

Level of Service Standards

Purpose

This document defines and explains the levels of service that can be expected from Western Michigan University's Fleet Management & Maintenance unit. It provides an overview of the unit, as well as the priorities of response and resolution of the issues.

Overview

Fleet Management & Maintenance is a team of highly skilled state certified and ASE (Automotive Service Excellence) certified master mechanics and management staff who maintain all Western Michigan University owned vehicles. We repair and maintain over 280 licensed motor vehicles, all university owned construction and maintenance equipment, emergency generators, ice resurfacing machines, golf carts, mowers, etc. We provide quality service in an efficient and professional manner to ensure all vehicles are safe and well maintained. We implement continuous improvement to ensure the highest level of customer satisfaction.

Western Michigan University's Fleet Management & Maintenance professionals are responsive to the needs of our customers by providing exceptional service and customer care to the University community with safe, reliable and well-maintained vehicles and equipment, balancing sustainable technologies with cost effective practices.

Repair requests are submitted to Fleet Management & Maintenance either by using the Bronco Fix-It request form online, or by calling the FM Service Center at (269) 387-8514.

Services

Services provided by Fleet Management & Maintenance include:

- Vehicle repairs
- Annual, semiannual and quarterly routine services for University vehicles
- Work with department when recalls are issued and warranty repairs are needed

- Maintain the University vehicle database including vehicle repair history
- Maintain non-University fuel card database
- Work with departments, lending assistance and helping develop specifications that meet their needs when adding or replacing vehicles or equipment
- Assist in disposal and or reassignment of old or surplus vehicles
- Vehicle accident assistance and body repairs
- Maintain the financial ledger for funded and leased vehicle amortization

Response/Resolution Priorities

All requests for service are assigned a priority which is based on the nature of the issue being reported, the information received from the requestor and current workload. The priority may be adjusted based on the change in conditions or circumstances. In some cases, a temporary solution may be implemented until a permanent resolution is achieved.

Priority Level	Scenario	Response
1 – Critical	Life safety issue, vehicle accident or situation involving environment contamination.	Immediate response until the situation is resolved.
2 – Urgent	Repairs that need resolved sooner than later, such as a dead batter, no starts, flat tires, etc.	Same day response.
3 – Semi-Urgent	Department of Public Safety vehicles, plow truck repairs during winter months and trash truck breakdowns.	Same day or as soon as practicable.
4 – Normal	Repairs that are an inconvenience yet need repaired.	Completion within 30 business days.
5 – Scheduled	Scheduled routine vehicle services.	Completed the same day. If vehicles are a no show, completion within 45 days of work order creation.
6 – Planned	Body damage repairs, yearly dielectric testing, pre-winter snow plow services.	Yearly as scheduled.

7 – Deferred	Requests for up fitting or fabricating, things that are beyond the scope of normal maintenance.	As time allows.
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Payment for Services

Routine services and repairs are billed at the end of each month to the department's account. If budgeted maintenance was set up for the vehicle when first purchased, there will be no costs associated with the repair or routine service. All body work and repairs outside the scope of routine maintenance will be billed at the end of each month.

Key Performance Indicators

Performance measures are established, measured, and reviewed for continuous improvement. The performance indicators focus on safety, equipment, manpower, waste diversion and customer satisfaction.