

A vibrant graphic with a blue background and diagonal stripes in red, green, and cyan. The text 'IDEAS @ WORK 2019' is prominently displayed. 'IDEAS' is in large, white, dotted letters with a blue shadow. '@' is in a white circle. 'WORK' is in large, solid green letters with a blue shadow. '2019' is in green, underlined with two lines. Decorative elements include a paperclip, diamonds, and a hexagon.

IDEAS @ WORK 2019

Repair Reporting Platform

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**HOW MANY STEPS DOES IT TAKE TO
CHANGE A LIGHTBULB FOR TENANT?**



10 !!!

PAIN POINTS – HIGHLY COMPLEX WORKFLOW

1



Tenant call Control Centre / Leasing Team to report repair.

3



Technical Team carry out 1st inspection to ascertain scope of works.

5



Leasing Team receive work order and send to Tenant for confirmation.

7



Leasing Team update Technical Team to follow up.

9



Technical Team update Leasing Team that work order is completed.

2



Control Centre / Leasing Team route repair request to Technical Team.

4



Technical Team check inventory; create work order and send work order to Leasing Team.

6



Tenant confirm work order and send back to Leasing Team.

8



Technical Team send technicians to carry out 2nd inspection and carry out works.

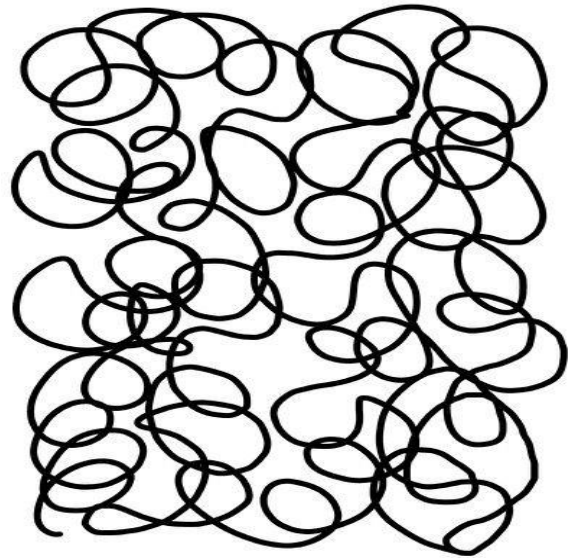
10



Leasing Team issue debit note to Tenant (paper form); Tenant settle payment.

PAIN POINTS

1,000+ incoming calls received by control room each day
300+ work order processed each month



Cumbersome
workflow



Slow response time
to tenants



Paper-based process

Work Order No.: 1763945	Work Type: Form CM
Location: TP-CAH-OFF-14-TLT-M	Report By: Lai Ka Kui
Male Toilet, 14/F Office, Cambridge House, Taikoo Place	Reporter Phone No.:
Unit: 14/F	Report Date: 25/07/2017 11:07
Tenant: NOBEL BIOCARE ASIA LIMITED	Equipment:
Contact Person: MS.WONG	Supervisor:
Contact Tel.: 28451266	Print Date: 26/07/2017 11:33

Part A: Work Description

Form CM, Interior Fabric: Toilets, Doors & Ironmonger (室內構造- 洗手間, 門身或五金, 樓梯) - Stopper Damaged (門頂損壞) 男廁大門, 門頂鬆脫。

Job Description

3126-05012

Remarks:

14/F 男廁大門門頂損壞, 客戶要求報價更換

Authorized Signature:

Date:

Part B: Tenant / Customer Signature (To be completed by Tenant / Customer)

- I / We agree to accept and pay Swire Properties Management Limited the cost as indicated above upon completion.

Signature: _____ Date: _____ Company Chop: _____

- I / We accept the completion of work as indicated above.

Signature: _____ Date: _____ Company Chop: _____

- Satisfaction level:

(1-Excellent, 2-Sufficiently Satisfied, 3-Rather Unsatisfied, 4-Poor)
Thank you for your feedback.

Part C: For Office Use Only

Time

Report Time: 25/07/2017 11:07
Arrival: 25/07/2017 11:11
Actual Start: 25/07/2017 11:18
Actual Finish: 25/07/2017 11:38

Staff

Staff Code	Name	Start Time	Finish Time

Material

Item Code	Item Description	Planned Qty	Actual Qty

Recorder:

Signature/Date

Supervisor:

Signature/Date

Work Order Requisition

FYY/ROW/TOL/WYL/VJW/HWY

Work Order No.: 1843414

Source of requisition: Maintenance Request

Statutory Requirements

Tenant (Tenant Name: RGA Reinsurance Co. Building: 4, 11 & 19/F, Cambridge House)

