

PCM Service Calls & Lag Time Analysis

Conrad K Grundke

5/17/03

Rev 1.1

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Data Source

- This data was derived from the document provided to the United Laguna Hills Mutual Maintenance & Construction Committee by Cynthia Grace, PCM Programs Manager, dated March 20, 2003.
- RE: United Laguna Hills Mutual Average Lag Times Report – 2001 and 2002 Comparison

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Definitions

- Service Call – When a service ticket has been written and the work completed.
- Lag Day – Every day that passes between the initiation and completion of a service call.

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Background

A request for additional administrative manpower was made by PCM to the LW boards to increase the service level for maintenance and repair calls. An increasing lag time between the time a request is made and the call is resolved has initiated this study.

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Objectives

- Determine the underlying reason for the increasing lag time to determine if the cause can be attributed to one of the following:
 - Increasing number of service calls
 - Increasing duration to complete a service call (service technician efficiency)
 - Increasing travel time per service call (scheduling efficiency or inadequate on hand tools/parts)
 - Decreasing available service technician manpower
 - Administrative efficiency

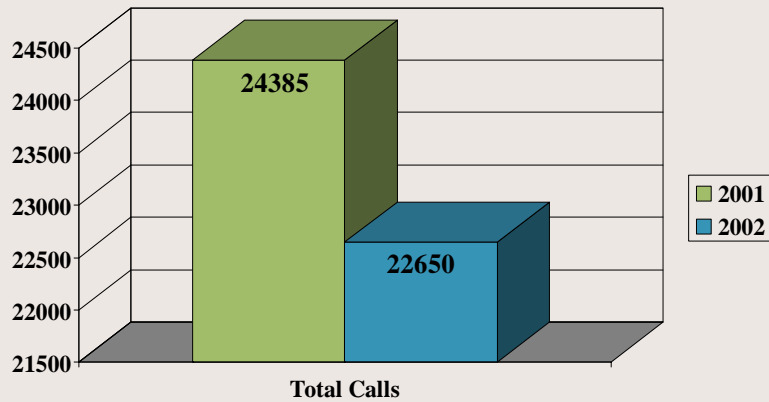
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PCM Departments/Categories

- Maintenance Repair (Maint) – work done as normal scheduled maintenance of United Laguna Hills Mutual homes
- Carpentry Service (Carp) – carpenter work done to service non-scheduled maintenance
- Electrical Services (Elect) – Electrical work done for non-scheduled maintenance
- Plumbing Service (Plumb) – Plumbing work done for non-scheduled maintenance
- Plumbing Leaks (Plumb Lks) – Plumbing work done to repair water leaks.
- Roof Rain Leaks (Rf Rn Lks) – repairs to resolve water leaks associated with the roof
- Non Roof Rain Leaks (Non-Rf Rn Lks) – work done to repair rain leaks other than the roof.

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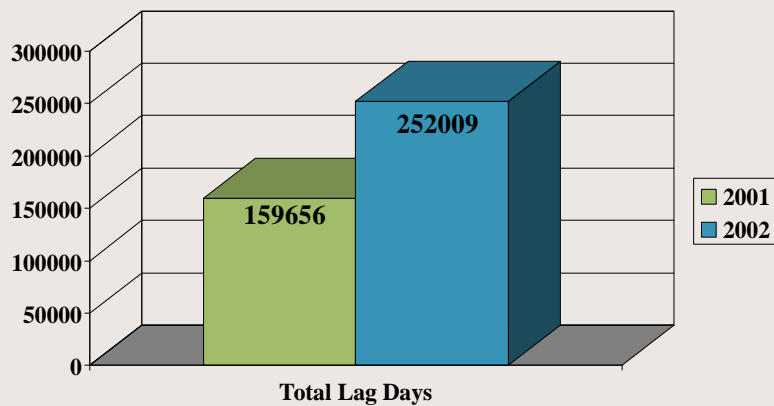
2001 vs 2002 Service Calls



7.1 % Fewer Service Calls in 2002 vs 2001

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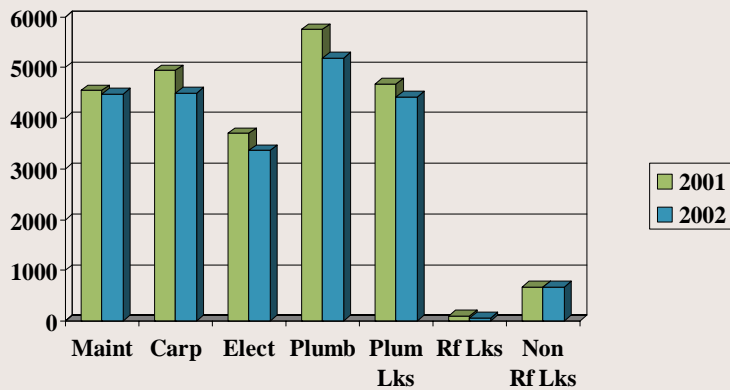
2001 vs 2002 Lag Days



