HIGH PERFORMANCE WORK TEAMS

- Customer-focused teams that combine minor maintenance with custodial services to expedite and streamline repairs and custodial cleaning assignments.

- HPWTs are assigned to a cluster of facilities and serve as the first point of contact for customers in virtually all minor maintenance related issues.
### THE HIGH PERFORMANCE WORK TEAM DIFFERENCE

**CUSTODIAL SERVICES ONLY**
- Clean & Disinfect Surfaces/Touchpoints
- Office & Cubical Cleaning
- Classroom & Lecture Hall Cleaning
- Clinical Patient & Research Cleaning
- Conference Rooms & Auditoriums
- Break Rooms & Water Fountains
- Restrooms, Showers & Locker Rooms
- Hallways, Stairs, Elevators & Entrances
- Remove Trash, Recycle & Compost
- Maintain Floors and Carpet
- Repairs – Door Latches, Hinges, & Handles
- Repairs – Stop Minor Leak & Shut Off Faucets
- Repairs – Replace Carpet Tile
- Repairs – Clear Clogged Drains
- Repairs – Patch and Paint Interior Walls
- Repairs – Pressure Wash Entrances & Steps
- Repairs – Ceiling Tile Grid
- Repairs – Change Light Bulbs
- PM – Inspect Entrance & Exit Doors and Light Signs
- PM – Inspect Electrical & Mechanical Rooms
- PM – Identify Trip Hazards Inside/Outside
- PM – Inspect Disabled Door Openers
- Mechanical Lift Operations (dusting/window cleaning)

**MAINTENANCE WORK ORDERS**

**HIGH PERFORMANCE WORK TEAMS (COMBINATION OF CUSTODIAL & MINOR MAINTENANCE)**

<table>
<thead>
<tr>
<th>Task</th>
<th>Custodial Services Only</th>
<th>Maintenance Work Orders</th>
<th>High Performance Work Teams</th>
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<tbody>
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### BUSINESS COMPLEX
- Anderson Hall 47,628
- Bryan Hall 49,078
- Gerson Hall 41,736
- Heavener Hall 60,216
- Hough Hall 72,724
- Matherly Hall 59,799
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- Tigert Hall 73,685
- **Total NSF** 463,324

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### HSC RESEARCH COMPLEX
- Aquatic Pathobiology 6,970
- Cancer & Genetic Ctr. 281,728
- Clinical & Trans. Res. 127,706
- Emerging Pathogen 93,018
- Environ./Human Tox. 15,800
- HOP Modular Building 12,413
- HSC Modular Building 10,514
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### ENGINEERING NORTH
- Material Engineering 34,902
- Mech & Aero Eng. C 26,322
- Nuclear Reactor 15,941
- Nuclear Science 70,900
- Reed Laboratory 15,729
- Rhines Hall 76,304
- Weil Hall 158,439
- Weimer Hall 162,807
- Wertheim Laboratory 82,080
- **Total NSF** 693,704

### ENGINEERING SOUTH
- Benton Hall 25,878
- Black Hall 37,307
- Chemical Engineering 53,532
- Malachowsky 242,218
- Engineering HR South 2,908
- Larson Hall 42,726
- Mech & Aero Eng. A 41,491
- Nanoscale Research 55,786
- New Engineering Bldg. 142,093
- Particle Science 32,069
- Phelps Lab 9,877
- Psychology Bldg. 64,819
- **Total NSF** 762,493

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### PROGRESS TRIANGLE
- Auxiliary Library 42,505
- Biotech Building #1 43,223
- CCE Facility 16,732
- CTT Restrooms 490
- CTT Qualification Lab 8,162
- East Campus 83,526
- East Campus Data Ctr. 26,182
- Innovation Hub 106,000
- Material Lab 20,449
- Norman & Addition 194,859
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- Bruton-Geer Hall 49,484
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- Levin Advocacy Center 19,375
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### HPWT Electrical Skills
- Change light bulbs
- Troubleshoot single point of use for power failures

### HPWT Plumbing Skills
- Clear clogged drains
- Repair or stop minor water leaks
- Shut off valves as necessary to stop water leaks
- Shutoff leaking faucets
- Repair leaky fixtures
- Troubleshoot leaks in urinals/Toilets
- Perform minor repair of damaged faucets
- Replace batteries in flush valves/Faucets

### HPWT Carpentry Skills
- Install ceiling tiles
- Inspect handicap door closures
- Perform minor adjustments to door latches
- Perform minor adjustments to door hinges
- Perform minor adjustments to door handles
- Perform minor adjustments to strike plates
- Patch and paint interior walls
- Perform minor painting as needed
- Perform minor repairs on ceiling tile grid
- Repair bathroom partitions to include stall doors and latches
- Assist with plastering projects
- Replace carpet tiles
- Apply cove base to walls
- Lay carpet tiles
- Repair or replace cove base tiles
- Perform minor repairs on handrails
- Perform minor repairs on chairs
- Caulk windows
- Perform minor repair of stairs
- Apply molding around doors to include weather stripping
- Perform minor adjustments to window latches
- Grout and lay ceramic tile on the floor
- Perform temporary fixes on glass door panels
1. What are High Performance Work Teams?
   - A carefully selected group goal-focused employees with specialized expertise in minor maintenance (plumbing, electrical, carpentry, painting, etc.), combined complementary custodial services skills.

2. Are High Performance Work Teams replacing those in professional trade shops?
   - No, HPWT Maintenance Generalists collaborate with the trade experts when needed to produce consistently superior results.

3. What is the long-term plan for High Performance Work Teams?
   - Facilities Services' Strategic Plan includes strategically assimilating the entire campus into HPWTs by 2031.

4. What are some benefits of becoming a High-Performance Work Team facility?
   - HPWT employees take ownership in their assigned facilities, and address maintenance issues most times before the customer is ever aware.
   - HPWT employees address minor maintenance issues in their facilities within minutes, instead of waiting hours or days for Work Management who is responsible for addressing 1,050 facilities.

5. How many High Performance Work Teams are on campus?
   - Currently, there are five (5) High Performance Work Teams (Business Complex, Health Science Center Research Complex, Engineering North, Engineering South, and Progress Triangle).