Others

Step	Work Flow	From	To	Date
1	Please send the attached Work Order to the tenant for confirmation to proceed by return of signed and chopped Work Order. Attachment: Work Order (expiry date: 14 Jun 18) Remark:	FYY	NAT	18/5/18
2	The Work Order is confirmed and approved. Please proceed the work. Attachment: The Confirmed Work Order Remark:	JAT	FYY	13/6/18
3	The work is completed. <input type="checkbox"/> Please approve the Work Order and send it to Technical team for data input. <input type="checkbox"/> Please send the attached Work Order to the tenant for confirmation of completion. When the Work Order is returned, please input the satisfaction level and change WO status to "COMP". Attachment: The Confirmed Work Order no.: W.O. amount varied: <input type="checkbox"/> No <input type="checkbox"/> Yes (Refer to summary overleaf) Remark:			
4	The Work Order is approved. Please update the Work Order. Attachment: The Confirmed Work Order no.: Remark:			
5	The Work Order is updated. Please input the satisfaction level and change WO status to "COMP" Attachment: The Completed Work Order no.: Remark:			
6	Please inform the tenant the Work Order is expired. A fresh Work Order will be arranged on request only. Attachment: The Expired Work Order Remark:			

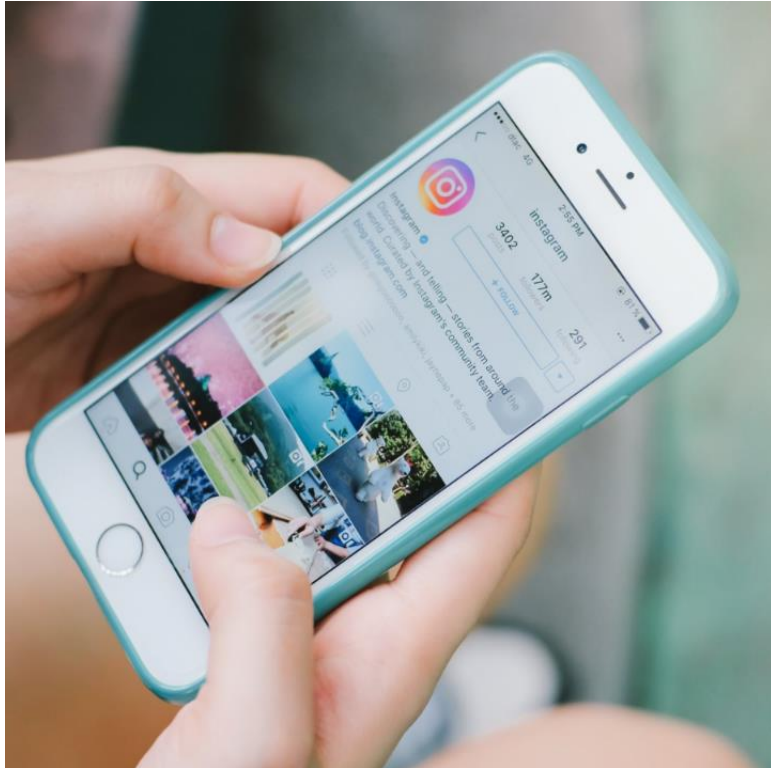
Supplementary Information:



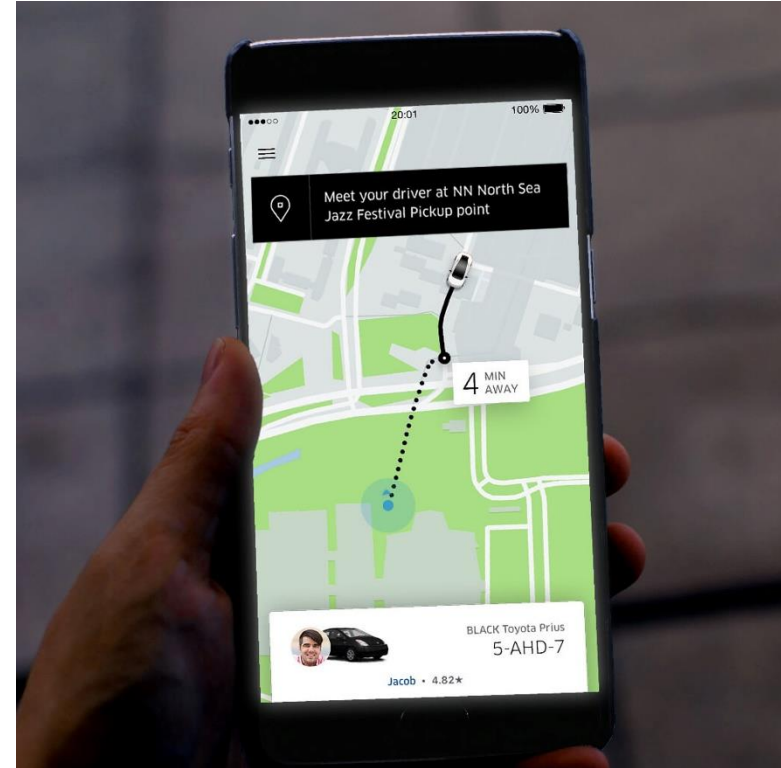
TENANT REQUEST PLATFORM

SOLUTION – TENANT REQUEST PLATFORM

WITH VERY SIMPLE USER INTERFACE



1. Snap photo
2. Hashtag #
3. Upload photo



1. Track order status
2. Live chat function
3. Payment system

SOLUTION – TENANT REQUEST PLATFORM

WITH VERY SIMPLE USER INTERFACE

Tenant

v

Location

v

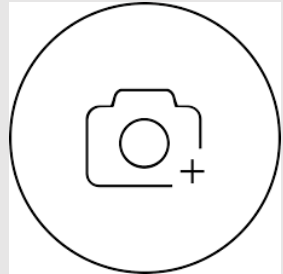
What does your problem relate to?

v

Select Category	v
Air-Conditioning	
Cleaning	
Electrical & Lighting	
Fire Services	
General Repairs & Services	
Lifts & Escalators	
Pest Control	
Plumbing & Drainage	
Security	

Sub-Category	v
Scratch	
Chip	
Crack	
Uneven Finish	
Loose Finish	
Dirt	
Others	

Upload a photo?



Submit

STREAMLINED WORKFLOW UNDER PROPOSED SOLUTION



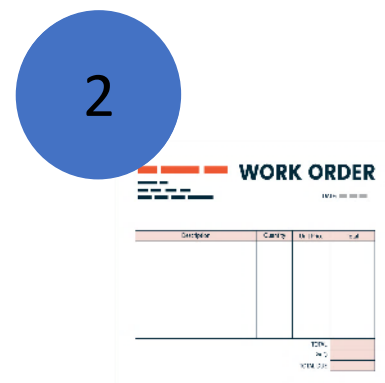
1

Tenant submit repair request via Tenant Portal.



2

Technical Team carry out 1st inspection to ascertain scope of works.



2

Work order created and send to Technical Team for follow up.



7

Leasing Team update Technical Team to follow up.



9

Technical Team update Leasing Team that work order is completed.



2

Control Centre / Leasing Team route repair request to Technical Team.



3

Technical Team checks inventory; create work order and upload on Tenant Portal.



4

Tenant confirms work order on Tenant Portal.



3

Technicians carry out inspection and carry out works.



4

Tenant settle payment.

THE IMPACT

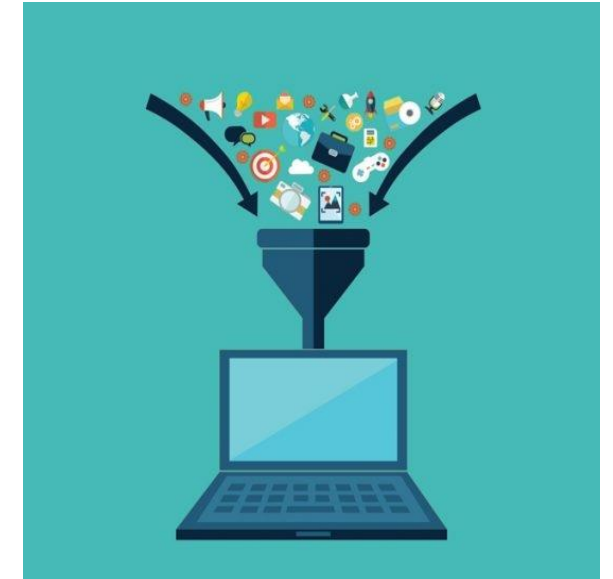


**Enhance tenant's
experience**



Boost efficiency

**900 man-hours
saved per month**



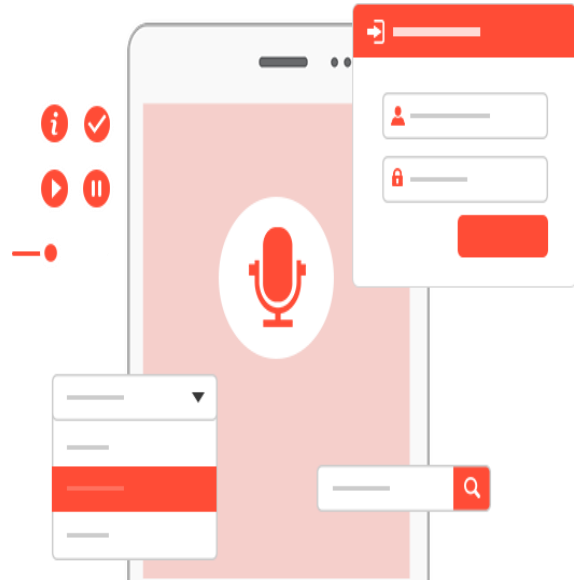
Become data driven

ROLLOUT PLAN



Vendor selection

Status: In Progress



User interface design

Status: In Progress



**Change management
communication**

Status: Pending



INNOVATION