57.8 % More Lag Days in 2002 than 2001

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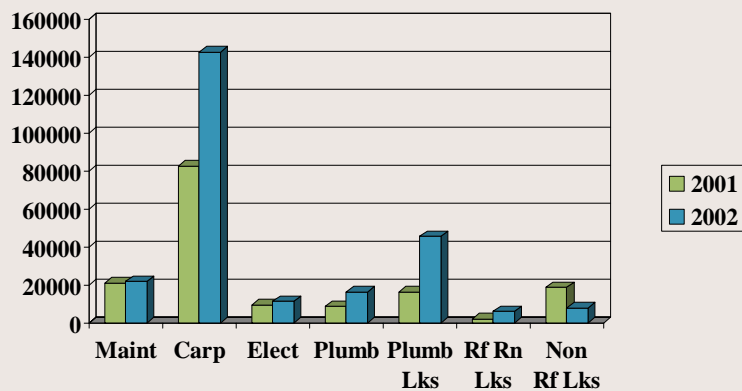
2001 vs 2002 Service Calls by Department/Category



All categories had reduced service calls in 2002 vs 2001

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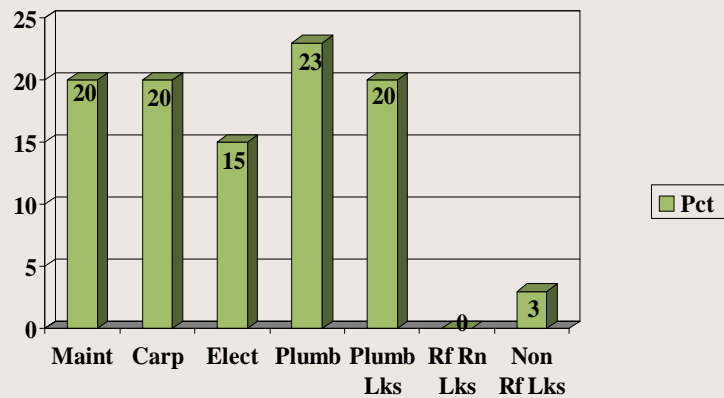
2001 vs 2002 Total Lag Days by Department/Category



Only non roof leaks had fewer lag days in 2002 than 2001

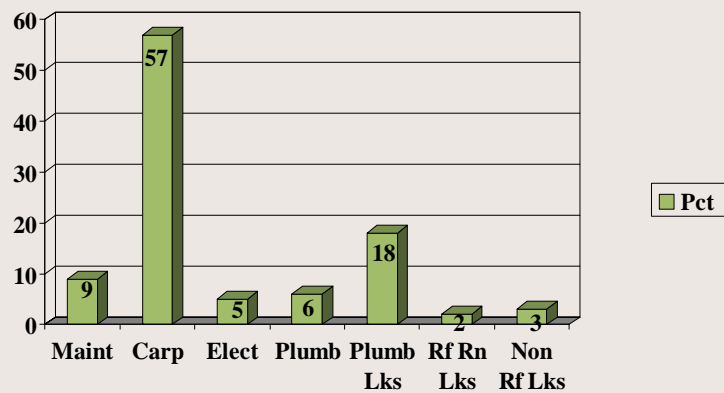
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2002 Calls by Department or Category as Pct of Total



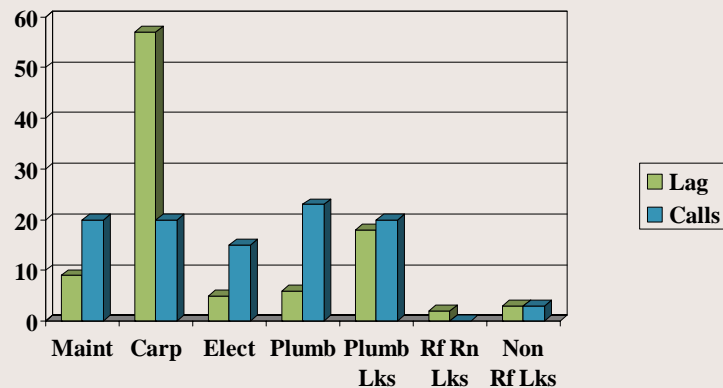
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2002 Lag Days by Department or Category as Pct of Total



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2002 Pct Lag Days vs Pct Calls



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Analysis

The prior slide illustrates that Carpentry Service accounts for 20% of all the service calls, but it accounts for 57% of the total lag days.

Plumbing and Plumbing Leaks account for 23% and 20% of the calls, yet the lag days for these services account for only 6% & 18%. Combined Plumbing activity has 43% of the calls and 24% of the lag days.

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Conclusions

- It will take further data to establish the reason for the high number of lag days for the carpentry services.
- I would not anticipate that relief in one area will necessarily provide relief in another (ie; more plumbers will not help the carpentry shortfall).
- Addressing the carpentry problem should be the first order of business.
- The explanation of losing tradesmen as they become proficient will only be accelerated with the PCM addition of another supervisor to provide additional training.

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Raw Data

Dept/Cat	Calls 2001	Calls 2002	Lag Days 2001	Lag Days 2002
Maint	4549	4477	21215	21887
Carp	4945	4496	82568	142578
Elect	3696	3362	9536	11380
Plumb	5745	5158	8863	16278
Plumb lks	4676	4420	16410	45672
Rf Rn Lks	99	67	2226	6101
N Rf Rn Lks	675	670	18838	8113
Total	24385	22650	159656	252009^c

Revision History

- 5/15/03 – Original presentation
- 5/17/03 Rev 1.1 – added the Revision History
 - Added conclusion referencing additional PCM supervisor.
 - Modified printing of labels on charts for clarity

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The End

For additional copies or explanation of this presentation
please feel free to contact me:

Conrad K Grundke

949-707-1682

Cgrundke@dslextreme.com (preferred)

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