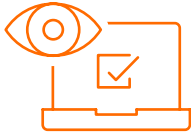


Case Study

Kinross Wolaroi



**Improved visibility
over works**



**Single point
of triage**



**Streamlined, user-friendly
request process**

About the Client

Kinross Wolaroi is an independent co-educational Pre-K to Year 12 day and boarding school located in Orange, NSW.

With two beautiful campuses, multiple boarding houses, and extensive academic and co-curricular facilities, the school welcomes over 1,000 students every year from Orange and surrounding regions.



A manual process for maintenance requests made it difficult to keep track of requests, maintain consistent records, and communicate effectively with requesters.

Snapshot

Challenges

- Limited visibility over reactive maintenance requests.
- Large numbers of requests to be managed.
- Requester updates reliant on manual communications.

Solutions

- Centralised view of all requests and works across multiple sites.
- Records of maintenance works are automatically created and easily accessible.
- Requesters receive automatic status updates and are prompted for feedback when jobs are completed.

The Opportunity

With two large campuses in Orange, NSW, managing maintenance at Kinross Wolaroi is no small task.

The Facilities Team, which includes trades, maintenance staff, groundskeepers, and cleaners, faced challenges managing a high volume of maintenance requests using manual systems.

This approach made it difficult to keep track of requests, maintain consistent records, and communicate effectively with requesters.

The Journey

The Facilities Team at Kinross Wolaroi have taken significant strides in enhancing their maintenance management processes. Since moving to FMI Works, they've been able to set a new standard for professionalism and efficiency.

The Facilities Team at Kinross Wolaroi now have a clear view of all ongoing and completed maintenance works, automatically generated records, and a streamlined process for updating requesters on job status.

The visibility delivered from having a single point of triage for all requests has supported the implementation of more efficient maintenance management processes.

Facilities Manager David Stedman describes the impact of these improvements:

"All our maintenance works are now centralised. I can instantly see what jobs are completed, and which are outstanding. It makes it so much easier to keep track of everything."

The implementation of FMI Works has supported the Kinross Wolaroi facility team's commitment to professional, efficient service delivery in terms of maintenance requests. Previously, the team had to manually handle each request and update staff in person or via email, which was time-consuming and sometimes led to gaps in communication.

Now, requesters across the school, from teaching and academic staff to those in sports and boarding, can easily log requests through a dedicated portal, receive automatic updates on their job progression and provide feedback once their requests are completed.

Stedman emphasises the ease with which the new process was adopted:

"We added a link to FMI in our internal staff portal, sent out an email, and it all just fell into place. It is just so easy for them to submit a ticket. We'd originally planned training sessions but it turned out to not be necessary!"

The transition to the new system has not only improved internal efficiency but also generated positive feedback from the wider school community. Staff appreciate being kept informed of the progress of their requests, reducing the need for follow-up communications and enhancing overall satisfaction.

With full visibility over maintenance works across both campuses, and a more efficient request process the school's extensive facilities are well-maintained and running smoothly.

Looking to the future

Looking ahead, Stedman and his team are focused on refining the reactive maintenance process and gradually expanding the platform's capabilities.

Future plans for the teams FMI Works implementation include integrating asset management, enhancing compliance tracking, and eventually bringing contractors onto the system.

"For us, it's important to get the basics right. We'll be continuing to refine the current process, and then we'll start uploading assets and move on to planned maintenance," Stedman explains.

Through a combination of strategic planning, professional execution, and a commitment to continuous improvement, Kinross Wolaroi School's Facilities Team is building a strong foundation for the future.

The team's dedication to maintaining high standards has not only streamlined operations but also positioned the school to better manage its extensive facilities in the years to come.

With these improvements, the Facilities Team at Kinross Wolaroi School continues to exemplify the professionalism and dedication that underpin the school's commitment to providing an outstanding educational environment for all.

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— David Stedman, Facilities Manager,
Kinross Wolaroi School



KINROSS WOLAROI SCHOOL

