- More group participation
- More group interaction to experience the process
- Have more tables in the room.
- Length, it felt very rushed.
- Talking “to” us method; reading from book presentation – no introductions – we don’t all know one another
- More time
- Discussion, too many ideas and didn’t explain in details. Couldn’t comprehend the ideas
- More use of tools intermittently throughout the session
- More team interaction
- Go into more detail on the modules to be implemented in an ISO 9000 program. Should be done piecemeal.
- More interactivity – group breakdowns
- More time for group exercise
- More interactive groups
- More comfortable chairs and breakout sessions
- Leave it about the same.
- Need more information on what the quality improvement process is about

**The length of the workshop was:**

7% **Too Short**                      88% **Just Right**                      5% **Too Long (a little too long)**

**What do you think about the location of the workshop?**

- Okay
- Good
- Adequate
- Excellent
- Satisfactory
- Once we found it great!
- Too warm at start, comfortable after 1 hour
- Really good (after finding it)
- Great, but provide better directions
- Great control
- Great location
- Very good
- Simply wonderful
- Very nice!
- Great, I got to experience a place I have never seen before.
- Excellent, but I would arrange the chairs in a different format – perhaps semicircular around the speaker
- Great, close to work
- Great...something different
- Beautiful location, nice facility, a bit noisy
- A good relaxed environment
- Good, very centralized
- It was ideal!
- Good building – horrid traffic
- Enjoyed the location and the gardens

- I like it
- Fine
- Good, once air conditioning was turned up
- Very nice, but hard to find building

**Who should attend the next workshop?**

- All management
- All administrators
- Include additional staff from lower pay grades to get everyone's buy-in
- More managers
- Potential supervisory or key line personnel
- Some end users
- Academics side
- Purchasing needs to come and interact with us
- Next lower supervisory level; to get a complete buy-in of this program
- The same type of personnel
- Same group
- It should be presented to the entire staff in several shifts
- We need non-admin Workshops
- Next-level supervisors
- Anyone who will be involved in the process. Time spent with co-workers we do not normally come in contact would be positive and encourage more team work
- This topic – no one
- I believe that we are missing an important component by not including enough folks. There are 13s, 14s, 15s & 16s who could contribute a great deal.
- Anyone interested
- Board members
- Everyone above level 16
- All contract administrators (not just FACMAN), everyone needs to "buy in" on quality
- Program Management staff
- School Board and Superintendent
- All facilities management
- Everyone
- All District staff
- Supervisors from the academic side as well as the executive side
- Undecided
- Mainly managers, also any employee who may want to attend
- 16s and below – they are continually "left out"
- Include the programmers in academics that deal with facilities
- The people that were not able to attend today. It will serve Facilities for all the employees to understand the process we are embarking upon.
- Construction Purchasing
- You pick, you did well.
- Allow directors to decide based on subject matter.
- All the administrative and support desk

**How frequently should these workshops be held?**

11% Quarterly

69% Semi-Annually

20% Annually

**Topics that should be addressed at future workshops include:**

- Process specifics for all of Facilities Management
- Improved Quality Construction and Architects to design functional space not art objects
- Personnel issues
- Your part in the system
- Communication
- Maintenance-friendly materials
- How to do better with smaller resources
- Real world examples
- Consider holding an open discussion forum; there was a point that staff was cut off to return to the program;, staff clearly needs a group event to present and vent frustrations.
- Conflict resolution
- Scheduling paper work
- Career paths and potential for elevation of positions
- Specific issues regarding our division
- Implementing vision (define), managing feedback
- Tools that could be used to help resolve problems
- Whatever new directions the school district is going
- Smaller more in-depth and problem solutions to take away with us
- Quality and accountability
- Efficiency
- Time management, communication topics
- Persuasive communication
- Which of the three approaches the district prefers
- How to take the next steps toward standardization
- Implementation and more specific strategies for functions of the different departments
- Team work and functions of departments and roles
- Continue with more intense staff development in ISO-9000
- Technology – dashboards
- Process mapping
- If one approach is chosen, then a workshop to dive into that
- Follow up on improvement processes
- Problem solving

**• What do you think about the direction of Facilities Management from a year ago?**

86% **Getting Better**

14% **About the Same**

\_\_\_ **Getting Worse**

**What would you change about Facilities Management?**

- More cooperation between departments
- Stay on the present course.
- Even greater improvement over 10 years ago
- Compensation structure
- Add staff
- Continue moving forward doing things right
- More professional development
- Cross training at support level; chance to and direction on improve your job
- Encourage bottom-up ideas.
- More integration with academic side – technology – staff communication
- Currently seems upper management heavy – lots of approval needed prior to implementation

- Need to have a method to track projects and project requests. Minor capital – how many are completed, etc. Zone book
- Nothing at this time, because it's getting better overall
- More distinction between minor and major projects
- Departments need to understand and communicate responsibilities better with other departments
- Need to be more of a team
- Better linkage with academic management
- Better communication between departments
- More communication
- Give persons in responsible position the authority to make decisions
- More involvement in early design stages of all stakeholders
- Suggestion: The establishment of a SDPBC FACMAN University – to develop courses / bring bag lunches, etc. To further everyone's understanding of key processes. Also, a way to exhibit pride of achievement to earn a "FACMAN" degree
- Need more office space, better facility for the entire group (PM, Maintenance, Planning., etc.)
- Need more communication
- Equity, merit pay and accountability
- Better coordination among departments
- What the School District needs is a Boston Latin School; i.e., an examination to get in
- Better communication between department
- Demonstration of career growth opportunities (fair career growth opportunities)
- Continue to improve communication between the different departments. Work toward being a "world class" organization
- We need standardization among ACLs.
- I see the vision however; there are some undercover problems that cannot be addressed in workshops or on surveys. There is an unproductive barrier that exists and an inequity in the workload and compensation. It would be great if the curtain could be pulled and a full view behind the scenes was provided. This would provide the opportunity for the people in the trenches to be acknowledged and appreciated as well as compensated for their dedication and commitment.
- More opportunities to interact with others in the division and refine glitches within departments
- Need to have more opportunities to meet with Division chief as to what is his goal and view of a World Class Department – (Meet with small group for feedback purposes.)
- Everything is fine, move the CAFM along.
- Program Management – need policies and procedures manuals updated from 1995.
- Continue striving to improve communication. Teach FACMAN departments what the other FACMAN departments do.
- Satellite out offices by area (North/South/East/West).
- Keep the same track.
- Establish standards for how you define success.